



North Bay Aviation Quality Control Manual Student Handout

The Student Handout Consists of the following materials:

1. A hardcopy of the Quality Control Manual Course
2. The Quality Control Manual

These materials are assembled in one student handout to serve as reference materials to answer questions from the quiz.



Overview of North Bay Aviation's Quality Control Manual

*Click Anywhere On the Screen
To Advance To the Next Slide.*

Slide 1

Welcome to North Bay Aviation's Quality Control Manual Training. Your company's Quality Control Manual has two primary goals. First to ensure you are using parts and materials that meets the requirements of their type design through inspection and testing procedures. And second, the quality control procedures found in your manual are designed to ensure the airworthiness of articles for which the repair station performs maintenance, preventive maintenance, or alterations.

The two manuals do not
compete, they complement
one another!

COMPARISON

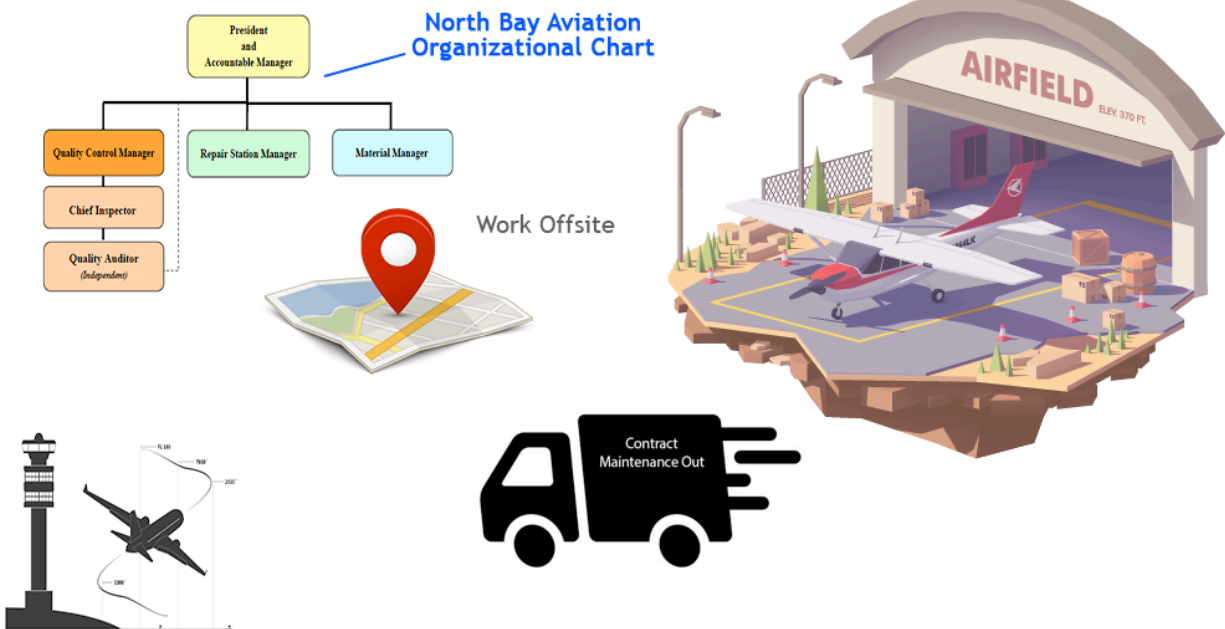
RSM

QCM

Slide 2 (show the two manuals opposed to one another like in a standoff, then blending together to form 1)

The difference between the Repair Station Manual and the Quality Control Manual. When a Repair Station maintains its Repair Station Quality Control Manual as two separate manuals there may be a tendency to try to understand them by analyzing their differences. That would be a mistake. The two manuals do not repeat the same information, nor do they utilize the same procedures. They do not compete, they complement. Combined or blended together they become one whole document.

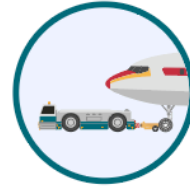
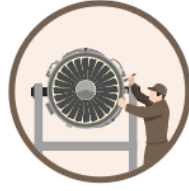
The Differences Between the Repair Station Manual and the Quality Control Manual



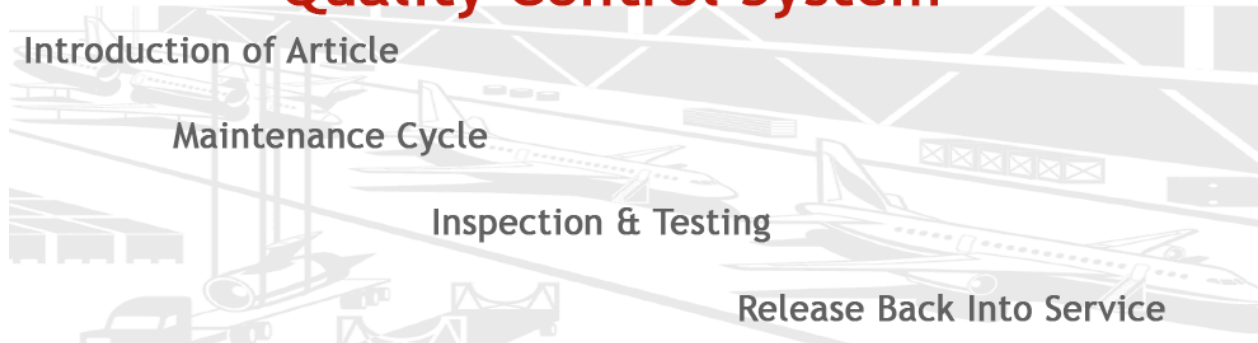
Slide 3 (show the RSM as concerned with relationships, while the QCM is about through putting)

“The Importance of Knowing your Quality Control Manual”. Your Repair Station Manual defines the way your Repair Station is organized, built and staffed. The Repair Station Manual also defines operations that are performed on the road, away from home, they also define how you manage contractors that performs work for the Repair Station. The repair station manual also describes the work performed for large air carriers in the Part 121 world and work you perform for Part 135 operators

The Quality Control Manual defines the way the aircraft, parts and articles move through the Repair Station as the article is maintained, inspected and released back into service.



Quality Control System



Slide 4 On the other hand the Quality Control Manual defines the way the Repair Station moves aircraft, parts and articles through the repair station as the articles are maintained, inspected and released back into service. These procedures are organized in a progressive order and is known as the Quality Control System. For the most part, the Quality Control System is where we find the procedures on how to properly **introduce articles** into the Repair Station for Maintenance, **move them through the maintenance** and **inspection cycles** and **back out, released into service**.

Quality Control Manual (29 QCPs) QCM-OP-101- QCM-OP-129

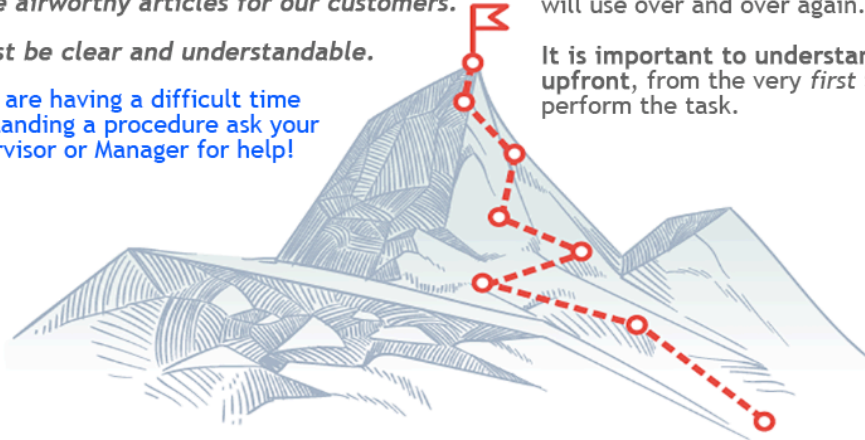
The **Goal** of the **Procedures**
to produce airworthy articles for our customers.

