
DOMESTIC REPAIR STATION AND QUALITY MANUAL



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San Antonio, TX 78216**

Federal Aviation Administration Repair Station
Certificate Number # NS8R594J

Control # Master

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Note: See this manual for a description of the processes for distributing, entering, and recording revisions to this manual. If a controlled paper copy of the manual has been assigned it shall have its revisions properly entered and recorded.


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SECTION 1: GENERAL AND ADMINISTRATIVE PROCEDURES

1.1 Introduction

This manual describes the housing, facilities, equipment, personnel, and general operating rules pertinent to the operation of this domestic repair station, certificated by the Federal Aviation Administration (FAA) under 14 CFR Part 145. All ratings issued to this repair station by the FAA under Part 145 are described in its Operations Specifications.

This manual includes a description of the policies and procedures that will be used by this repair station to meet all requirements of Part 145 that pertain to—

A repair station manual / quality manual

The information contained in this manual explains the systems used by the repair station when performing maintenance, preventive maintenance or alteration on civil aviation articles. When more detail is required to accomplish or record a particular operation, those details are contained in the applicable manufacturer's instructions for continued airworthiness (e.g., maintenance, overhaul and repair manuals), service bulletins, service information letters, standard practice manuals, Airworthiness Directives, and/or other data acceptable to or approved by the FAA.

The maintenance, preventive maintenance, or alteration of civil aviation articles will be performed in accordance with the applicable Federal Aviation Regulations (FARs). The repair station will not maintain or alter any article for which it does not hold an appropriate rating. The repair station will not maintain or alter any article for which it is rated if the appropriate housing, facilities, equipment, personnel, or technical data are not available.

1.2 Manual Distribution, Control, and Revision Processes

This manual will be maintained current at all times. The repair station shall maintain a computer copy of this manual as required to ensure that all personnel have easy and ready access to it. The local Flight Standards District Office shall be assigned a copy of this manual. A complete list of the assigned copies of the manual can be found in this manual. To prevent access to information that is not maintained current, no employee may make a copy of the manual or pages from the manual, without clearly identifying them as uncontrolled copies.

The Director of Quality Control is responsible for coordinating all revisions to this manual with the local Flight Standards District Office by forwarding a copy of the contemplated changes thirty (30) days prior to the issuance date for comment. If comments are received, they will be addressed in accordance with the Federal Aviation Regulations (FARs). If no comments are received, the manual revisions will be distributed within fifteen (15) days of final issuance. Distribution to the FAA will be by first class mail, return receipt requested, delivered in person or electronic mail unless otherwise directed in writing by the local Flight Standards District Office.

Upon review by the FAA or after the thirty (30) day period, whichever is shorter, the Director of Quality Control shall sign the revised List of Effective pages to indicate approval before copying, distribution and insertion. The Master Manual shall contain the original documents signed by the Director of Quality Control.

If at any time the FAA finds any portion of this manual unacceptable due to non-compliance with an enumerated FAR, the repair station shall initiate expedited manual change procedures. The FAA initiated change shall be accomplished within 15 days of written notification of the non-compliance in accordance with the procedures in this manual.

The Director of Quality Control is responsible for coordinating and distributing revisions to this manual. Revisions will be distributed to all those assigned a controlled copy of the manual, along with an acknowledgement sheet.

The person named on the cover of the manual copy, or an individual delegated that responsibility will—

- Revise the manual.
- Make the appropriate entry in the Record of Revisions (page iii).
- Insert the updated List of Effective Pages (page iv).
- Sign and return the revision acknowledgement form to the Director of Quality Control.

The individual to whom the manual copy is assigned is responsible for updating this manual, even if the task is delegated. If the Director of Quality Control does not receive the acknowledgement form within 2 weeks of the revision distribution, he will contact the individual responsible for the manual.

If the manual has been completely revised, old manuals shall be destroyed or clearly marked "FOR REFERENCE ONLY."

1.3 Definitions

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

1.3.1 *Accountable manager*

Accountable manager — 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. Day to day contact with the FAA will be with the Director of Quality Control.

The Accountable Manager's duties and responsibilities are further described in this manual.

1.3.2 *Article*

Article — a civil aircraft, airframe, aircraft engine, propeller, appliance, or component part.

1.3.3 *Directly in charge*

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.

1.3.4 *Line maintenance*

Line maintenance — any unscheduled maintenance resulting from unforeseen events or scheduled checks that contain servicing, and/or inspections that do not require specialized training, equipment, or facilities.

1.4 General Requirements

To operate as a certificated repair station, this repair station must have a valid Repair Station Certificate issued in accordance with Part 145. The repair station

Certification includes the Air Agency Certificate, ratings and operations specifications. No operations will be conducted in violation of that certificate. The certificate will be made available for review upon request. In addition to having an appropriate certificate and ratings, prior to performing maintenance, preventive maintenance or alteration on a civil aviation article, this repair station must have available any required special technical data, equipment, personnel and facilities.

1.5 Performance Standards

Unless otherwise prescribed by the FAA directly or through an air carrier/commercial operator's approved program, the maintenance, preventive maintenance, and alteration work performed under this repair station certificate shall conform to the standards found in 14 CFR Part 43. More specific information as to the impact of that requirement on housing, facilities, personnel, equipment, material, and technical data can be found in this manual.

1.6 Work Performed at a Location Other Than Fixed Location

This repair station will perform work away from its fixed location on a recurring basis. This work will be performed under the procedures set forth in this manual.

Only the Director of Operations Line Maintenance / Accountable Manager or the Director of Quality Control may initiate the forms associated with performing work at a location other than the repair station. It should be noted, however, that the Work Order Package may be initiated and completed after the maintenance has been accomplished and will include only those forms applicable to the job work scope.

The work scope shall be limited to those maintenance or inspection actions that can be accomplished with personnel, equipment, material, tooling, and technical data that can be transported to or are available where the maintenance will be performed. Therefore, upon initiation of a request for off-location work, the Director of Operations Fuel Systems, Director of Operations Line, Maintenance Manager or the Director of Quality Control shall request that the customer provide as detailed a description as possible of the discrepancy (ies), as well as the location of the article. This information shall be recorded on North American Aircraft Services Inc. work order as appropriate.

Only technicians specifically familiar with and capable of performing the work scope anticipated shall be assigned to perform the maintenance requested. Director of Maintenance, Director of Quality Control or Line Maintenance Manager will assign the technicians. Director of Operations Line Maintenance/ Accountable Manager, Director of Quality Control or Maintenance

Manager shall ensure that the personnel, equipment, tooling, and data necessary to accomplish the requested work scope are made available to the technicians. The Director of Line Maintenance, Director of Operations Fuel, Accountable Manager, Director of Quality Control or Maintenance Manager shall ensure that there is adequate and continual communication between the technicians in the field and the repair station.

Upon arrival, the technicians shall determine that the location where the work is to be performed is safe and protected from the elements as required by the applicable maintenance data. The exact location of where the work is actually performed shall be documented. If any special equipment is used during maintenance, the technicians will record the use of that equipment by listing that equipment by nomenclature, type, manufacturer, and date of last calibration, as applicable.

Documentation of the work performed may be recorded in the aircraft log book in accordance with 14 C.F.R. § 43.9. However, a record of the work performed shall also be entered for inclusion into the Work Order Package, which will be generated, to the extent necessary, in accordance with the procedures outlined in this manual.

Any article or part thereof removed from the outside location and transported to the repair station for a more complete work scope, shall be routed through the repair station in accordance with the procedures set forth in this manual.

The Director of Quality Control is responsible for ensuring that the above steps are followed.

1.7 Inspection by the FAA

This repair station will allow the FAA to inspect our inspection system, records, and procedures to determine compliance with FARs at any reasonable time. The repair station will ensure, through the wording in its contracts/purchase orders with any individual or organization to whom it contracts maintenance functions which does not hold an FAA certificate, that the FAA is permitted to inspect that contractor while work is being performed on the repair station's behalf. Any required coordination during FAA inspections will be the responsibility of the Director of Quality Control. This function may be delegated as appropriate.

1.8 Maintenance of Personnel, Housing, Facilities, Equipment, Materials, and Technical Data

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.

1.9 Availability of Certificate

This repair station certificate shall be made available to the public and the FAA for inspection. The Director of Quality Control is responsible for responding to such FAA requests.

1.10 Internal Audit and Surveillance

Internal audits and surveillance shall be conducted by the Director of Quality Control on a periodic basis to ensure compliance with regulatory, repair station, and customer requirements and specifications. Record of audit compliance and related reports which assure appropriate corrective action are illustrated in the repair station Forms Manual. Details of audits conducted and any non-conformance findings shall be recorded on these forms, and shall be retained on file in the Director of Quality office for a minimum of three years.

SECTION 2: CERTIFICATE AND OPERATIONS SPECIFICATIONS

2.1 Application Process

This manual provides all the information required by the regulations as broadly identified in the application process. Specifically it contains—

- Repair station manual,
- Quality manual,
- Organization chart, and
- Description of the repair station facilities

The issuance of this repair station certificate by the FAA demonstrates that we have met all the requirements of 14 CFR Part 145.

2.2 Certificate Requirement, Change or Transfer, and Duration

2.2.1 Requirement

A repair station certificate is required before accomplishing any work as a repair station. This repair station will not perform any repair station work in violation of its certificate.

2.2.2 Change or Transfer

If this repair station changes the location of its housing or facilities, or if it seeks a change to the authority of the repair station to perform certain work, a request for a change will be prepared and submitted to the FAA. A self evaluation will be accomplished to determine if the Repair Station meets the requirements of 14 CFR 145.215, results will be recorded on form NAAS-011 and kept on file with the Capabilities List. The Director of Quality Control is responsible for ensuring this is accomplished.

In the event this repair station sells or transfers its assets, an amended repair station certificate is required. The Director of Quality Control is responsible for preparing and transmitting to the FAA the application for such an amendment.

2.2.3 Duration

This repair station certificate is effective until it is surrendered, suspended, or revoked. If our certificate is suspended or revoked, or if we elect to surrender it, the Director of Quality Control will be responsible for returning it to the FAA.

2.3 Certificate Limitations and Privileges

This repair station may maintain and alter any of the articles covered by its ratings and approve for return to service those articles. If there are any special technical data, equipment, personnel or facilities required, the repair station must also have those available.

For work that this repair station accomplishes at a location other than its fixed location, it must follow the procedures described in this manual.

All major repairs and major alterations must be accomplished with data approved by the FAA.

(See the Subsection entitled “Major Repairs and Major Alterations” for further explanation of the procedures this repair station will follow when accomplishing major repairs or major alterations.)

SECTION 3: ORGANIZATION

3.1 General

Employees are hired to perform work on civil aviation articles based on their knowledge and experience. An employee's initial qualifications are determined by employment history, training, certification, knowledge, experience, and practical tests. Job assignments, including the performance of maintenance, inspection, or supervision, are based on the employee's qualifications.

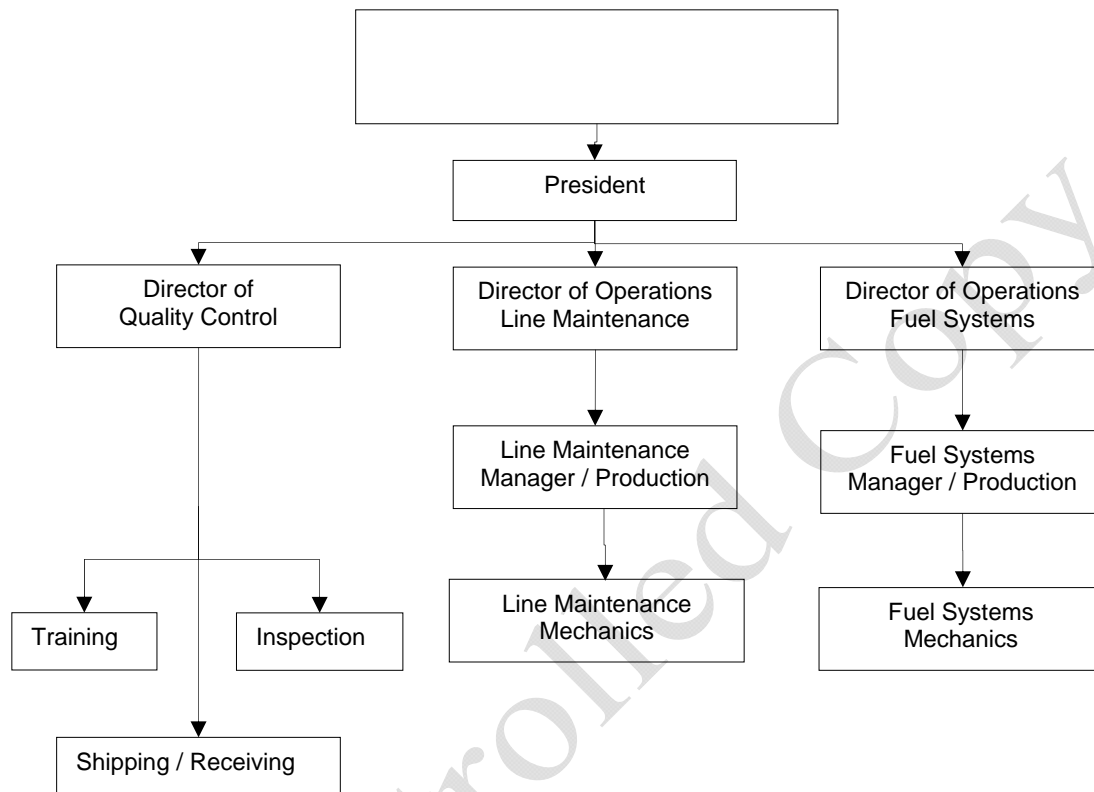
All employees performing maintenance or other safety-related functions for an air carrier or commercial operator certificated under 14 CFR Part 121 or Part 135 are included in an FAA-approved anti-drug program.

3.2 Organizational Structure

Notes:

This repair station's organization is as shown in the following chart. The chart includes each management position with authority to act on behalf of the repair station.

ORGANIZATIONAL CHART



3.3 Key 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 be listed on the repair station roster as set forth in this manual. Additionally, the qualifications for each position are set forth in this manual. One person may fill more than one position.

The training requirements for each position responsible for performing maintenance, preventive maintenance or alterations will be set forth in a separate manual that is specifically approved by the FAA.

3.3.1 Accountable Manager

The Accountable manager is responsible for the complete overall operation of the repair station. He is responsible for providing adequate equipment, material and competent personnel pertinent to the operation of the repair station. He is responsible for providing adequate housing and facilities and their continued maintenance.

The Accountable manager is responsible for the repair station's compliance with all applicable Federal Aviation Regulations and manufacturer's recommendations.

The duties of the Accountable manager may be delegated, by him as necessary; however, such delegations do not relieve him of the overall responsibilities.

3.3.2 President

Function as operating head of subordinate functions and administrative direction and control of all departments' activities to assure satisfaction of company objectives, management directives, and FAA regulations concerning all activities performed by the repair station.

Responsibilities:

1. Responsible for the Repair Station activities in developing, maintaining, and implementing policies and procedures as necessary to comply with all applicable Federal Aviation Regulations and to assure the continuing airworthiness of aircraft, components, and accessories serviced by the repair station.
2. Responsibilities include establishment and control of Repair Station functional procedures and guidelines. Interface with other departments and management internally. Has override and decision making authority over the Director of Operations Line Maintenance, and Director of Operations Fuel Systems.

Duties:

1. Maintain an adequately trained work force of sufficient size and diversified skills in order to satisfactorily perform tasks approved for the repair station.
2. Provide and adequate general tool, special tool, test equipment, support equipment and general hardware inventory to support all tasks undertaken by the repair station, for which it is approved to perform.
3. Maintain the facility in regards to housekeeping and utility in order to house all tasks undertaken by the repair station, for which it is approved to perform.
4. In regards to the foregoing, ensure that all FAA, other federal regulations, and state and local laws are met, as applicable.
5. Establishing administrative policies and procedures.
6. Efficient administration of repair station employees.
7. Establishing standards of safety to be followed.
8. Instituting new or improved practices or procedures which would be conducive to increasing safety and efficiency.
9. Maintaining such economic records as may be required.

The president may delegate all duties assigned to any qualified assistant as necessary however, such delegation does not relieve the president of the overall responsibilities.

3.3.3 Director of Operations Line Maintenance

Functioning as operating head of subordinate positions. Direct and coordinate, as required, those functions for their efficient use in the maintenance of customer aircraft and other tasks approved for performance by the repair station, consistent with economics and a high standard of safety and reliability.

Responsibilities:

1. Responsible for the department's activities in developing, maintaining and implementing policies and procedures as necessary to comply with the applicable Federal Aviation Regulations and to assure the continuing airworthiness of aircraft, components, accessories.
2. Responsibilities include management and control of departmental functional procedures and guidelines to accomplish stated objectives. Interface with other departments and management internally and maintain a mutually beneficial communications relationship with technical personnel from airframe manufacturers, allied industries, etc.
3. The health and welfare of personnel within the maintenance organization.
4. Ensures that employees skills are utilized to the highest degree possible and coordinate with maintenance training to acquire additional skills.
5. The maintenance of aircraft and accessories to the highest degree of safety and reliability.
6. Ensure personnel within the scope of the maintenance organization receive sufficient training and maintain the high level expertise required to keep pace with technological advances.

Duties:

1. Leads, directs, motivated and administer personnel under his organization.
2. Implement methods, procedures and necessary direction to reduce costs consistent

with safety and reliability.

3. Effectively draw upon manufacturers and their representatives for support in the furtherance of the maintenance organization's mission.
4. Maintain close liaison with other departments and divisions within the repair station to keep current with changes in policies and objectives.
5. Review previous and current day's operation relative to maintenance effect on that operation and implement corrective actions as required.
6. Coordinate ground support equipment and is aware of the daily status for their effect on operations, schedule expeditious resolution and/or arrange for alternative support.
7. Maintain projected aircraft maintenance and shops schedule in order to adjust where required to ensure contract commitments are met.
8. Reviews and recognize long-range forecast for material, parts, tooling, and personnel requirements.
9. In liaison with the Director of Quality Control, review campaigns, special problem areas, and the overall FAA Maintenance Program for the purpose of appropriate action by the maintenance organization.
10. Will assume maintenance control of all work performed at a place other than the repair station and assure aircraft are operated within MEL procedures
11. Initiate management/employee personal contact meetings and review results of such meetings to take appropriate action where indicated.
12. Periodically meet with employees, supervisors, and managers (individually/by group) to ensure best possible communications.
13. Maintain procedures and schedule for managers in meeting with their respective subordinates for the purpose of isolating potential problems and to promulgate information, both general and technical in nature.

14. Review Airworthiness Directives and comply with those affected applicable aircraft types.
15. Review and approve requisitions that are related to the aircraft maintenance organization. Forward those that exceeds authorized expenditures to higher authority for final approval.
16. Perform the duties as back up personnel for the Director of Quality Control for the Tool Calibration Program, Technical Data, Scrap Program and Shelf Life Program in the absence of the Director of Quality Control.
17. May delegate authority, but retains responsibility.
18. Performs additional duties as directed by President.

The Director of Operations Line Maintenance may delegate all duties assigned to any qualified assistant as necessary however, such delegation does not relieve the president of the overall responsibilities.

3.3.4 Director of Operations Fuel Systems

Function as operating head of subordinate positions. Direct and coordinate, as required, those functions for their efficient use in the maintenance of customer aircraft and other tasks approved for performance by the repair station, consistent with economics and a high standard of safety and reliability.

Responsibilities:

1. Responsible for the department's activities in developing, maintaining and implementing policies and procedures as necessary to comply with the applicable Federal Aviation Regulations and to assure the continuing airworthiness of aircraft, components, accessories.
2. Responsibilities include management and control of departmental functional procedures and guidelines to accomplish stated objectives. Interface with other departments and management internally and maintain a mutually beneficial

communications relationship with technical personnel from airframe manufacturers, allied industries, etc.

3. The health and welfare of personnel within the maintenance organization.
4. Ensures that employees skills are utilized to the highest degree possible, coordinate with maintenance training to acquire additional skills.
5. The maintenance of aircraft and accessories to the highest degree of safety and reliability.
6. Ensure personnel within the scope of the maintenance organization receive sufficient training and maintain the high level expertise required to keep pace with technological advances.

Duties:

1. Leads, directs, motivated and administer personnel under his organization.
2. Implement methods, procedures and necessary direction to reduce costs consistent with safety and reliability.
3. Effectively draw upon manufacturers and their representatives for support in the furtherance of the maintenance organization's mission.
4. Maintain close liaison with other departments and divisions within the repair station to keep current with changes in policies and objectives.
5. Review previous and current day's operation relative to maintenance effect on that operation and implement corrective actions as required.
6. Coordinate ground support equipment and is aware of the daily status for their effect on operations, schedule expeditious resolution and/or arrange for alternative support.
7. Maintain projected aircraft maintenance and shops schedule in order to adjust where required to ensure contract commitments are met.