QCPs must be clear and understandable.

If you are having a difficult time
understanding a procedure ask your
Supervisor or Manager for help!

Procedures when repeated must yield the
same result each time.
They are *regular, recurring processes* that you
will use over and over again.

It is important to understand the procedure
upfront, from the very *first time* you use it to
perform the task.



Slide 5 The layout of the Quality Control Manual is very straightforward. The manual lists 29 Quality Control Procedures, beginning with QCM-OP-101 and ending with QCM-OP-129. Of those 6 are blank, and simply reserved for future use. As stated in the first Operating Procedure (QCM-OP-101), the goal of these procedures are to “**produce airworthy articles for our customers**”. To accomplish this goal the procedures that comprise the quality control system must be clear and understandable. If they are not, then ask your supervisor or manager for guidance. Remember, procedures are regular or recurring operations that are necessary for the quality of the article you are working on.

One important fact about procedures, when repeated they will yield the same result each time. They are regular, recurring processes that you will use over and over again. It is worth the effort to understand the procedure upfront, from the very first time you use perform the task.

Quality Control System

QCM-OP-111 Receiving Inspection

QCM-OP-112 Preliminary Inspection

QCM-OP-113 Hidden Damage

QCM-OP-101 Inspection of Work in Progress

QCM-OP-117 Final Inspection

QCM-OP-119 Self-Evaluation & Corrective Action

The Airworthiness of an article undergoing maintenance, repair or alteration depends upon conformity to the procedures of the Quality System.

Slide 6

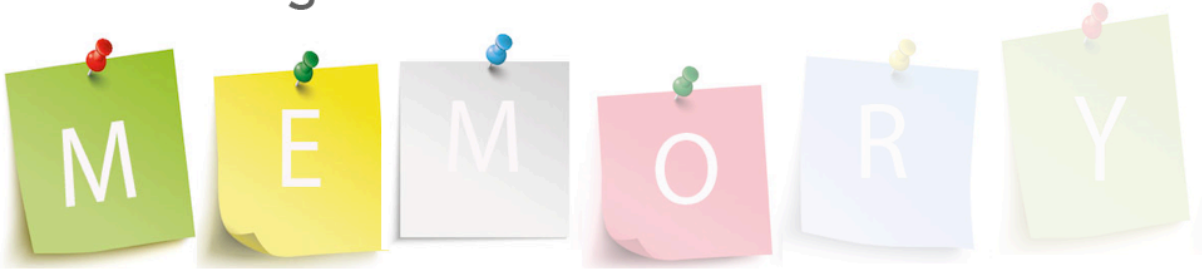
A closer look at the layout of the Quality Control Manual, is actually found in RSM-OP-012, labeled Quality Control, it details the Repair Station's Quality Control System:

1. Incoming Materials QCM-OP-111
2. Preliminary Inspection QCM-OP-112
3. Hidden Damage QCM-OP-113
4. Inspection of work in progress, progressive inspection of in-process continuity QCM-OP-101
5. Final Inspection of the article being maintained or altered QCP-OP-117
6. Self-Evaluation and Corrective Action on nonconformities found QCP-OP-119

One of the most clear and concise statements about the importance of following the procedures set forth in this manual is found at the beginning of the Inspection System, it states: **The Airworthiness of an article undergoing maintenance, repair or alteration depends upon conformity to the procedures of the Quality System.**

Following Procedures, *or Not!*

Working From . . .



Out of Sequence

Leave a Step Out

Skip the Procedure

Slide 7 Procedures are regularly recurring operations, that when followed will produce the same result. Problems occur when we deviate from following the procedure. Typically, failure happens because of one of two reasons. Maybe you are working from memory and get the order of work steps mixed up out of sequence, or perhaps you leave a step out of the procedure all together. Or you may skip the procedure all together. Maybe the step is an inspection point or a failure to torque a bolt correctly. Several things can go wrong, but one thing is for sure, you will not achieve the desired result, which is ensuring airworthiness of the article.

Next Step

Following this presentation, download the
North Bay Aviation Quality Control Manual.
You will need the manual to answer questions set forth in the quiz.

The goal is to learn how to find answers to questions by using the manual. In this way you may become more familiar with the manual and more apt to use it when you have a question about a procedure.

Slide 8 Following this presentation you will need to download the North Bay Aviation Quality Control Manual. We are going to look closer at some of your repair station's quality control procedures. So, you will need to download the quality control manual to answer questions set forth in the quiz. The goal is to learn how to find answers to questions by using the manual. In this way you may become more familiar with the manual and more apt to use it when you have questions about a procedure.



Training Instructions

1. Click on Download to Handout Button
2. Navigate back using your browser to the Quiz

[Download Handout](#)

[Navigate Back to
Take the Quiz](#)

I. **Cover Sheet**

Gyros Unlimited, Inc.

d/b/a

North Bay Aviation

Quality Control Manual

for

FAA Certificated Repair Station

UYVR051J

424 EXECUTIVE COURT NORTH

SUITE E

FAIRFIELD, CA 94534

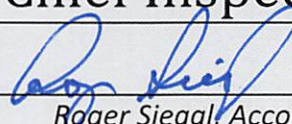
Manual Control Number:

003

Assigned To:

Chief Inspector

Manual Approved By:



Roger Siegal, Accountable Manager

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1. General:

- 1.1. Each copy of the Quality Control Manual will have a control number on the manual cover page. The cover page will also identify the person, by title, to whom the manual is assigned. A master list, including the manual control number and position to which it has been issued, will be maintained by the Chief Inspector or designee IAW the requirements of QCM-OP-120.
 - 1.2. The Chief Inspector will be responsible for keeping each person on the list supplied with the current revision, make and submit written proposals required or suggested for revisions that have been found to be beneficial and submit these proposals to the Quality Control Manager IAW the requirements of QCM-OP-120, paragraph 6.
 - 1.3. The Quality Control Manager will review revision submissions IAW QCM-OP-120, paragraph 7 and forward accepted revisions to the President for final review and approval.
 - 1.4. A list of effective pages (LEP) will be issued with each revision so that each manual can be checked and kept current. Upon receipt of a revision, each manual holder will be responsible for complying with the instructions on the Record of Revision page in their assigned manual and any additional instructions on Revision Control Report form NBA.019.F, as well as auditing their manual using the LEP, IAW the requirements of QCM-OP-120.
2. Operational Procedure QCM-OP-120, in all cases, will be utilized to control the QCM sections, paragraph numbering, processing and issuance of revisions and FAA notifications.

IV. Record of Revisions

When a new revision is issued, the Chief Inspector or a designee will install the new revision into each RSM on the master manual assignment list. The RSM will be returned to the assigned manual holder, who will then audit the manual against the LEP and follow the instructions on the Revision Control Report (form NBA.019.F) acknowledging receipt and that they have read and understand the revision, then return the signed NBA.019.F form to the Chief Inspector.