8. Reviews and recognize long-range forecast for material, parts, tooling, and personnel requirements.
9. In liaison with the Director of Quality Control, review campaigns, special problem areas, and the overall FAA Maintenance Program for the purpose of appropriate action by the maintenance organization.
10. Will assume maintenance control of all work performed at a place other than the repair station and assure aircraft are operated within MEL procedures
11. Initiate management/employee personal contact meetings and review results of such meetings to take appropriate action where indicated.
12. Periodically meet with employees, supervisors, and managers (individually/by group) to ensure best possible communications.
13. Maintain procedures and schedule for managers in meeting with their respective subordinates for the purpose of isolating potential problems and to promulgate information, both general and technical in nature.
14. Review Airworthiness Directives and comply with those affected applicable aircraft types.
15. Review and approve requisitions that are related to the aircraft maintenance organization. Forward those that exceeds authorized expenditures to higher authority for final approval.
16. Perform the duties as back up personnel for the Director of Quality Control for the Tool Calibration Program, Technical Data, Scrap Program and Shelf Life Program in the absence of the Director of Quality Control.
17. May delegate authority, but retains responsibility.
18. Performs additional duties as directed by the President.

The Director of Operations Fuel Systems may delegate all duties assigned to any qualified assistant as necessary however, such delegation does not relieve the president of the overall responsibilities.

3.3.5 Director of Quality Control

Function as operating head of subordinate functions and provide direction and control of the department's activities to assure satisfaction of company objectives, management directives and FAA regulations concerning all activities performed by the repair station.

Responsibilities:

1. Responsible for the department's activities in developing, maintaining, and implementing policies and procedures as necessary to comply with the applicable Federal Aviation Regulations and to assure the continuing airworthiness of aircraft, components, accessories, serviced by the Repair Station.
2. Responsibilities include establishment and control of departmental functional procedures and guidelines to accomplish stated objectives. Interface with other departments and management internally and maintain a mutually beneficial communications relationship with technical personnel from airframe manufacturers, allied industries, etc.
3. Ensure personnel within the scope of the maintenance organization receive sufficient training and maintain the high level expertise required to keep pace with technological advances.
4. Ensures that employees skills are utilized to the highest degree possible coordinate with maintenance training to acquire additional skills.
5. Ensure all incoming products, relative to aircraft maintenance, are inspected for damage, proper documentation and that those found acceptable have appropriate serviceable tags securely attached. For those items found not acceptable, that they are appropriately segregated and identified as to the cause for rejection, physical and/or documentation, etc., and remain segregated until problem resolved and item accepted or returned to source.
6. Serving as the primary contact with the FAA as directed by the Accountable Manager.
7. Responsible for the Tool Calibration Program, Technical Data, Scrap Program and Shelf Life Program.

Duties:

1. Liaise with assigned FAA Inspector in the furtherance of Aviation Safety and Airworthiness.
2. Monitor compliance with FAA Directives, regulations and FAA approved procedures.
3. Institute changes to maintenance/inspection procedures and methods as required promoting efficiency and quality of maintenance operations.
4. Surveillance of procurement policies to assure required certification of all parts and materials used in the repair, modification or overhaul of aircraft, components and constituent parts.
5. Submission of appropriate forms and reports to the Federal Aviation Agency.
6. Providing surveillance of required records and controlled maintenance.
7. Monitor personnel assignments for efficiency, effectiveness and to fully realize the benefits of individual skills and versatility.
8. Convey management decisions and philosophy to assigned personnel to establish and maintain objectivity, awareness, concern and morale in proper perspective.
9. Maintain cognizance of departmental costs and budgets; develop forecasts of resource requirements - both manpower and financing.
10. Encourage employees to create, innovate and submit suggested changes where cost improvement appears possible.
11. Institute changes to maintenance procedures and methods as required to promote efficiency and quality of maintenance operations.
12. Liaise with manufacturers' service representatives, customers, vendors and department heads in matters of quality control.

13. Visiting or otherwise contacting airlines, repair stations or manufacturing facilities for the purpose of information exchange.
14. Monitoring the calibration program for precision tools.
15. Member of President staff.
16. Act as final authority (veto power) in all matters not specifically covered within this Repair Station Manual, when in conflict, as those matters may pertain to airworthiness and/or release to service.
17. Administer base internal audit program.
18. Authorize, issue cards, maintain lists for RII, aircraft release authorization and inspector designees.
19. Monitor the repair station personnel stamp control program.
20. Authorized to approve and sign revisions to the Repair Station Manual, Training Manual and all supplements to the manuals.
21. Final authority for returning aircraft to service after maintenance repair
22. Develop and maintain a selection of approved outside vendors.
23. Develop and submit for review all necessary forms and material pertinent to the administration of the training program.
24. Function as Safety Technician to provide methods and techniques of organizing a plant safety program to include inspection and control procedures, human factor engineering, human behavior, and safety training techniques.
25. Schedule, perform and maintain records on repair station audit program.
26. Maintain and keep current a file of pertinent FARs, specifications and air worthiness directives.
27. Perform all administrative functions relevant to employee training records.

28. Maintain all controlled documents assigned in a current and updated status.
29. Inspect incoming items for visual damage and/or other cause which would be unacceptable.
30. Ensure each incoming item cross-checks with accompanying documents as to nomenclature, part number, serial number, quantity, etc.
 - a. In the case of repaired components, ensure the presence of a serviceable parts tag with proper release for "return to service".
31. Ensure the shipping of parts, materials and supplies in the most economic method when possible dependent on priorities.
32. Assure the proper handling and storage of all parts and supplies.
33. May delegate authority, but retains responsibility.
34. Ascertain that all inspections are properly performed on all completed work before it is approved.
35. Maintain files of completed work order and inspection forms in such a manner that the file pertaining to a specific item repaired can be readily located for review.
36. Maintain responsibility and control over Shelf Life Program and Scrap Program.
37. Perform and maintain records on repair station audit program.
38. Formulate, update and submit course outlines, curriculum development and lesson plans as needed or directed.
39. Develop and submit training schedules as requested or required.
40. Perform all administrative functions relevant to employee training records.
41. Maintain all training records in a current and accurate state.

42. Maintain all controlled documents assigned in a current and updated status.
43. Perform "standup" and OJT instruction as needed or directed.
44. Generate and maintain tests, qualification standards and self-study programs.
45. Submit for review all necessary forms and material pertinent to the administration of the training program.

The Director of Quality Control may delegate all duties assigned to any qualified assistant as necessary however, such delegation does not relieve the Director of Quality of the overall responsibilities.

3.3.6 Line Maintenance Manager

Function as operating head of the work force assigned. To provide administrative control for all personnel assigned, and to represent NAAS interests in safety, economics, and productivity in regard to resource usage.

Responsibilities:

1. Responsible for the divisions' activities in developing, maintaining, and implementing policies and procedures as necessary to comply with the applicable Federal Aviation Regulations and to assure the continuing airworthiness of aircraft, components, accessories and engines serviced by areas of responsibility.
2. Responsibilities include management and control of section functional procedures and guidelines to accomplish stated objectives. Interface with other departments and management internally and maintain a mutually beneficial communications relationship with technical personnel from airframe manufacturers, allied industries, etc.
3. The health and welfare of personnel assigned.
4. Ensure that, within the scope of responsibility, personnel receive sufficient

training and maintain the high level of expertise required to keep pace with technological advances.

5. Keep a file of air carrier's procedures, including the necessary technical data
6. Make decisions in area of responsibility requested by subordinates.
7. Ensure customer work authorization and invoice forms for all customers, accidents, warranty and other special or miscellaneous work accomplished are initiated

Duties:

1. Establish liaison with and promoting of, a practical working relationship with personnel for the objective of successful fulfillment of the repair station's basic mission.
2. Maintain a highly responsible and disciplined organization.
3. Maintenance of aircraft and accessories to the highest degree of safety and availability.
4. Implement methods, procedures and necessary direction to reduce costs consistent with safety and reliability.
5. Establish and maintain continuing liaison with appropriate personnel in other departments.
6. Review, in liaison with other managers, previous and current day's operation relative to maintenance effect on that operation and implement corrective follow-up action as required by the review and analysis of the following:
 - a. Maintenance production delays in regard to satisfactory or unsatisfactory response by personnel. Isolate repetitive problems in order to assign/schedule corrective measures and to adjust or implement procedures to minimize further occurrence which would impact the operation.

- b. Review ground support equipment on a daily status for their effect on operations, schedule expeditious resolution and/or arrange for alternative support.
 - c. Review attendance reports relative to absenteeism to ensure compliance with established attendance policy and program.
- 7. Meet with manufacturer's representatives as required and as such meetings would relate to aircraft preventive maintenance, corrective and product improvement.
- 8. Periodically meet with employees and supervisors (individually/by group) to assess, first hand, problems that may exist and to promulgate information as to organizational future and schedules.
- 9. Monitor policy for adequate work force, as that force relates to the maintenance schedule during vacations, holidays and excused absence to minimize economic impact of premium wage payments.
- 10. Ensure proper release to service aircraft and appliances subsequent to routine and non-routine maintenance.
- 11. Assume the duties of subordinates in their absence.
- 12. Assume the authority for making decisions within area of responsibility in absence of higher authority.
- 13. Undertake all other assignments as directed by the Director of Operations.
- 14. May delegate authority, but retains responsibility.

3.3.7 Fuel Systems Manager

Function as operating head of the work force assigned. To provide administrative control for all personnel assigned, and to represent NAAS interests in safety, economics, and productivity in regard to resource usage.

Responsibilities:

1. Responsible for the divisions' activities in developing, maintaining, and implementing policies and procedures as necessary to comply with the applicable Federal Aviation Regulations and to assure the continuing airworthiness of aircraft, components, accessories and engines serviced by areas of responsibility.
2. Responsibilities include management and control of section functional procedures and guidelines to accomplish stated objectives. Interface with other departments and management internally and maintain a mutually beneficial communications relationship with technical personnel from airframe manufacturers, allied industries, etc.
3. The health and welfare of personnel assigned.
4. Ensure that, within the scope of responsibility, personnel receive sufficient training and maintain the high level of expertise required to keep pace with technological advances.
5. Ensure that safety measures and standards are adequate and maintained.
6. Make decisions in area of responsibility requested by subordinates.
7. Ensure customer work authorization and invoice forms for all customers, accidents, warranty and other special or miscellaneous work accomplished are initiated

Duties:

1. Establish liaison with and promoting of, a practical working relationship with personnel for the objective of successful fulfillment of the repair station's basic mission.
2. Maintain a highly responsible and disciplined organization.
3. Maintenance of aircraft and accessories to the highest degree of safety and availability.