Revision Number	Revision Date	Revision Number	Revision Date
Original	January 31, 2004		
1	March 9, 2009		
2	February 8, 2010		
3	January 31, 2014		
4	December 1, 2014		
5	December 1, 2015		
6	December 1, 2017		

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V. List of Effective Pages

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I.	Cover Sheet	I	Rev 6	DEC 1, 2017
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III.	QCM Control, Revision, and FAA Notification	V	Rev 6	DEC 1, 2017
IV.	Record of Revisions	VI	Rev 6	DEC 1, 2017
V.	List of Effective Pages	VII VIII IX	Rev 6 Rev 6 Rev 6	DEC 1, 2017 DEC 1, 2017 DEC 1, 2017
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QCM-OP-116	Non-Certificated Maintenance Personnel	1 of 2 2 of 2	Rev 5 Rev 5	DEC 1, 2015 DEC 1, 2015
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QCM-OP-128	Nondestructive Functions	1 of 2	Rev 5	DEC 1, 2015
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QCM-OP-129	Scrapped Parts	1 of 2	Rev 3	JAN 31, 2014
		2 of 2	Rev 3	JAN 31, 2014

Quality Control Manual LEP's **Approved** for
Gyros Unlimited, Inc. d.b.a. North Bay
Aviation By:



Date: 12/1/17
Accountable Manager

QCM LEP's
Accepted By:

FAA PMI

Date: ____/____/____

QCM-OP-101

QCM-OP-101: Quality Control

QCM-OP-101

I. Quality Control – General Overview.... (145.211)

1. The following is an overview of the quality control utilized by Gyros Unlimited, Inc. d.b.a. North Bay Aviation to produce airworthy articles for our customers (i.e.; Owners/Operators of articles). Reference to QCM-OP's will be made when more specific quality control procedures are required to be followed.

II. Introduction.... (145.205, .211)

1. The Gyros Unlimited, Inc. d.b.a. North Bay Aviation's Quality Control Manual has been prepared as a companion manual to the Repair Station Manual. This manual includes detailed descriptions of quality systems and certain programs which appear, by reference, in the Repair Station Manual, (see RSM-OP-012). This will allow for revisions of those items which, by their nature, require periodic updates and not require revision of the Repair Station Manual.
2. Included in this manual are descriptions of certain quality standards which are in place to meet existing and future requirements of NAAs, oversight organizations, and for the repair station's customers – article Owner/Aircraft Operators which are hereafter referred to as Owner/Operators.
- 2.1. The quality systems defined on the following pages embody requirements of internationally recognized quality standards as follows; for repair station operators:
 - 2.1.1. Quality Control – CFR §145.211
 - 2.1.2. Quality Assurance:
 - 2.1.2.1. CASE 1A
 - 2.1.2.2. EASA 145 Repair Station Acceptance
 - 2.1.2.3. CFR §145.205
 - 2.1.2.4. CFR §145.211

QCM-OP-101

III. Inspection System General.... (145.211)

1. The Chief Inspector is responsible for full compliance with all procedures outlined in this quality system as appropriate to any article being inspected, repaired, overhauled or altered by the repair station. The airworthiness of those articles and compliance with record requirements of the operators of those articles and the repair station depends upon conformity to the procedures of the quality systems defined in RSM-OP-012 and if required, the specific referenced expanded procedures contained in this QCM.

IV. Inspection Personnel.... (145.211)

1. Gyros Unlimited, Inc. d.b.a. North Bay Aviation's inspection personnel are required to be thoroughly familiar with all inspection methods, techniques and equipment used in there area of responsibility to determine the quality of airworthiness of an article undergoing maintenance, repair or alterations. All inspection personnel must also maintain proficiency in the use of the various types in inspection aids to be used for inspection of the particular articles undergoing inspection; see QCM-OP-114.
2. Available to all inspection personnel are FAA accepted/approved specifications involving inspection tolerances, limits, and procedures as set forth by the manufacturer of the article undergoing inspection and other forms of inspection information, such as FAA airworthiness directives, manufacturer's bulletins, etc. A file of applicable maintenance manuals, engineering drawings, engineering letters, service letters and bulletins, FAA regulations, etc. are maintained at the repair station and will be current when required; See QCM-OP-115.
3. Inspection personnel assigned to repair station operations are required to familiarize themselves with FAA regulations applicable to such operations with particular emphasis on the following:

Regulation	Title
CFR Part 1	Definitions and Abbreviations
CFR Part 21	Certification Procedures for Products and Parts
CFR Part 23	Airworthiness Standards: Normal, Utility, Acrobatic, and Commuter Category Airplanes
CFR Part 25	Airworthiness Standards: Transport Category Airplanes

QCM-OP-101

IV. *Inspection Personnel.... (145.211) (continued)*

Regulation	Title
CFR Part 33	Airworthiness Standards: Aircraft Engines
CFR Part 39	Airworthiness Directives
CFR Part 43	Maintenance, Preventive Maintenance, Rebuilding and Alteration
CFR Part 45	Identification and Registration Marking
CFR Part 65	Certification: Airmen Other Than Flight Crew Members: Repairmen
CFR Part 91	General Operation and Flight Rules
CFR Part 119	Certification: Air Carriers and Commercial Operators
CFR Part 121	Operation Requirements: Domestic, Flag and Supplemental Operations
CFR Part 125	Certification and Operations: Airplanes having a seating capacity of 20 or more persons OR a maximum payload capacity of 6,000 lbs or more; and rules governing persons on board such aircraft.
CFR Part 129	Operations: Foreign Air Carriers and Foreign Operators of U.S. Registered Aircraft Engaged in Common Carriage
CFR Part 135	Operating Requirements: Commuter and On Demand Operations AND Rules Governing Persons On Board Such Aircraft
CFR Part 145	Repair Stations

4. All Inspectors qualifications will be maintained IAW QCM-OP-114.

QCM-OP-101

V. Supervisors, Inspectors, and Return to Service Personnel.... (145.153, .155, .157)

1. All supervisors, inspectors, and return to service personnel are required to be thoroughly familiar with the requirements of this manual, specified FAA regulations, airworthiness directives and advisory circulars, manufacturers service letters and bulletins, and Owner/Operator OEM engineering orders.
2. The basic repair/inspection system requires qualified technicians initial and date for work performed by them, prior to submitting the article to the inspector for final acceptance. Supervisors will sign for those technicians that are not yet qualified.
 - 2.1. Inspectors will indicate their acceptance of work performed with the application of the inspector's acceptance initials and stamp in the appropriate inspector space on the company work order form or any supplements; see Forms Manual (FM) for sample forms.
 - 2.2. See QCM-OP-110 for the issuance and control of signoff stamps.

VI. Line of Succession.... (145.151)

1. The following is a list of qualified positions (in order of command) who will assume the duties and responsibilities of the Quality Control Manager during an absence from the work place:
 - Chief Inspector
 - President
 - Repair Station Manager

VII. Continuity of Work and/or Inspection Responsibility.... (145.211)

1. Progress of all work and/or inspection performed on an article will be documented on the work order or controlled supplement(s) assigned to that particular job. Progress or lack of it will be updated when work is ended for the task; or at a minimum prior to the end of each work shift.
2. Continuity of inspection of all items or components, as they progress through the various stages of work in the repair station, will include incoming material, preliminary and hidden damage inspections where applicable. In addition, as work progresses on a specific item, inspections will be made as necessary, so that final inspections, to determine airworthiness, will not require disassembly. All inspections, tests and calibrations, as appropriate, will be accomplished in accordance with applicable manufacturer's recommendations or approved methods and procedures. The individual making the inspection will record each inspection, by placing his/her stamp and initial in the inspector's block where applicable. A list of forms to be used for recording these inspections is provided in the Forms Manual. The repair station will retain such records.

QCM-OP-101

VIII. Work Order.... (43, 145.109, .201, .219)

1. Upon receipt of a purchase order requesting maintenance or alteration of a component, or a product requiring a specialized service covered by the repair station, the equipment will be issued a Gyros Unlimited, Inc. d.b.a. North Bay Aviation computer software generated Work Order number and form authorizing that work is to be accomplished. The Work Order will identify the component by customer, part number, serial number and description. It will also indicate the customer's instructions for maintenance, reported malfunction, warranty status, and previous work order number if applicable. The receiving clerk will document any External Damage or note No Damage, Part Number/Serial Number discrepancies by stamping (NBA.008.S Incoming Inspection Stamp) the customers repair order package and annotating the damage or discrepancies noted. A photo will be taken of all incoming units and the receiving clerk will stamp the repair order package with the NBA.035.S (Photo Taken Stamp).
2. It will be the responsibility of the Repair Station Manager and Chief Inspector to ensure the proper supplemental instructions are furnished and to assure proper progressive servicing, inspection, and testing of the component involved.
3. Technicians will enter all in-progress test results and work accomplishments on the (NBA.007.WO.1) Teardown Report/Traveler. Each entry is required to include the initials of the technician who performed that particular maintenance step, and the date it was performed. All in-progress maintenance functions that require an in-process inspection will be annotated by the participating inspector, placing their stamp next to the maintenance step they observed.
4. Tear Down Report Summary (NBA.007.WO) and any other form or tag used by this facility to certify a component airworthy, require both the technician's full signature and date. The final inspector will also sign, stamp, and date all documentation that certifies a component airworthy. A list of authorized inspectors and stamp numbers is maintained by the Chief Inspector and can be reviewed upon request to the Chief Inspector during normal business hours. See copy of work order (NBA.007.WO) and supplemental forms in FM.

IX. Introduction of Articles for Maintenance.... (145.213)

1. Articles, which after the accomplishment of the receiving/preliminary inspection, have been established as eligible for maintenance (i.e.; alteration, overhaul or repair), will be identified by the NBA.002.T Repairable Tag. See FM for example of the NBA.002.T repairable tag and instructions for its use. No such article shall be returned to service without a maintenance release authorizing its return to service.

QCM-OP-101

X. Parts Substitutions.... (43.9, .13, 145.109, .201)

1. Parts not specified in the maintenance manual may be substituted, provided:
 - 1.1. The substitution equivalency is determined and identified in writing by the PAH/PMA supplier.
 - 1.2. An in-house equivalency determination is made using methods, techniques and practices to assure that the parts are at least equivalent to the parts originally specified, (i.e.; they will return the component to its original altered condition).
2. All parts substitutions (i.e.; other than those specified in IPC's and/or CMM's) are to be reflected on the article's maintenance record and all equivalency approval data allowing the substitution, is to be maintained with the article's maintenance record at this repair station.

XI. Record of Work.... (145.219)

1. A detailed record shall be kept of all work performed by the repair station. A completed work order file located in the repair station records section will be maintained in a numerical order and will consist of a copy of each work order with all attached supplementary form(s). These forms are to include no less than the following: the labor record, Teardown Report/Traveler, customer's purchase order, at least two copies of the Tear Down Report Summary, and one copy of the FAA form 8130-3 that was shipped with the component. All test results or records that may have been completed during the maintenance cycle and all original not in stock (NIS) requests generated and/or charged to the job will be attached. Each work record is checked by an inspector to ensure the proper documentation of: work accomplished, parts used, and signature of mechanic and inspector who performed the maintenance. Records are maintained in active file for two (2) years then transferred to dead storage for five (5) additional years.

XII. Progressive Inspection.... (145.157)

1. Authorized inspectors will be assigned to make inspections at various stages of teardown, overhaul, and repair of all units or components received by the repair station for service. Progressive inspections will be conducted at no less than the following four stages of repair:
 - 1.1. **Initial Test:** Inspectors will witness the initial bench test results and ensure they are recorded on the teardown report/traveler. The tech is responsible for entering the results and initialing the record. The inspector will place a stamp next to the technician's initials.
 - 1.2. **Fault Isolation Inspection:** The inspector is to witness the method, test equipment, and procedure used to isolate the malfunction to the component level. The inspector is responsible for the visual inspection of the suspected faulty component and immediate surrounding area for evidence of overheating, corrosion, electronic failure and general condition of the subassemblies.
 - 1.3. **Workmanship Inspection:** The inspector is responsible for ensuring the workmanship performed by the technicians meet all required manufacturers' parameters. Included, but not limited to, solder connections, nylon lacing, proper reinstallation of hardware, and general craftsmanship. This inspection shall be performed prior to the reassembly of any unit.
 - 1.4. **Final Inspection:** Upon completion of a specific operation, the technician will sign off the appropriate discrepancy noted on the progressive inspection by initialing the teardown report/traveler next to the annotation made by the inspector. Upon completion of all required maintenance the technician will complete all applicable paperwork and present the unit and paperwork to the inspector for final inspection. The inspector will require all final tests be performed in his/her presence and inspect all paperwork for accuracy to ensure completeness. After the inspector is satisfied that the parameters mentioned above have been complied with, the unit will be signed off, stamped and dated with all airworthy paperwork.

QCM-OP-101

XIII. Inspection Procedures.... (145.211)

1. The Chief Inspector is responsible for the complete and efficient performance of all inspections to assure inspection acceptance in accordance with the article's manual specifications or other approved data.
2. Maintenance will be subject to progressive inspection by the inspection department, as required. Discrepancies generated during the process of accomplishing the work involved will be recorded on the Teardown Report/Traveler. Discrepancies so recorded will be corrected before the article is submitted for final inspection. Progressive inspection acceptance will be shown by the inspector's signature or stamp in the blocks on the work order or supplements.
3. When the article is ready for final inspection, the technician will sign the block marked on the work order and submit it for final inspection. The action accomplished to correct a specific discrepancy will then be inspected by an authorized inspector to assure conformance to specifications and established workmanship standards. Final inspection acceptance will be indicated by the inspector's signature and stamp in the block marked on the work order form.

XIV. Work Order Package Audit/Inspection.... (145.201, .211, .219)

1. The Chief Inspector or designee is responsible for auditing completed work order packages covering work performed in the all areas of the repair station to assure that all discrepancies on the work order and applicable supplemental pages have been accounted for, customer approved discrepancies cleared, that there are no open discrepancies that are not documented, and that all work accomplished was covered by approved data.

XV. Handling of Articles.... (145.103)

1. All articles undergoing maintenance shall have parts segregated in order to assure that all parts of the same article(s) are kept together. Suitable trays, racks, stands and protective coverings (as required) are to be provided to ensure maximum protection of all articles from handling and storing damage.
2. Nonconforming articles pending final disposition will be identified and their status indicated, to prevent their use until final disposition by the Chief Inspector, and/or MRB is made.