4. Implement methods, procedures and necessary direction to reduce costs consistent with safety and reliability.
5. Establish and maintain continuing liaison with appropriate personnel in other departments.
6. Review, in liaison with other managers, previous and current day's operation relative to maintenance effect on that operation and implement corrective follow-up action as required by the review and analysis of the following:
 - a. Maintenance production delays in regard to satisfactory or unsatisfactory response by personnel. Isolate repetitive problems in order to assign/schedule corrective measures and to adjust or implement procedures to minimize further occurrence which would impact the operation.
 - b. Review ground support equipment on a daily status for their effect on operations, schedule expeditious resolution and/or arrange for alternative support.
 - c. Review attendance reports relative to absenteeism to ensure compliance with established attendance policy and program.
7. Meet with manufacturer's representatives as required and as such meetings would relate to aircraft preventive maintenance, corrective and product improvement.
8. Periodically meet with employees and supervisors (individually/by group) to assess, first hand, problems that may exist and to promulgate information as to organizational future and schedules.
9. Monitor policy for adequate work force, as that force relates to the maintenance schedule during vacations, holidays and excused absence to minimize economic impact of premium wage payments.
10. Ensure proper release to service aircraft and appliances subsequent to routine and non-routine maintenance.
11. Assume the duties of subordinates in their absence.

12. Assume the authority for making decisions within area of responsibility in absence of higher authority.
13. Undertake all other assignments as directed by the Director of Operations.
14. May delegate authority, but retains responsibility.

3.3.8 Inspector

To ensure that all inspections, maintenance, modifications, alterations and repairs to aircraft and/or appliances meet applicable FAR's, customer requirements and the provisions of the Repair Station Manual and Quality Control Manual prior to accepting completed tasks as airworthy and return to service certification.

Responsibilities:

1. Make decisions where necessary with regard to airworthiness of aircraft and/or appliances and determining that work being performed and materials used conform to the FAR's, Repair Station Repair Station Manual, Quality Control Manual and other approved established standards.
2. Ensuring work is accomplished per established inspection procedures.
3. Ensure that all aircraft maintenance and modifications meet FAA, customer, company and/or manufacturers specifications.
4. Assuring all work items which have been completed are properly signed off in a timely and sequential manner.
5. Ensuring inspection items are complied properly and all necessary forms are completed.

Duties:

1. Monitoring the Inspection activities and work assignments in addition to routine Inspection duties.
2. Ensuring all aircraft maintenance and modifications to aircraft meet FAA, customer and company standards of quality.
3. Ensuring all work items which have been completed and accepted by Inspection are properly signed off in a timely manner.
4. Ensuring all appropriate tags are completed properly and the proper tag is attached to the part(s) as required.
5. Immediately communicating to the Director of Quality Control any procedures, practices or habits which, if not corrected, might lead to injury, inefficiency or an un-airworthy condition.
6. Inspecting work packages and work orders for completeness and proper sign off.
7. Assisting maintenance personnel in troubleshooting aircraft problems and advising as to possible solutions.
8. Conduct pre-shift meetings to review problem areas, disseminating information received from management.
9. Review flight logs for completeness.
10. Perform other duties as directed by the Director of Quality Control.



3.3.9 Training Co-Ordinator

Function as coordinator for training for all of NAAS. To provide training support to all personnel .

Responsibilities:

1. Responsible for the company's activities in developing, maintaining, and implementing policies and procedures as necessary to comply with the applicable Federal Aviation Regulations and to assure the training is meeting the needs of all NAAS employees and NAAS as a company.
2. Responsibilities include management and control of section functional procedures and guidelines to accomplish stated objectives. Interface with other departments and management internally and maintain a mutually beneficial communications relationship with technical and management personnel.
3. The health and welfare of personnel assigned.
4. Ensure that, within the scope of responsibility, personnel receive sufficient training and maintain the high level of expertise required to keep pace with technological advances.
5. Keep a file of training courses and test results.

Duties:

1. Establish liaison with and promoting of, a practical working relationship with personnel for the objective of successful fulfillment of the repair station's training program.
2. Create and maintain a training program per the NAAS RSTP manual.
3. Maintenance of a training matrix and records of all training events and employee's records.

3.3.10 Mechanic (Fuel Systems & Line Maintenance)

To ensure that all maintenance, modifications, alterations and repairs to aircraft and/or appliances meet applicable FAR's, customer requirements and the provisions of the Repair Station Manual and Quality Control Manual, prior to signing off completed tasks as airworthy.

Responsibilities:

1. To perform all assigned tasks with a regard to airworthiness of aircraft and/or appliances and ensure that work being performed and materials used conform to the FAR's, Repair Station Manual and Quality Control Manual and other approved established standards.
2. Ensuring work assigned is accomplished per established inspection procedures.
3. Ensure inspection forms and paperwork for task assigned is properly completed.
4. Ensuring that all aircraft maintenance and modifications assigned to perform meet FAA, customer and company standards.
5. Being familiar with the contents of the company Repair Station Manual, Quality Control Manual and all subsequent revisions.

Duties:

1. Coordinating with supervisors as to work progress and advising them of work status. The turnover of work and its status at shift changes by maintenance personnel will be detailed to ensure continuity.
2. All work items assigned which have been completed are properly signed off in a timely manner.
3. All assigned maintenance tasks are complied in accordance with approved or accepted data and all necessary forms are completed.

4. Immediately communicating to supervision any procedures, practices or habits which, if not corrected, might lead to injury, inefficiency or un-airworthy conditions.
5. Maintain work area in a clean and orderly manner.
6. Remain cognizant of applicable FAR's, Part 145, 65 and 43.
7. Performing other duties or assignments directed by the supervisor.

Uncontrolled

SECTION 4: PERSONNEL

4.1 Employee Certificates

Whenever this repair station determines that an individual certificate is required for the performance of duties, it may initiate the application for that employee to become a repairman certificated under Part 65 of the FARs.

However, it should be noted that a repairman certificate is only valid for the work performed within the scope of assigned duties at this repair station. The certificate holder is responsible to return the certificate to the regulatory authority when it is either surrendered or revoked.

4.2 Employee Qualifications

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

All employees performing maintenance or other safety-related functions for an air carrier or commercial operator certificated under FAR Parts 121 or 135 are included in an FAA-approved "Anti-Drug Program."

4.2.1 Accountable Manager

Accountable Manager is directly in charge of the maintenance functions of this repair station.

As such, and prior to assigning these duties and responsibilities and placing the individual's name on the repair station roster, it shall be determined that the individual-

- Is appropriately certificated under FAR Part 65.
- Understands, reads and writes English.
- Has eighteen (18) months of practical experience in procedures, practices, inspection methods, materials, tools, machine tools and equipment generally used in the work for which this repair station is rated.

Once the above information has been ascertained, the individual may be assigned duties and responsibilities on a temporary basis, by the primary person listed on the Repair Station Roster, and/or may be placed on the Repair Station Roster as a permanent substitute in the absence of the titled individual.

4.2.2 Director of Quality Control

Before any person is assigned any responsibilities as Director of Quality Control and placed on the repair station roster to make final airworthiness determinations and is allowed to approve articles for return to service, the repair station shall determine that the individual-

- Is appropriately certificated under FAR Part 65
- Understands, reads and writes English.
- Is thoroughly familiar with the applicable FARs and with the 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.
- Is proficient in using various types of mechanical and visual inspection aids appropriate for the articles being inspected and approved for return to service.
- Has the appropriate experience through training, employment history or practical tests and that this information has been documented and is available in the individual's employment file.
- Understands the current specifications, involving inspection tolerances, limitations and procedures established by the manufacturer or by an Airworthiness Directive, of the articles being inspected and approved for return to service.

4.2.3 Line Maintenance & Fuel Systems Managers

Prior to being assigned as the Manager or any person assigned technical supervisory responsibilities and being listed on the repair station roster, the repair station shall determine that the individual-

- Is appropriately certificated under FAR Part 65.
- Understands, reads and writes English.
- Has eighteen (18) months of practical experience in the procedures, practices, inspection methods, materials, tools, machine tools, and equipment generally used in the work for which the repair station is rated.
- Understands the FARs, Airworthiness Directives, methods, techniques, and practices contained in the applicable manufacturers' maintenance and alteration documents, and/or other data approved by the FAA used by the repair station.
- Has the appropriate experience, evidenced by employment history, training, certification or practical tests to perform in the supervisory position assigned.

Once the above information has been ascertained and documented in the appropriate employment file, the person shall be listed on the repair station roster.

4.2.4 Inspector

Prior to assigning an inspector preliminary, in-process or final inspection authority and adding/amending the repair station roster, the repair station shall determine that the individual-

- Is thoroughly familiar with the applicable FARs and with the 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.
- Is appropriately certificated under FAR Part 65
- Is proficient in using various types of mechanical and visual inspection aids appropriate for the articles being inspected and approved for return to service.
- Understands, reads, and writes English.

Once the above information has been ascertained and documented in the appropriate employment file, the person shall be listed on the repair station roster.

4.2.5 Mechanic

Prior to being authorized to perform unsupervised maintenance, preventive maintenance or alterations duties, the repair station shall determine that the individual-

- Has experience, through training, knowledge, employment history or practical testing necessary to perform the scope of work assigned.
- Is proficient in using the tools, equipment, and inspection aids applicable to the scope of work assigned.
- Understands the methods, techniques and practices outlined in the manufacturer's maintenance documents, Airworthiness Directives, Service Bulletins, service letters, specifications, and other data acceptable to or approved by the FAA.
- Understands the procedures set forth in this manual for documenting the work performed.

4.3 Qualification to Accomplish Required Inspection Items

Some operators have an FAA-approved maintenance program that includes required inspection items (RII). Any inspector who performs such RII inspections must be certificated under Part 65 and must be trained, qualified and authorized by the operator. Recurrent training in accordance with the operator's program is also required. Director of Quality Control will ensure that these requirements are met by—

- Verifying all training is documented.
- Documenting the type of inspection for which an individual is authorized and identifies the customer.
- Checking training currency and authorization before assigning an RII task.

This repair station shall keep a roster for personnel including the names of the officials of the repair station that are responsible for its management and the name of its technical supervisors and inspectors. In addition to the name of the individual, the roster will also include the title(s) held by that person as well as their inspection authority (preliminary, in-process, final and approval for return to service) or responsibility (e.g. technical supervision or directly in charge of maintenance activities). The Director of Quality Control is responsible for ensuring the roster is kept current.