QCM-OP-101

XVI. Tagging and Identification of Parts.... (145.211, .213)

1. All aircraft equipment, subassemblies, and repairable parts within the premise of Gyros Unlimited, Inc. d.b.a. North Bay Aviation will be identified by manufacturer, description, part number, and serial number on one of the following tags described herein.
 - 1.1. IDENTIFICATION TAG/LABEL – NBA.001.T
 - 1.1.1. An identification tag/label is used to identify all approved articles, components, and piece parts received for the potential return to service maintenance purposes.
 - 1.1.2. An identification tag is used to identify unserviceable aircraft components that are owned by Gyros Unlimited, Inc. d.b.a. North Bay Aviation. All equipment owned by Gyros Unlimited, Inc. d.b.a. North Bay Aviation that is identified by this tag will be maintained by the Material Supervisor in a controlled area, separate from all serviceable equipment, components or parts. The Chief Inspector is responsible for all decisions concerning or relating to the serviceability of any component removed from a unit and identified with this tag.
 - 1.2. REPAIRABLE TAG – NBA.002.T
 - 1.2.1. A repairable tag is used to identify all equipment received by Gyros Unlimited, Inc. d.b.a. North Bay Aviation for the purpose of repair, overhaul, or modification. No customer or internal component is to be taken into the Production Department without a repairable tag securely affixed to it.
 - 1.3. REJECTED or BER TAG (Red) – NBA.003.T
 - 1.3.1. A rejected or BER (red) tag will be attached to reject parts. No component identified with a red tag is to be “cannibalized” or used in any way to certify another component airworthy. It is the responsibility of the Chief Inspector to ensure all red-tagged components are properly disposed of and not used to certify other units. Ensure all red tag components are properly disposed of and/or placed in a designated locker, identified as rejected equipment.

***Note:** Samples of Tags and instructions for tags used by the repair station are contained in the FM (Forms Manual).*
 - 1.4. FAA Form 8130-3
 - 1.4.1. Gyros Unlimited, Inc. d.b.a. North Bay Aviation will normally use FAA Form – for articles which have received final inspection and are approved for return to service for work accomplished. FAA Form – will be completed in accordance with the instructions contained in the latest issue of FAA Order 8130.21.

QCM-OP-101

XVII. Part Finishing.... (145.103)

1. If required, the stripping, sanding and painting of articles “in work” at the repair station will be accomplished in a segregated area, equipped for such operations, and will not be accomplished in areas designed for normal article maintenance; or the task will be contracted to an approved maintenance provider.

XVIII. Preservation of Parts.... (145.103)

1. All articles handled by Gyros Unlimited, Inc. d.b.a. North Bay Aviation will be preserved in accordance with manufacturer’s specifications or industry standard procedures. The procedures used, depending upon the articles, will be: use of plastic caps, wrapping and sealing by use of plastic bags, or other methods which would be appropriate to assure protection until the articles are placed into service.
2. Masking tape, of any type, is not to be used in direct contact with cannon plugs, hydraulic or pneumatic fittings/couplings.

XIX. Shelf Life.... (43.13, 145.103, .109)

1. Gyros Unlimited, Inc. d.b.a. North Bay Aviation will maintain a Shelf-Life control program as described in detail in QCM-OP-126. The Material Manager has primary responsibility for management of the shelf-life program and the Chief Inspector is the backup.
2. In general, oldest material will be issued and used first; but no material will be issued or used after the indicated expiration date.

XX. Hardware and Equipment Storage.... (43, 145.103, .109)

1. The Material Manager is responsible for the operation of the stockroom and is responsible for controlling, segregating, and maintaining all stock as to a serviceable or unserviceable category as designated by the Chief Inspector.
2. In addition, the Material Manager is required to:
 - 2.1. Properly store, segregate, and protect materials, parts and supplies.
 - 2.2. Provide suitable storage facilities for storing standard parts, aircraft fasteners, spare parts, and assure that raw materials are separated from shop and working space.
 - 2.3. Segregate and control access to nonconforming parts and material until disposition is determined by the Chief Inspector and/or by the MRB.
 - 2.4. Provide for the preservation of all articles or parts, while in inventory, that are subject to deterioration and shelf life specifications.

QCM-OP-101

XX. *Hardware and Equipment Storage.... (43, 145.103, .109) (continued)*

3. Only approved parts and supplies will be issued for any job. Acceptable industry practices shall be followed for the proper protection and storage of materials.
4. Material subject to damage from electro-static discharge shall be packaged, handled, and protected with necessary precaution and IAW QCM-OP-102, ESD Procedures.
5. A closed loop system, operated in accordance with the MRB program, as described in QCM-OP-127, will be used to implement corrective action following the detection of substandard or otherwise nonconforming parts. Rejected materials shall be identified as such and segregated from usable stock.
6. Aircraft parts, and parts that may be reasonably assumed to be used on aircraft shall be segregated from non-aircraft parts.
7. All articles queued for maintenance will be stored in a manner that will protect them from theft, abuse or environmental damage, using accepted industry practices.
8. Owner/Operator shipping containers will be used to protect the article when practical until the article is inducted into the maintenance process, and beyond if possible. Until used to ship the article back to the Owner/Operator, shipping containers will be protected from physical and environmental damage or theft.

**XXI. **Record of Specialized Inspection, Test and/or Calibration...
(145.219)****

1. Specific notations and/or testing accomplishment and/or results of reports, attached, as applicable, will be made on the teardown report/traveler.
2. If during the process of accomplishing maintenance on an article, any measuring or test equipment (MTE) that is in the CRS' calibration program or is specifically leased/rented for the task at hand to verify any aspect of airworthiness; the MTE's identification number will be recorded next to the results observed on the appropriate work records/documents.
3. The foregoing includes the full range of NDT, flammability testing, etc.; that is accomplished in-house, within the scope of the operations specifications or by contractors who are approved maintenance providers.

QCM-OP-101

XXII. Record of Inspection.... (145.211, .219)

1. Where a record of the inspection by dimensions, tests, or calibrations are required by the manufacturer's technical data, such records shall be recorded by the repair station of Gyros Unlimited, Inc. d.b.a. North Bay Aviation's subcontractor on the work order and/or supplemental documents. The record of inspection must also be dated and initialed by the technician performing the inspection test or calibration and the inspector is to stamp and date the entry. If MTE is utilized the following must also be complied with.
2. In accomplishing the foregoing, any measuring or test equipment (MTE) that is in the CRS' calibration program or is specifically leased/rented for the task at hand to verify any aspect of airworthiness, the MTE's identification number will be recorded next to the results observed on the appropriate work records/documents.

XXIII. Tests and/or Calibration by Contractors.... (145.209, .217, .219)

1. When tests and/or calibrations are performed by approved contractors, they will be required to provide the records as outlined on the preceding paragraphs.
2. If required, reference test cell operating specifications for calibration details.
3. If a contractor has a certificate of accreditation, a copy will be requested and maintained in the contractors file. If the contractor's accreditation is subject to periodic renewal the contractor will be requested in writing by the Chief Inspector to send a copy of the renewal when the contractor receives it.