Each supervisor or manager who becomes aware of a change in personnel, termination or change in assignment that would affect the roster must notify the Director of Quality Control by e-mail, telephone, or in person. The Director of Quality Control will obtain the required information from the supervisor or concerned employee and update the roster monthly.

4.4 Rosters and Roster Records

4.4.1 Roster Records

This repair station maintains a roster of all managerial, supervisory and inspection personnel that have responsibility for compliance with the FARs. For each person on the roster, this repair station maintains current the following information—

- Present title and scope of employment.
- Total years of experience in the type of work assigned by reference to the date the experience started.
- Employment history, including name of previous employer and length of employment by month and year.
- Type and number of any certificate held along with any ratings or limitations.

This repair station, through the Director of Quality Control, will revise the roster monthly following situations:

- Termination of employment.
- Assignment of a new person to the inspection team.
- Changes in current title or scope of employment.
- Personnel additions.

The Director of Quality Control will maintain the roster and make it available for review by all employees.

4.4.2 Repair Station Roster

A roster of Repair Station Supervisory, Inspection personnel and Employees will be maintained and located in the office in the Director of Quality Control. The Document is titled NAAS Inc. Key Personnel, Inspector, and Employee Roster. These key personnel will be certificated under 14 CFR Part 65 and have the background, education, training and practical experience to assure FAA Regulations are complied with and the highest quality of workmanship is maintained.

This document will contain the following:

1. The NAAS Inc. Key Personnel/ Repair station Employees, Inspection Stamps, and Inspectors Roster indicating the name of the personnel, the title, authorization codes, a copy of the stamp and Date the stamp was returned.

The Director of Quality Control is responsible for ensuring the roster is kept current. Each supervisor and manager who becomes aware of a change in personnel, termination or change in assignment that would affect the roster must notify the Director of Quality Control by e-mail, telephone or in-person. The Director of Quality Control will obtain the required information necessary to update the roster within five (5) business days of any change.

SECTION 5: FACILITIES

5.1 Physical Description

North American Aircraft Services Repair Station Provides Fuel Tank Maintenance, repairs, and alterations on aircraft and Bladder Fuel Cell Repair in accordance with North American Aircraft Services, Inc. Operations Specifications, and Capability List for customer and air carriers at a location designated by the customer and air carrier and for line maintenance at Austin, Bergstrom International Airport, San Antonio International Airport, and Denver International Airport in accordance with the procedures set forth in NAAS Repair Station Manual.

North American Aircraft Services FAA Certified Repair Station Main Office and Bladder shop is located at 11502 Jones Maltsberger San Antonio, Texas 78216 and is completely housed in a reinforced concrete building which consists 10,750 square feet of office and warehouse space. A fuel cell bladder work area, shipping and receiving, bonded storage area, tool and equipment storage, maintenance and repair areas have been established in the main warehouse area.

Fuel Cell bladder repairs and maintenance are performed at North American Aircraft Services facility at 11502 Jones Maltsberger, San Antonio, Texas in accordance with North American Aircraft Services, Inc. Capability List.

Tooling and equipment required to perform fuel tank maintenance; repairs and alterations are maintained and serviced at NAAS fixed location in San Antonio, Texas. Tooling and equipment required at a place other than the repair station is transported to the location designated by the Customer/Air Carrier and returned to NAAS at the completion of contracted maintenance for repair or refurbishment. All tooling used to perform maintenance, Repair, preventive maintenance and alterations are those recommended by the manufacturer. North American Aircraft Services does not use equivalent tooling.

North American Aircraft Services San Antonio, Texas Line Maintenance operation is located 10000 John Saunders, Suite 17, San Antonio International Airport San Antonio, Texas and consists of 624 square feet of GSE Maintenance and parts storage space, 645 square feet of Office space and 436 square feet of GSE Ramp Storage area.

North American Aircraft Services Austin, Texas Line Maintenance operation is located at 4309 General Aviation Avenue Austin, Bergstrom International Airport Austin, Texas and consists of 464 square feet of office space and 36 square feet of additional storage space and 36 square feet of utility area.

North American Aircraft Services Denver, Colorado Line Maintenance operation is located at 9128 Pena Blvd. Denver International Airport Denver, Colorado and consists of 247.5 square feet of office space and 247.5 square feet of additional storage space.

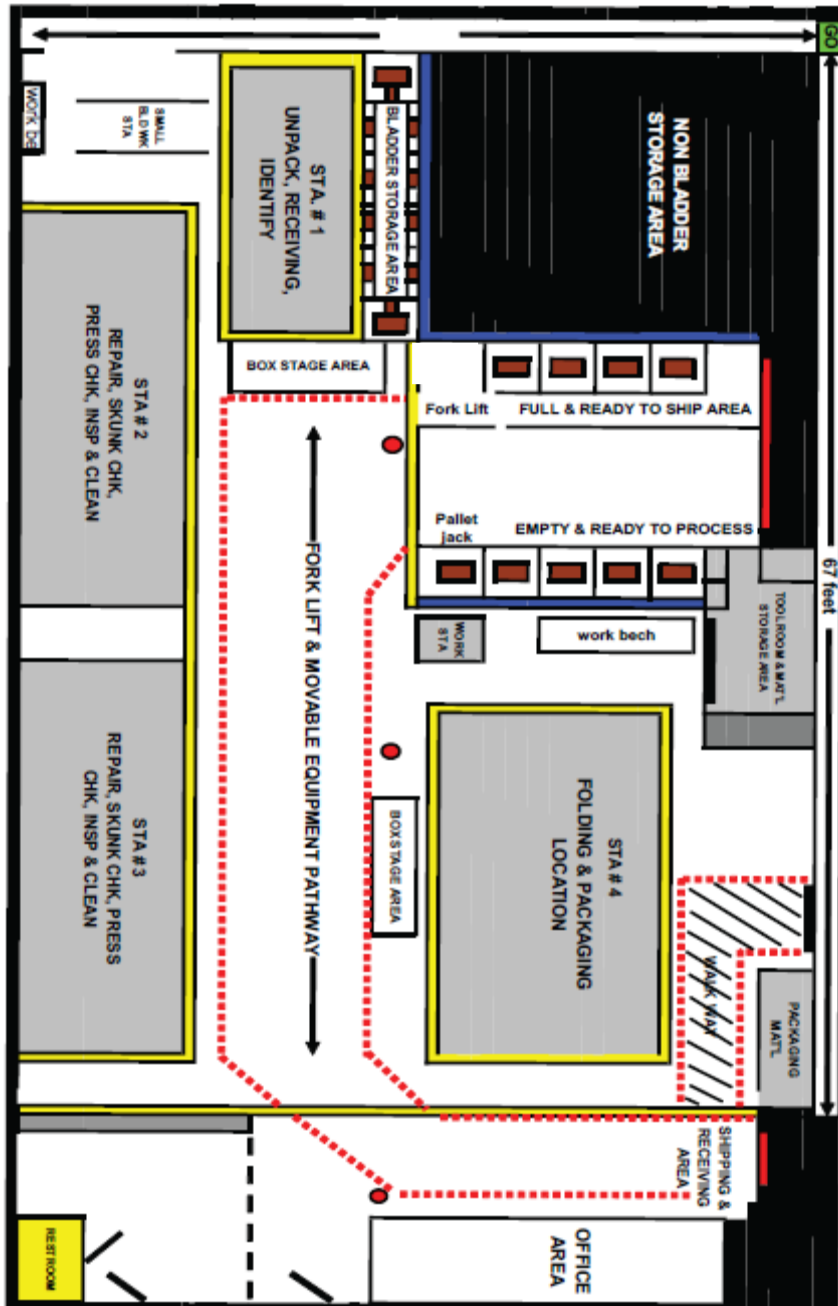
All Personnel assigned to perform Line Maintenance for North American Aircraft Services are permanently assigned to the line maintenance locations at San Antonio International Airport, San Antonio Texas and Austin, Bergstrom International Airport, Austin Texas. Denver International Airport, Denver, Colorado. Supervisory and maintenance personnel are available or on call when required at the airport locations by the customers or air carriers.

All tooling for Line Maintenance Operations are maintained at the line maintenance facilities and are on hand at the airport locations. If specialized tooling or equipment is required for line maintenance, and that tooling is not located at the airport location, that tooling is transported to the location designated. North American Aircraft Services line maintenance may use special tooling and equipment supplied by the Customer or Air Carrier. North American Aircraft Services may share NAAS owned equipment with other North American Aircraft Services operations or air carrier NAAS is contracted with for line maintenance at the airport locations. All tooling used to perform maintenance, Repair, preventive maintenance and alterations are those recommended by the manufacturer. North American Aircraft Services does not use equivalent tooling

5.2 Physical Description

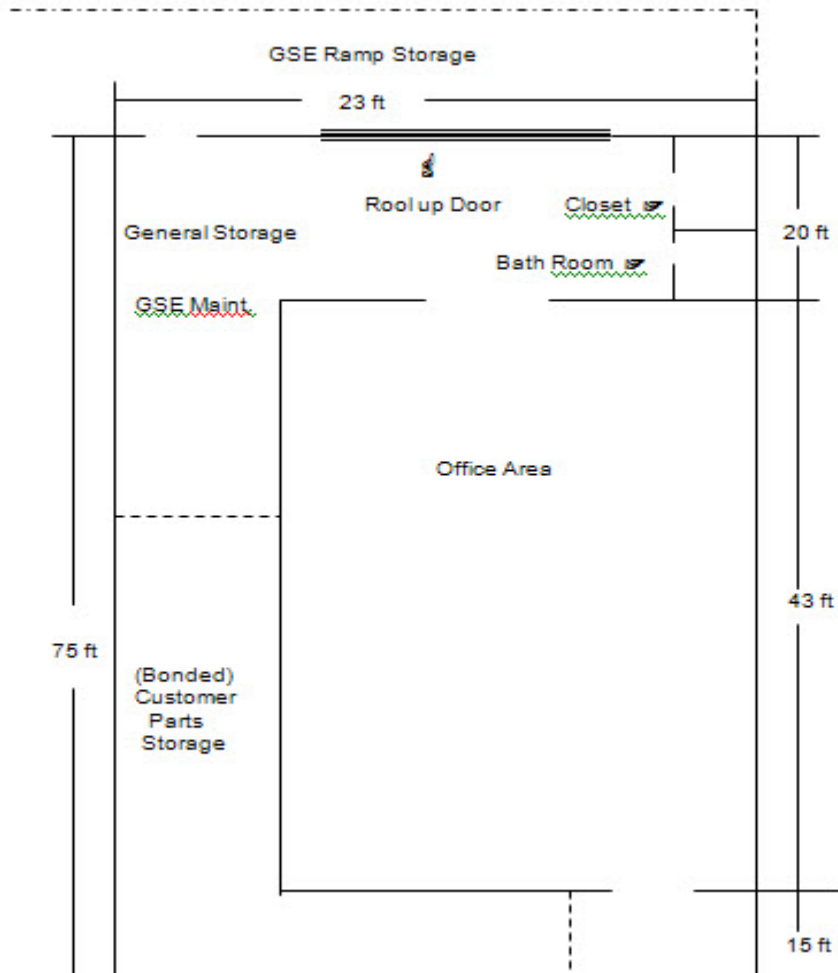
Facility Layout

Facility Floor Plan First Floor, Bladder Shop and Future Expansion Are
11502 Jones Maltsberger, San Antonio, TX