QCM-OP-101

XXIV. Malfunction or Defect Report.... (145.221)

1. Gyros Unlimited, Inc. d.b.a. North Bay Aviation will report to the FAA within 96 hours after it discovers any serious defect in, or other recurring unairworthy condition of any article removed from or intended to be used on an aircraft, power plant, or propeller. Until the FAA develops a new report form, the report will be made on an FAA Form 8010-4, Malfunction or Defect Report, describing the defect or malfunction completely without withholding any pertinent information; (see sample form in the FM).
2. In any case, where the filing of a report under the preceding paragraph might prejudice the repair station, it will be referred to the FAA Administrator for a determination as to whether it must be reported. If the defect or malfunction could result in an imminent hazard to flight, the repair station will use the most expeditious method it can to inform the Administrator.
3. When work is being accomplished for an air carrier and a defect as described under the Malfunction and Defect Report is found, the air carrier will be notified in order that a Malfunction and Defect Report may be issued by the air carrier. If contracted and compensated for by the air carrier the repair station will submit required reports.
4. In addition, teardown/condition reports will be prepared as required by the certificated operator's reliability program; or at the Owner/Operators request.
5. The Chief Inspector or designee is responsible for preparing and submitting a Malfunction and Defect Report to the assigned FAA Flight Standards District Office (FSDO).

XXV. Services Performed by Contractors.... (145.209, .217)

1. The Chief Inspector is responsible for the program to assure control of contractors. The Accountable Manager is the designated backup to the Chief Inspector. The contractor's management program is described in detail in RSM-OP-008.
2. All FAA non-certificated contractors are subject to FAA surveillance as are FAA certificated contractors IAW §145.223.

QCM-OP-101

XXVI. Maintenance, Preventive Maintenance, and Alterations performed for certificate holders under parts 121, 125, 135, and for foreign air carriers or foreign persons operating a U.S. registered aircraft in common carriage under part 129.... (145.205)

1. Gyros Unlimited, Inc. d.b.a. North Bay Aviation will perform this work in accordance with the operator's manual. Before returning any item to service the repair station will have a current copy of the applicable section of each operator's manual which contracts with the repair station for the performance of that operator's maintenance. The Chief Inspector will be responsible for assuring that copies of operator's manuals/repair specifications are current and up to date before an article is returned to service.
2. All work accomplished for certificated air carriers, specifically CFR 121 operators will be accomplished in accordance with QCM-OP-106.

QCM-OP-102

QCM-OP-102: ESD Control Program

QCM-OP-102

I. ESD Control Program.... (145.163, .205)

All Electrostatic Discharge (ESD) parts and/or equipment will be identified, handled and packaged in the following procedures:

1. **Purpose:**

The purpose of this procedure is to document the key administrative and technical requirements of the ESD Control Program used by Gyros Unlimited, Inc. d.b.a. North Bay Aviation. This program has been developed to comply with the ESD Control Program requirements of ANSI/ESD S20.20.

2. **Scope:**

This procedure applies to all areas of the facility where ESD sensitive products and materials are handled.

3. **Definitions:**

ESD Protected Area (EPA) – A designated environment provided with materials and equipment to limit electrostatic potentials.

4. **ESD Control Program Plan:**

The basic guidelines that comprise the Gyros Unlimited, Inc. d.b.a. North Bay Aviation's ESD Control Program are as follows:

- 4.1. ESD sensitive spare parts will be identified with ESD labels and packaged in ESD protective, metalized shielding bags while in stockroom storage. Repair units will be identified with ESD labels normally supplied by the OEM. If the label is unreadable, an ESD label from the OEM of the aircraft equipment or a commercially equivalent label is to be reapplied. All semi-conductor electronic devices are considered to be ESD sensitive.
- 4.2. All employees that handle unprotected ESD sensitive products (whether on an continual or intermittent basis) shall have successfully completed Gyros Unlimited, Inc. d.b.a. North Bay Aviation's initial ESD training class, and must attend recurrent training on an annual basis IAW the RSTPM.
- 4.3. All employees shall be grounded when handling unprotected ESD sensitive devices.
- 4.4. ESD sensitive products shall be moved between grounded workstations in metalized shielding bags. ESD sensitive products are only handled in an ESD protected area and by grounded employees.
- 4.5. All ESD equipment serviceability will be monitored and documented IAW Gyros Unlimited, Inc. d.b.a. North Bay Aviation's QCM-OP-118.
- 4.6. All ESD Protected Areas (EPAs) will remain free of all non-essential materials which are not required for accomplishing the material repair or handling process.

QCM-OP-102

I. *QCM-OP-102 ESD Control Program (145.163, .205) (continued)*

5. **Compliance Verification Plan:**

The Quality Control Manager is responsible for the following:

- 5.1. Ensuring the ESD control items in the facility (i.e.; Wrist Straps, Work Surfaces, Static Generators, Shielding Bags, etc.) have been qualified per the requirements in the ANSI/ESD S20.20.
- 5.2. Defining the ESD control items that require periodic verification.
- 5.3. Development of the audit procedures as well as the training of any person(s) performing the ESD audits.

6. **ESD Protected Area Requirements:**

ESD sensitive products will only be handled in an ESD Protected Area (EPA).

Visitors to the EPA as well as untrained employees shall be escorted by ESD trained employees. In no instance shall untrained visitors or employees handle unprotected ESD sensitive devices.

6.1. **Grounding Plan:**

Equipment (AC) ground shall be used as the ground reference for all ESD control items used by Gyros Unlimited, Inc., d.b.a. North Bay Aviation. All wrist strap connection points and work surfaces shall be connected to ground via a common point ground as defined in ANSI/ESD S61. All newly installed work surfaces and wrist strap connection points shall be tested before use to ensure that they are connected to ground.

6.2. **Personal Grounding Plan:**

Personnel shall be connected to ground with a wrist strap system.

When the path of the ground to the operator wearing the wrist strap is broken or the installed resistance of the wrist strap is higher or lower than the present value (this means the impedance of the user, wrist strap and the ground is higher than the pre-set value) the green LED of its testing side will change from green LED to a flashing red LED and buzzer alarm.

6.2.1. **Wrist Strap System:**

The wrist band must be worn such that there is continuous, unbroken contact with the employee's skin. The wrist cord must be plugged into the wrist strap receptacle that is located at every ESD protected workstation.

6.2.2. **Testing:**

All departments handling ESD sensitive devices will have ESD safe workstations with Workstation Real Time Continuous Monitors. These monitors will provide 100% monitoring to ensure the grounding integrity of the ESD safe work surfaces

QCM-OP-102

- I. *QCM-OP-102 ESD Control Program (145.163, .205) (continued)*
- 6. *ESD Protected Area Requirements (continued)*

and the operators wearing the wrist straps. This eliminates the requirement for a daily log. All ESD sensitive piece parts, components, and/or sub-assemblies will only be removed from their protective packaging or respective end items at these static safe workstations. System ground checks will be performed IAW Gyros Unlimited, Inc. d.b.a. North Bay Aviation's QCM-OP-118.

All operators noticing any abnormality with this system shall notify their immediate supervisor and the supervisor will help to determine the cause of the failure. If the cause cannot be immediately rectified, the ESD system will be removed from service IAW Gyros Unlimited, Inc. d.b.a. North Bay Aviation's QCM-OP-118. Employees must not handle ESDS until they have a replacement, properly operating ESD system that passes the functional test.

Employees who only visit the ESD protected areas periodically must locate and validate an ESD system before handling sensitive devices.

6.3. Work Surfaces:

All work surfaces within the EPA on which ESDS may be placed must have an ESD mat that is compliant with ANSI/ESD TR53.

6.4. Packaging:

Only metalized shielding bags (qualified per ANSI/ESD S541) shall be used to transport ESD sensitive products from one ESD protected workstation to another. ESD sensitive products must be completely enclosed by the shielding bag. ESD sensitive products are to be removed from packaging only at an ESD protected work surface by grounded employees.