Facility Layout

Facility Floor Plan: Office Area, Parts Storage Area
10000 John Saunders, Suite 17 San Antonio, Texas

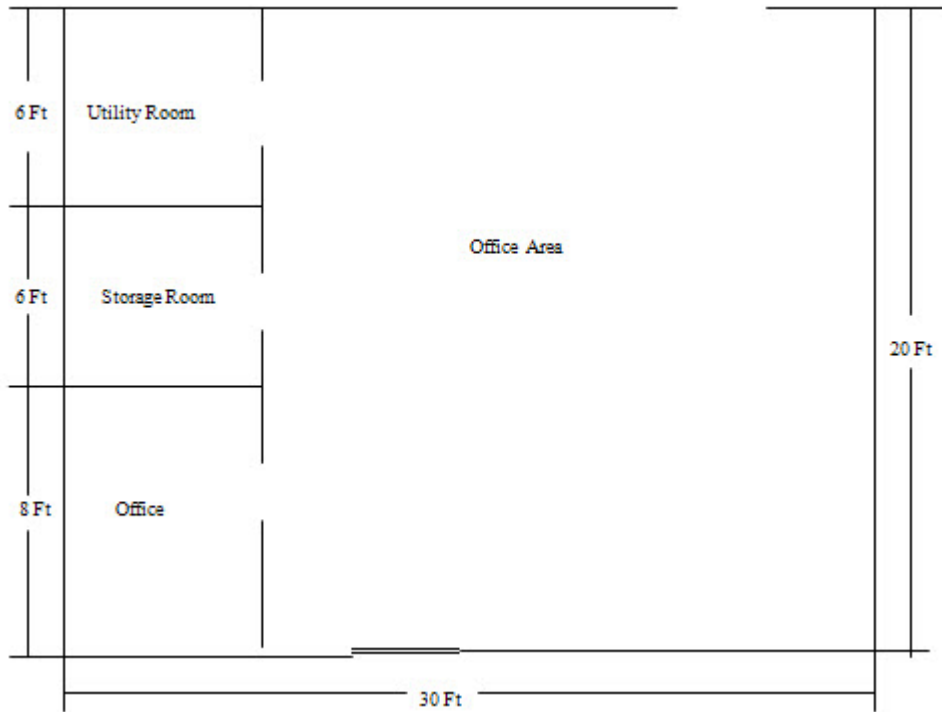


Facility Layout

Facility Floor Plan: Office Area

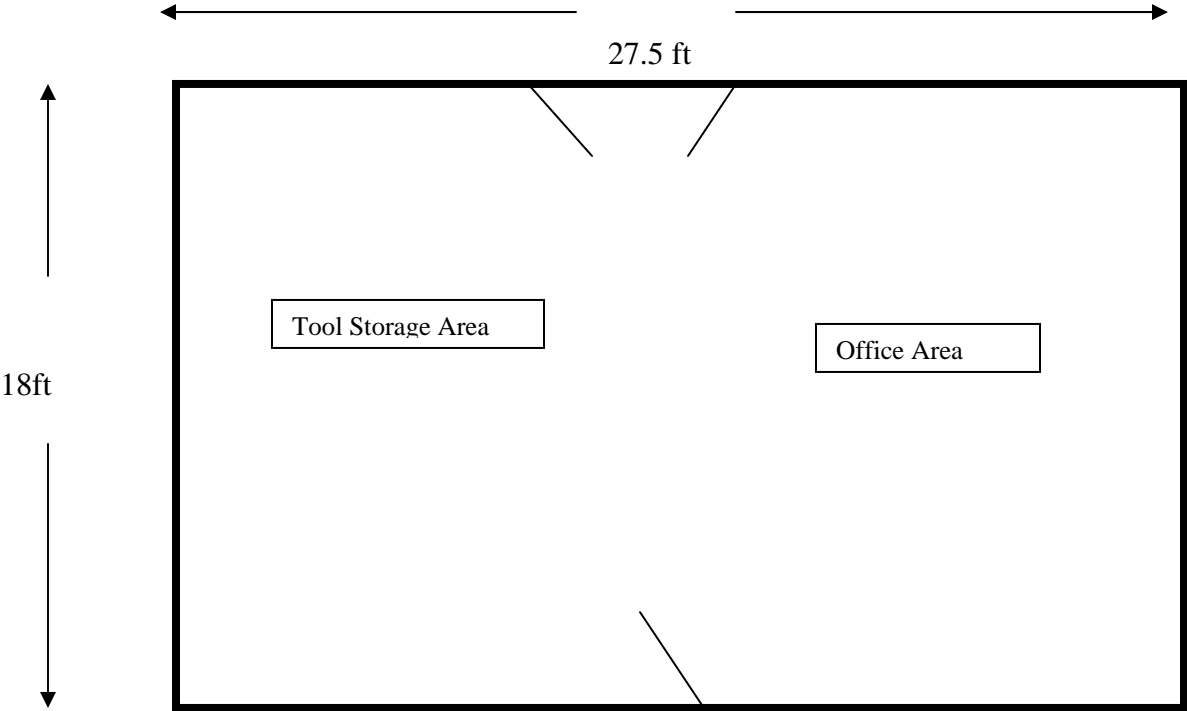
4309 General Aviation Avenue (Atlantic Aviation Hangar 6)

Austin Bergstrom International Airport, Austin Texas



Facility Layout

Facility Floor Plan: Office Area
9128 Pena Blvd Concourse “C”
Denver International Airport
Denver, Co 80249



Revision Number	Rev 1
Revision Date	5/28/09
Original Issue Date	3/27/09

5.3 Procedures for Location, Housing or Facility Changes

Procedures for Location, Housing or Facility Changes

Whenever a change is made to the location, housing or facilities that could have a significant effect on the ability of the repair station to perform work in an airworthy manner, the Accountable Manager will initiate a draft revision to this manual. The Accountable Manager will decide which changes might have a “significant effect” on the ability of the repair station to accomplish its work in accordance with all applicable FARs. If determined to be significant, the revision must be approved by the Accountable Manager. If insignificant, the revision will be distributed as otherwise required by this manual.

If the revision is found to have a “significant effect” on the repair station’s ability to accomplish its work in accordance with the applicable FARs, a copy of the draft revision will be sent to the FAA for approval. After receiving FAA approval and any FAA-prescribed conditions or limitations that affect this repair station’s work during the transition, the Director of Quality Control will ensure the final manual revision is created and is properly distributed.

SECTION 6: TRAINING

6.1 General Program Description

The content of the training program is determined by the Director of Quality. The Director of Quality is responsible to submit the training program and revisions to the CHDO for review and approval.

Inspection personnel and supervisors are required to be able to understand, read and write English. Inspection personnel must also demonstrate proficiency in using inspection tools and aids. These capabilities are evaluated during the probation period and ongoing evaluations performed through management reviews and training assessments.

Employees are evaluated annually by the Director of Quality and their Supervisor. The employee's progress is determined by this review and forms the basis for their continued training.

Each employee participates in on going training under the direction of his Supervisor and in turn the Supervisor's training is programmed through seminars, factory training, and management direction.

Each technician's and inspector's training history is recorded and kept in their Repair Station training record.

The Repair Station will have no duties or assignments dealing directly or indirectly with any hazmat materials being loaded aboard or to be carried by any Part 121 or Part 135 operator.

Details of the Repair Station Training program are located in the Repair Station Training Program Manual.

SECTION 7: QUALITY CONTROL SYSTEM

7.1 Introduction and Basic Requirement for a Manual

This manual contains the repair station's quality control policies and procedures. The basic purpose of the Quality Control (QC) system is to permit this repair station to properly approve work performed on an article for return to service. This section describes the following in detail:

- Inspection procedures, including—
 - Preliminary inspection,
 - Hidden damage inspection,
 - Final inspection and approval for return to service, and
 - Continuity of inspection;
- Equipment, materials, and technical data, including calibration;
- Use of non-certificated contractors; and
- Corrective action procedures.

In addition, the manual contains samples of all necessary standard forms and an explanation of how to complete those forms.

7.2 Quality Control Procedures

7.2.1 *Incoming Inspection of Material*

The Director of Quality ensures that all incoming materials are checked against purchase orders, manufacturers' specifications, drawings, and dimensions, and other available documentation or information to confirm the authenticity of the materials. Proper identification of the materials and their conformance to applicable technical standards will be verified.

The Director of Quality also ensures that all incoming materials are inspected to verify that each is appropriately preserved and free from defects and malfunctions.

Additionally:

- Raw materials will be identified and stored as directed by the manufacturer.
- New parts or components will be visually inspected to confirm the part and serial number, the part markings, and the general condition of the article. All parts/components must be accompanied by documents that clearly indicate an approved/acceptable source.

- Maintained or altered parts will be visually inspected to ensure the part is identified as recorded on the maintenance record. The maintenance record will be reviewed to verify that the work scope requested by the repair station was performed as requested and that the status of the part is clearly documented by a person with authority to do so.
- Shelf-life items will be identified at incoming inspection. The original manufacturer's expiration date will be marked on the part, material, and/or container, along with the purchase order number before being placed into stock.

Any material, part or component failing to meet the incoming inspection review shall be "red tagged" with a list of discrepancies. The Director of Quality Control will determine the final disposition of such articles and appropriate steps will be taken to correct the discrepancies or to dispose of the items. Life limited parts requiring to be scrapped will be shipped to customer and processed by customer per their requirements.

Generally, this repair station will attempt to correct discrepancies noted or to resolve any issues with the manufacturer, distributor or service provider. However, if the discrepancy involves activity believed to be a violation of the FARs or if criminal activity is suspected, this repair station will voluntarily report the suspected unapproved part using the FAA Form 8120-11. FAA Form 8120-11 shall be completed in accordance with the instructions and guidance set forth in Advisory Circular 21-29 (as revised), entitled "Detecting and Reporting Suspected Unapproved Parts."