In the case where specific ESD protective packaging is specified by the customer, these materials shall be used.

6.5. Marking:

In order to ensure that the customer is aware that the product is ESD sensitive, an ESD label will be used to seal the metalized shielding bag that is used to ship the product(s) to the customer.

QCM-OP-103

QCM-OP-103: Tooling/Test Equipment Procedures

QCM-OP-103

I. Tooling/Test Equipment Procedures.... (145.109, .211)

1. These instructions will be used going forward to provide guidance for building or purchasing OEM or OEM equivalent test equipment/tooling used during the calibration, repair and overhaul of aircraft components, which will be certified in airworthiness condition from Gyros Unlimited, Inc. d.b.a. North Bay Aviation.
2. Gyros Unlimited, Inc. d.b.a. North Bay Aviation may use OEM equipment when available, build OEM equipment per OEM technical instructions which makes it OEM equipment or use a OEM equivalent which can be established and used by reviewing any applicable technical data file which may include but is not limited to data, drawings, specifications, instructions, photographs, templates, certificates or component maintenance manuals in order to return components to airworthiness condition. All OEM equivalent equipment will be documented and certified by the repair station.
3. Equivalency will be established by evaluating the technical data and comparing the applicable form, fit and functions needed based on technical data evaluation and experience from the repair station's technical staff. The test equipment/tooling must be capable of performing all normal tests. The level of accuracy of OEM equivalents must be equal to or better than the equipment recommended by the OEM.
4. The OEM equipment may look different, be made of different materials, be a different color, etc. However, as long as the equipment is functionally equivalent for the specific application or better, it will be authorized by the repair station to be used. This includes standard measuring test equipment such as power supplies, volt/ohm meters, oscilloscopes, signal generators, etc.

Follow these steps in each case:

- 4.1. Identify the capability needed based on reviewing tooling/test equipment list in OEM manual.
- 4.2. Research and evaluate OEM equipment and/or OEM equivalents based on:
 - Fit: The ability of a product to interface or interconnect with an integral part of another product.
 - Form: The shape, size dimensions, and other physical measurable parameters that uniquely characterize a product.
 - Function: The actions that a product is designed to perform.
- 4.3. Request approval to proceed with procurement of tooling/test equipment from management if items are required to be purchased outside of the repair station. Approval to proceed will be evaluated based on tooling cost, aircraft application and work flow potential.
- 4.4. Assign asset number to tool/test equipment being fabricated or purchased. Open work order to establish capabilities.
- 4.5. Purchase or fabricate tool/test equipment by technical data instructions.

QCM-OP-103

I. Tooling/Test Equipment Procedures.... (145.109, .211) (continued)

4. Paragraph 4. (continued)

- 4.6. Verify function of finished product by use and/or calibration if applicable. Calibrate if required IAW QCM-OP-118.
- 4.7. Fill out applicable paperwork certifying tool/test equipment, i.e.; work order completion, asset list entry, and calibration certification if applicable. Lob all OEM and OEM equivalent equipment assets used in the reference files for applicable end unit part number being tested. Control of all reference files will be maintained in the library. If no calibration or checkout procedure is available on OEM or OEM-equipment then the repair station will develop a written procedure to be used for calibration and/or certification. If the tooling/test equipment is an OEM equivalent it must be documented on NBA.024.F form and this form will be stored with the Gyros Unlimited, Inc. d.b.a. North Bay Aviation tooling asset files. The OEM equivalency documents will be approved by an Authorized Inspector and Chief Inspector as equivalent prior to filing.
- 4.8. Assign equipment storage location and document it on tooling asset list.
- 4.9. Train technicians for proper use of tool or test equipment.

QCM-OP-104

QCM-OP-104: Reserved

QCM-OP-104

I. Reserved

QCM-OP-105

QCM-OP-105: Reserved

QCM-OP-105

I. Reserved

QCM-OP-106

QCM-OP-106: Air Carrier Maintenance

QCM-OP-106

I. Maintenance Accomplished for Air Carriers (145.205)

1. This section of the Quality Control Manual is devoted to establishing responsibility and procedures for performing work on equipment that is operated by a FAA certificate holder under CFR Part 121.
2. Each person performing such work is responsible for being familiar with and understanding the Repair Station Manual and Quality Control Manual for this repair station, including those sections that are pertinent to their particular function and including all revision of this particular section.

In the event that NBA has to deviate from the air carrier's specific instructions, NBA will request written authorization from the air carrier.

3. The primary responsibility for this repair station's compliance with CFR Part 121 requirements lies within two positions -
 - 3.1. President
 - 3.2. Quality Control Manager
4. The following is a review of the compliance requirements for the President and the Quality Control Manager positions.
 - 4.1. President
 - 4.1.1. In addition to, but not in place of, those duties and responsibilities of the President as are outlined in the RSM/QCM the President also should, when maintenance, preventive maintenance, or alterations are performed on behalf of or for a FAA certificate holder operating under CFR Part 121, ensure that the responsibilities listed below are carried out.
 - 4.1.2. Ensure that the station has and maintains an organization adequate to perform maintenance, preventive maintenance or alterations as may be arranged for with the certificate holder; that adequate inspection personnel are maintained to carry out inspections on this work in accordance with the certificate holder's manual; that these inspection personnel are organized so that they may separate their inspection functions from other maintenance, preventive maintenance or alteration functions; and that this separation is below the level of overall responsibility for the required inspection and maintenance functions (CFR 121.365).
 - 4.1.3. Ensure that adequate and competent personnel, facilities and equipment are provided for the proper performance of maintenance, preventive maintenance, alteration and that the certificate holder's inspection personnel will receive cooperation from all station personnel in their efforts to determine this (CFR 121.367).
 - 4.1.4. Ensure that, while performing work for a certificate holder operating under CFR Part 121, there are, at all times adequate personnel available to allow personnel other than the technician performing the work to perform the inspection (CFR 121.371).

QCM-OP-106

I. QCM-OP-106 Maintenance Accomplished for Air Carriers (145.205) (continued)

- 4.1.5. Ensure that the certificate holder receives cooperation and is able to conduct continuing analysis and surveillance of the performance and effectiveness of its inspections and other maintenance programs and that the personnel of this repair station will cooperate in making any changes required by the certificate holder as a result of a request by the Administrator (CFR 121.373).
- 4.1.6. Ensure training programs are established and maintained to ensure that each person (including inspection personnel) who determines the adequacy of work accomplished is fully informed about regulations, procedures, techniques, equipment in use and is competent to perform their duties (CFR 121.375).
- 4.1.7. Ensure that each person performing maintenance or preventive maintenance shall be relieved from duty for a period of at least twenty-four consecutive hours during any seven (7) consecutive days, or the equivalent thereof within any one calendar month (CFR 121.377).
- 4.1.8. Ensure that a copy of that part of the certificate holder's manual that pertains to the maintenance, preventive maintenance, and alteration performed by the repair station is current and available to all personnel performing such functions.
- 4.2. Quality Control Manager
 - 4.2.1. In addition to, but not in place of, those duties and responsibilities of the Quality Control Manager as are outlined in the Repair Station Manual, he should, when maintenance, preventive maintenance, or alterations are performed on behalf of or for a FAA certificate holder operating under CFR Part 121, ensure that the responsibilities listed below are carried out.
 - 4.2.2. Ensure that there are adequate inspection personnel to carry out inspections on this work in accordance with the certificate holder's manual; that these inspection personnel are so organized that they may separate their inspection functions from other maintenance, preventive maintenance or alteration functions; and that this separation is below the level of overall responsibility for the required inspection and maintenance functions (CFR 121.365).
 - 4.2.3. Ensure that maintenance, preventive maintenance and alterations are performed in accordance with the certificate holder's manual and that competent and adequate personnel, facilities and equipment have been used in the performance of work required before an inspector shall release equipment worked on or serviced for the certificate holder (CFR 121.367).
 - 4.2.4. Ensure that all persons performing required inspections are properly trained, qualified and authorized to do so; they are under the control and supervision of the Quality Control Department while performing any inspection function; and the person conducting inspection functions on a piece of equipment has not performed any maintenance on that article (CFR 121.371).