7.2.2 Preservation and Storage of Aviation Parts

Articles stored in the repair station for installation on civil aviation articles or awaiting customer disposition shall be stored and/or preserved in accordance with the manufacturer's recommendations or other government or industry standard practices applicable to the article involved.

Preservation measures shall afford adequate protection from humidity, extreme temperatures, dust, rough handling, and/or damage during processing or shipping.

Articles subject to long-term storage shall be placed in a separate location as designated by the Parts Manager. The preservation techniques shall be in accordance with the article manufacturer's recommendations or other government or industry practices designed to provide the maximum protection from physical damage or deterioration. Since it is not anticipated that the repair station shall be preserving or storing items on a long-term basis the described method shall be adequate.

Parts and material are taken from the parts room on an as needed basis. Information pertinent to the airworthiness of a particular part or material will be re-verified during the normal course of maintenance.

7.2.3 Processing Articles Received for Maintenance or Alteration

Prior to performing any maintenance or alteration on an airframe or engine, this repair station will assess the requirements of each customer order and verify that it has the capability to accomplish the work. In particular, this repair station will accomplish the following steps under the direction of the Maintenance Manager:

- Evaluate the customer requirements and clarify with the customer any questions about the scope and type of work to be done, and what technical data are to be used to perform the work.
- Verify that the work required is within the authority of this repair station as defined in its ratings and Operations Specifications. This repair station will also verify that it has the appropriate housing, facilities, equipment, personnel and technical instructions available to perform the requested work. However, the regulations allow this repair station to arrange the performance of maintenance, preventive maintenance and/or alteration with another person under the provisions of this manual.
- Verify required parts and materials are available.
- Verify all required technical data are available and current.
- Generate a work order package to document the work performed for any customer under the repair station's certificate. Each work order will be a consecutively numbered document, and the number will be used as reference for all maintenance, alteration or inspections performed on the article received. The work order number is generated through the V2 electronic generating program. The next available number in V2 is assigned and the customer name, date, manufacturer and serial number are entered in to the system.
- Check paperwork to determine if any incoming article may have been involved in an accident. If there is any question, consult with the customer. If the article may have been involved in an accident, include an inspection for hidden damage as described in this manual.
- Assign personnel for work after verifying qualifications.

7.2.4 Preliminary Inspection

- Articles undergoing maintenance, preventive maintenance and alteration by this repair station will be performed in accordance with the customer's instructions and the FARs. The preliminary inspection of the entire assembly and of each unit during the disassembly process shall include verification, as applicable, of reported conditions, obvious damage, overall part condition, and the possibility that a specific hidden damage inspection will be required. Civil aviation articles received by this repair station for maintenance or alteration will be given an appropriate preliminary inspection check and test to determine their state of preservation and apparent defects as requested by the

customer. The results will be noted on the appropriate form provided by this repair station.

If the customer's work scope is limited in nature, the Director of Quality Control will determine whether the requested maintenance, preventive maintenance or alteration can be accomplished within the applicable data despite any other damage or discrepancies noted.

During the initial disassembly, cleaning, and inspection process, the inspection department will verify that the current status of all life-limited parts involved in the work scope are appropriately documented by the owner/operator or by appropriate logbook entries.

Technicians and inspectors are responsible for accomplishing preliminary inspection on the complete assembly and on all individual units during the disassembly and cleaning process in accordance with the work order.

7.2.5 Segregation and Handling of Parts

Suitable trays, racks, stands and containers are provided in the shop areas to ensure proper segregation and maximum protection of all parts during the maintenance and/or alteration process.

All parts are handled according to the manufacturer's recommendations to ensure that articles or parts are not damaged in transit from one area of the repair station to another.

7.2.6 Hidden Damage Inspection

Before this repair station starts work, all units and components known to have been involved in an accident will be given a thorough inspection for possible hidden damage. Hidden damage inspections may also be generated by noted discrepancies during in-process inspection.

When a hidden damage inspection is required, it will be accomplished in accordance with the specific instructions provided by the applicable manufacturer of the article. The inspection will include areas adjacent to or likely to have been affected by the obviously damaged unit or component. The results of this inspection will be recorded on the appropriate work order form.

7.2.7 Final Inspection and Approval for Return to Service

Before submitting a work order to the inspection department for final approval for return to service, the appropriately qualified and certified person (see repair station roster) shall inspect the article and audit the work order package to determine whether—

- The work was accomplished in accordance with the work scope requested by the customer.
- Each task has been accomplished or determined to be non-applicable to the work scope requested and the technician's signature or initials indicate that the task has been accomplished on the appropriate work order package document.
- Each inspection required by the work order package has been satisfactorily completed and recorded on the applicable document.
- Any discrepancies shall be handled in accordance with this manual.

Once the final inspection is complete, an appropriate description of the work performed shall be entered in the appropriate maintenance record and a person authorized and listed on the repair station roster to approve articles for return to service for the repair station shall sign the entry.

The customer will receive a signed copy of the work order package documents, which will include the maintenance entry. If a major alteration has been accomplished, the customer will be supplied with FAA Form 337. For major repairs, a Form 337 will be completed if requested by the customer. Otherwise, all information will be included in the Work Order package. (For additional information concerning Major Repairs and Major Alterations, the appropriate section of this manual.)

7.2.8 Process for Ensuring Continuity of Inspection Responsibility

Inspections are a continuous process from receiving inspection through the various stages of repair or alteration until the final inspection prior to approval of the work for return to service. The in-process inspections will be performed in accordance with the manufacturer's recommendations or in accordance with the customer's program, as appropriate. In addition, as work progresses on a specific item, inspections will be made as necessary so that final inspection to determine airworthiness will not require disassembly. It will be the responsibility of the inspector approving the work on the article for return to service to determine through a review of the documentation, or through observation or inspection that all required inspections have been completed.

No article may have any additional work performed on it following an in-process inspection until all discrepancies noted during the inspection have been corrected. When the customer requests a specifically limited workscope, and the preliminary or in-process inspection indicates discrepancies which do not affect the completion of the limited work

scope, the final inspection and approval for return to service will be limited to the particular work performed.

To ensure continuity of inspection, no maintenance or alteration may be accomplished following any item needing an in-process inspection until the inspection has been accomplished and the results found acceptable as evidenced by the inspector's stamp, initials or signature.

7.2.9 In-Process Inspections

The appropriately qualified and certificated person (see repair station roster) is responsible for ensuring that progressive (in-process) inspections are performed properly, and that the inspection results are acceptable. The requirement for and frequencies of the in-process inspections shall be determined by the applicable manufacturer's Instructions for Continued Airworthiness (*e.g.*, maintenance, repair, and overhaul manuals), Service Bulletins, service letters, Airworthiness Directives, and/or other data acceptable to or approved by the FAA.

When a record of an inspection by dimension or test is required by the applicable technical data, the results will be recorded in the appropriate section or form and included in the repair station's documentation. The inspections shall be recorded with the inspector's stamp, signature or initials on the document except as prohibited by this manual.

Whenever an in-process inspection or work scope determines that a maintenance step or function has been accomplished incorrectly, the work will be repeated and inspected to ensure proper completion.

Whenever RIIs are performed only inspectors appropriately trained and authorized under the particular air carrier/commercial operator's program may be authorized to perform required inspections for that customer.

7.3 Equipment, Materials, and Technical Data

7.3.1 General Requirements

When special equipment or test apparatus is required and not available, that maintenance function will not be performed by this repair station and may be contracted to another repair station that has the equipment and/or personnel to perform that maintenance function.

All equipment, materials, and technical data needed for the work this repair station performs will be available when the work is accomplished and be under the repair station's control when the work is being performed.

The equipment used to make airworthiness determinations will be calibrated according to the procedures described below.

This repair station will maintain current and accessible at least the following materials and technical data pertaining to the performance of any work under the Repair Station Certificate:

- Airworthiness directives,
- Instructions for continued airworthiness,
- Maintenance manuals,
- Overhaul manuals,
- Standard practice manuals, and
- Service bulletins.

Whenever a manufacturer updates its manual, the corresponding acknowledgment form will be placed in the manual to verify its currency. The technical data will be updated in accordance with the manufacturer's instructions. The Director of Quality Control or his delegate will check every 90 days the revision status of the repair stations technical manuals by contacting the manufacture or by the manufactures online technical publications service.

Whenever a new article is introduced for maintenance, preventive maintenance or alteration, the Director of Quality Control will ensure the currency of the technical information required to perform the work.

In addition, this repair station will use those equipment, materials, and tools recommended by the manufacturer of the articles or equipment, materials, and tools equivalent to those suggested by the manufacturer. It is the responsibility of the Director of Quality Control to determine equivalency and document that determination.

When an equivalent equipment, material or tool is contemplated, a file will be created. Equivalency of equipment and tooling will be determined by reviewing in detail the manufacturer's recommendation and thereafter performing a comparative analysis of the specific usage for the equipment, material or tool. The evaluation will include a review of the maintenance manual to determine the exact requirements of the equipment, material or tool. Appropriate sections of the manual will be copied and made part of the equipment, material or tool file. Additionally, the specific function of the equipment, material or tool will be noted, i.e. the technical requirements of the material, the

parameters of the test, the expectations of the work to be performed by the tools or equipment. The file will also contain the appropriate drawings and specifications that define the configuration, the type of material and specific dimensions of the substitute material, tool or equipment.

Leased, contracted, or borrowed tooling used by this repair station to determine the airworthiness of a part during maintenance, preventive maintenance, or alteration will be entered into the Repair Station tool control program and monitored accordingly.

The tools and equipment used by the repair station are available for review by the FAA personnel. A list of calibrated tools and equipment are kept as delineated elsewhere in this manual.

The material required to perform maintenance, preventive maintenance or alteration is ordered as appropriate by the Parts Manager. Material is requisitioned from the stockroom to a particular job as needed to complete the work in an airworthy manner. No work is commenced, continued or completed without appropriate materials being used.

With respect to substitution of material (which includes raw material and parts), equivalency will be determined by the usage of the article and whether the substitute will return the article worked on to at least its original or properly altered condition. A file will be created delineating the original material or part recommendation along with the technical information necessary to determine equivalency.

7.3.2 Calibration Policy and Procedures

Tools and equipment used by this repair station to determine the airworthiness of a part during maintenance, preventive maintenance, or alteration will be subject to periodic checks and calibration. All calibration standards used are traceable to the National Institute of Standards and Technology (NIST) standards.

No person may use any tool or equipment to determine the airworthiness of any part unless it has been appropriately calibrated and labeled in accordance with the following procedures. Each tool or equipment used to determine the airworthiness of any part must be calibrated according to the procedures and at the intervals prescribed by the manufacturer of the tool or equipment. Calibrated tools/equipment will have a calibration label attached. Frequency of any check or calibration may vary depending upon the use of the tool or equipment. Therefore, the interval shall be listed for each tool or equipment as required by the NIST standard or as recommended by the manufacturer of the equipment. Micrometers, calipers, height gauges, and similar equipment may be checked prior to use against test blocks traceable to NIST.

Tools or equipment may be used until 12 months to the day from the last calibration test.

The Director of Quality Control will track all tools and equipment, including any that are owned by individual technicians or inspectors by their repair station identification number and calibration due date. The Director of Quality Control will notify the affected technician or inspectors. It will be the responsibility of each technician and inspectors to ensure that tools or equipment that do not have the appropriate calibration label are not used.

Items that require calibration will be sent to the office of the Director of Quality Control or stockroom for calibration. The Director of Quality Control is responsible for ensuring that tools/equipment is sent to the appropriate facility for calibration. Storage of tools/equipment requiring calibration will be separate from those that are properly calibrated. After the item is calibrated and the proper records are obtained the Director of Quality Control revise the calibration list. The Director of Quality Control retains the calibration report.

Whenever a tool or equipment is determined to be out of calibration, the repair station will determine whether the condition had any impact on the airworthiness of the article. If the out-of-calibration condition did have an impact on airworthiness, the steps in required to correction deficiencies set forth in this manual shall be followed.

7.4 Major Repairs and Major Alterations

This repair station must use only FAA-approved technical data when it accomplishes a major repair or major alteration. If there is any question as to whether technical data is FAA-approved, the question will be brought to the Manger of Quality Control for resolution.

Records of major repairs may include a completed FAA Form 337 or may be included on the customer's Work Order and include the information required by CFR part 43, Appendix B.

This repair station will use CFR Parts 1 and 43 (Appendix A) as guidance to determine if a repair/alteration is classified as major or minor. If a repair or alteration is to be accomplished and it is not obvious if it should be classified major or minor, the Manger of Quality Control will be consulted. The Manger of Quality Control will make the determination and document the analysis that supports that determination.

Records of major alterations will be made on FAA Form 337. 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 the Flight Standards District Office within forty-eight (48) hours of approving the article for return to service by this repair station.

7.5 Contracting Maintenance Functions

7.5.1 Contracted Maintenance Functions

The maintenance functions that will or can be contracted to outside sources will be contained in a list approved by the FAA.

Before adding any contracted maintenance functions to its FAA-approved list, the repair station shall contact the FAA in writing setting forth the type of maintenance function it wishes to accomplish by contract. The repair station shall not contract any maintenance function prior to obtaining FAA approval. FAA approval may be provided in writing or in the case of an emergency, verbally. However, verbal approval will be verified in writing by this repair station within forty-eight (48) hours of the oral communication. The written verification will contain the type of maintenance function, the approved vendor used by the repair station to perform the function and the name of the FAA employee providing the verbal approval.

7.5.2 Contracting Maintenance Functions

Maintenance contractors are chosen for their ability to perform the maintenance, preventive maintenance or alteration service and their certificated or non-certificated status. Non-certificated contractors are required to have a quality control system that ensures the vendor has the housing, facilities, equipment, trained personnel and data necessary to accomplish the specific work requested by this repair station. Additionally, the non-certificated source must allow the FAA to inspect them during the time they are performing work on behalf of this repair station. This repair station will remain directly in charge of the work performed by the non-certificated facility.

A list of maintenance vendors that accomplish functions under contract for this repair station, including the name and type of certificate and ratings, if any, is kept on file in the Director of Quality Control's office. The Director of Quality Control will audit all subcontractors before use and then on a 12 month basis. The audit shall be conducted by mail or in-person according to the type of work being performed, the type of certificate held by the contractor, and the amount of inspection accomplished during incoming inspection of the article at this repair station. On-Site audits will be conducted for all non-certificated vendors prior to approval and on a 12 month recurring basis following acceptance. The results of audits conducted are maintained by the Director of Quality Control.

Any work performed by an outside agency for this repair station will be inspected, as set forth in the incoming inspection procedure, to verify that the work was performed in the manner requested by the purchase order and equivalent to this repair station's standards. A thorough review will be made of the maintenance record to ensure it adequately describes the work performed and/or references the document used to perform the work.

If the work was performed by a FAA-certificated agency, the maintenance record accompanying the article must comply with applicable FARs.

7.6 Corrective Action Procedures

There are two times when corrective action is appropriate under this repair station's system:

- Prior to the work being approved for return to service; and,
- After the work has been completed and approved for return to service
- Whenever an inspection or work scope determines that a maintenance step or function has been accomplished incorrectly, the work will be repeated and inspected to ensure proper completion. The process will be reviewed to ensure that the improper work was not the result of a deficiency in facilities, equipment, tooling or material. Although this review will not be documented, it will be the responsibility of all personnel to bring any deficiencies to the immediate attention of the Director of Quality Control.
- 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. Additionally, the repair station's Director of Quality Control will determine whether the incident should be reported to the FAA under the Voluntary Disclosure procedure contained in Advisory Circular 00-58.

SECTION 8: PROCEDURES FOR WORK PERFORMED FOR CERTAIN OPERATORS (SUBJECT TO PARTS 121, 125, 129, OR 135)

8.1 Standard Performance Requirements

- When this repair station performs maintenance, preventive maintenance, or alterations for air carriers or commercial operators holding a FAR Part 121, 125 or 135 or 129 certificates it will do so only with the technical data and methods appropriate to that operator's FAA-approved program.

Since air carrier/commercial operators customer requirements are generally set forth on the purchase order or repair request documentation, this repair station will ensure compliance with those instructions by:

- Ensuring that all air carrier and commercial operator customers are aware of the manuals and procedures used to perform maintenance on articles sent for maintenance, preventive maintenance or alteration.
- Documenting in the Work Order Package any special instructions received from the air carrier or commercial operator to perform maintenance, preventive maintenance or alteration on its articles.
- Asking all new air carrier or commercial operator customers to provide on its purchase or repair order the exact information to be used in performing maintenance, preventive maintenance or alteration on its behalf;
- Keeping a record of all communications in the work order file.

In addition, through audits by the air carriers and commercial operators, this repair station will ensure continued compliance with the customer's requirements with respect to record keeping, training of personnel and other matters covered by the customer's maintenance manual procedures.

If there is any question as to what technical data is to be used at any time during performance of work, it will be brought to the attention of the Director of Quality Control for resolution with the customer.

8.2 Line Maintenance

When this repair station performs line maintenance for an air carrier certificated under 14 CFR Part 121 or Part 135, or for a foreign air carrier or foreign person operating a U.S.-registered aircraft under 14 CFR Part 129 as authorized on its repair station certificate it will—

- Perform such line maintenance in accordance with the operator's manual and FAA-approved maintenance program.

- Have the necessary facilities, equipment, trained personnel, and technical data to perform such line maintenance.
- Perform all work consistent with the authority and limitations of this repair station's Operations Specifications.

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SECTION 9: RECORDS AND REPORTS

9.1 General Policy

A detailed record of all work performed by the repair station shall be maintained for each article undergoing maintenance or alteration. The description of the work performed shall be set forth in the work order package documents.

All steps in each work order package document shall be completed or determined to be inapplicable to the scope of work requested by the customer. If any steps that are on standard forms are found to be inapplicable, they will be crossed out and initialed by the individual making that determination. Also, a brief explanation of why the step is inapplicable will be noted. Documents will be completed by the persons performing each work step described. Completion of a work step will be indicated by the person performing the step initialing, signing or stamping the appropriate place on the document. Inspectors shall indicate the acceptance of the work or inspection performed by affixing their initials, signature or stamp next to the technician's on the work order package document.

All records of work performed, including records of work performed by outside sources, shall be retained in the work order package file for not less than two years following the date of the work being completed.

All required records are available for inspection by the FAA and the NTSB upon request. All such requests shall be coordinated with the Director of Quality Control.

9.2 Assignment of Stamp

All stamps will be unique to an individual inspector, supervisor or technician. Stamps will be assigned and controlled in the following manner:

Inspection stamps will be issued, as needed, to Quality Control Inspectors by the Director of Quality Control. Inspection stamps may be used in lieu of signatures on inspection checklists and other repair station documents except where their use is prohibited by this manual. Inspection stamps may not be used in place of signatures for final approval for return to service of work performed by the repair station or on the forms noted in the forms manual. In the event that the Director of Quality Control revokes an Inspection Authorization he/she will ensure that the inspection stamp is returned to his/her office. Upon termination the Human Resources Manager will take possession of the inspection stamp and return it to the Director of Quality Control. Lost stamps will be reported to the Director of Quality Control immediately upon discovery of a missing or lost stamp. A record of inspection stamps currently in use, as well as, stamps that have been returned or lost will be maintained in the **"KEY PERSONNEL AND INSPECTORS ROSTER"** binder maintained and kept by the Director of Quality Control. Inspection stamps will not be reissued for at least 90 days after they are reported to be lost or returned to the Director of Quality Control.

9.3 Record keeping System and Procedures

The forms used to record each of the following activities are contained in a separate section. The forms section set forth the actual document in use as well as a description of how the form must be completed. These forms, when completed for any work performed by the repair station shall cover such items as:

- Incoming inspection records and documents,
- Maintenance planning records and references,
- Engineering Orders,
- Documentation of interim steps, particularly in-process inspections,
- Records (tags) for parts,
- Release documents, and
- FAA forms (e.g., Form 337, Form 8130-3, Form 8120-11).

9.4 Reports of Serious Failures, Malfunctions or Defects

9.4.1 Definition

A serious failure, malfunction or defect is one that is not covered or contemplated by a manufacturer's Instructions for Continued Airworthiness (e.g., repair, maintenance or overhaul manuals), Service Bulletins, service letters, Airworthiness Directive, and/or other data acceptable to or approved by the FAA.

9.4.2 Responsibility

The Director of Quality Control is responsible for the proper and timely filing of reports on serious failures, malfunctions or defects. These reports will be made within ninety-six (96) hours after discovery on a form and in a manner prescribed by the FAA and describe the defect or malfunction completely, without withholding any pertinent information.

9.4.3 Special Circumstances

If the report may prejudice the repair station, the Director of Quality Control will notify the responsible FAA office and develop with them an appropriate disposition consistent with the FARs.

If the condition could result in an imminent safety hazard to flight, the FAA office will be provided a preliminary report via telephone or electronic means.

SECTION 10: FORMS

10.1 Introduction

All Sample Forms and Instructions for completion of forms are located in the NAAS Forms Manual.

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