QCM-OP-106

I. QCM-OP-106 Maintenance Accomplished for Air Carriers (145.205) (continued)

- 4.2.5. Ensure that a listing is maintained of persons trained and qualified to perform inspections; the listing will contain those persons' names, title, certifications and a listing of inspections that each of them is authorized to perform; each person so listed shall carry a list on his/her person detailing his/her responsibilities, authorities, and inspection limitations (i.e. inspection authorizations). These listings shall all be available to the Administrator upon request (CFR 121.371).
- 4.2.6. Ensure that no work is approved for return to service unless those persons performing work have been relieved from duty for a period of at least twenty-four consecutive hours during any seven (7) consecutive days or the equivalent thereof within any one calendar month (CFR 121.377).
- 4.2.7. Ensure that when inspections are performed that a record is made and kept of all maintenance, preventative maintenance and alteration, and that such record shall include a description of the work performed, the date of completion of the work, the name of the person performing the work and the name of the person approving the work. A copy of such record shall be presented to the certificate holder for whom the work is being done. If work being performed is a major repair or major alteration then the records shall include the identification of the approved data under which the work was done and positive identification of the person approving the work and the date of approval (CFR 121.380).
- 4.2.8. Ensure that all Owner/Operator documents are logged and inserted in their proper manuals concerning SB's, ESO's, EO's, other approved data, AD's and any other information supplied by the Owner/Operator.
- 4.2.9. Ensure that self-evaluation inspections are accomplished as planned and at random. All (first, second or third party) evaluation write-ups, findings and corrective actions are available for review by the Administrator, CASE and/or Owner/Operator inspectors - upon request.
- 4.2.10.

QCM-OP-107

QCM-OP-107: Maintenance Functions

QCM-OP-107

I. Maintenance Functions Subcontracted.... (145.209, .217)

1. Upon initial and/or subsequent FAA approval, the maintenance functions listed on the "List of Approved Maintenance Functions" will be contracted per the guidelines of RSM-OP-007 as follows:
 - 1.1. Selected vendors that provide the maintenance functions will be accepted and/or approved by Gyros Unlimited, Inc. d.b.a. North Bay Aviation and then managed based on their being FAA certificated or non-FAA certificated.
 - 1.2. If FAA certificated the following will be accomplished prior to approving the subcontractor to accomplish the FAA approved maintenance function.
 - 1.2.1. A current copy of the maintenance providers repair station's Air Agency Certificate, Operations Specifications and their drug and alcohol misuse program approval letter/forms will be acquired and a requirement for providing updated copies written into the contract services agreement.
 - 1.2.2. An initial Vendor Audit will be completed.
 - 1.2.3. The Chief Inspector will evaluate the provided documentation for adequacy and if found to be acceptable will approve the FAA certificated subcontractor by listing the subcontractor in the latest revision to the LIST OF APPROVED VENDORS and identifying the maintenance functions to be provided to Gyros Unlimited, Inc. d.b.a. North Bay Aviation.
 - 1.3. An Audit will be required on the vendor biennially (every 2 years) to maintain its active status on Gyros Unlimited, Inc. d.b.a. North Bay Aviation's Approved Vendor list.
 - 1.4. It is the Chief Inspectors discretion to set up an On Site Audit of any Approved Vendor when quality or performance is suspect.
2. If a proposed subcontractor is not FAA certificated, the procedures in QCM-OP-122 are to be followed.
3. An approved list of maintenance functions that will be subcontracted for accomplishment by Gyros Unlimited, Inc. d.b.a. North Bay Aviation, as required - in addition to maintenance of articles for the ratings authorized, due to the reasons listed in RSM-OP-007, paragraph 1 will be maintained by the Chief Inspector and available upon request.
4. Current lists of FAA certificated maintenance providers can be reviewed upon request to the Chief Inspector, during normal business hours.

QCM-OP-108

QCM-OP-108: Reserved

QCM-OP-108

I. Reserved

QCM-OP-109

QCM-OP-109: Required Records Storage and Retrieval

QCM-OP-109

I. Required Records and Storage/Retrieval System.... (145.161, .209, .219)

1. The following are considered to be required records which are under the oversight responsibility of the Chief Inspector:
 - 1.1. Completed work order/work packages.
 - 1.2. Purchase/Repair Order and all its applicable documents.
 - 1.3. MTE calibration records.
 - 1.4. Current Operations Specifications.
 - 1.5. Current Repair Station Certificate.
 - 1.6. Current rosters of:
 - 1.6.1. Management and Supervisory Personnel.
 - 1.6.2. Inspection Personnel.
 - 1.6.3. Persons authorized to return articles to service.
 - 1.7. Copy of subcontractor's evaluations when listed as a maintenance provider IAW QCM-OP-107 and 122.
2. Copies of Employment Summary Form NBA.012.F which include copies of Airman Certificates and all other certificates utilized in the qualification for and/or performance of their job functions.
3. All records are maintained for a minimum of two (2) years active and five (5) years inactive. Records may be retained for a longer period, if specified in an OP or contracted by the article's Owner/Operator. Record retention expiration dates will be based on the article's return to service date.

QCM-OP-110

QCM-OP-110: Signoff Stamps

QCM-OP-110

I. Control of Signoff Stamps.... (145.213)

1. The Chief Inspector will maintain a master list of all stamp numbers current and quarantined in the system. The list is to include holder's name, disposition of the stamp's number, issue date, and date of return.
2. Each inspector, when he/she receives delegated inspection authority from the Chief Inspector, will receive an inspection stamp. The holder is responsible for the safekeeping and proper use of that stamp.
3. All unused stamps will be stored in a safe place not accessible to other repair station employees or the public.
4. Stamps that are either revoked or surrendered will be placed "in quarantine" for a period of at least six (6) months prior to reissue. Worn or mutilated stamps will be returned to the Chief Inspector who will destroy the impression surface and re-issue the stamp as necessary.
5. The loss or theft of a stamp will be immediately reported to the Chief Inspector who will delete the stamp from the stamp inventory listing and reissue/record a stamp with a new number.

QCM-OP-111

QCM-OP-111: Receiving Function

QCM-OP-111

I. Receiving Inspection.... (43.9, 145.211)

1. Receiving Inspection:

- 1.1. The Chief Inspector (or designee) is responsible to see that all incoming materials, AN or MS and other standard hardware, commercial parts, parts, articles, equipment and other items acquired for use by the Repair Station on aeronautical items, are subject to a receiving inspection to assure conformance to part number, purchase order and/or other applicable specifications (i.e.; test certifications, COC, etc). It must be remembered that the foregoing items become “approved parts” when accepted by Gyros Unlimited, Inc. d.b.a. North Bay Aviation’s quality system into stock and/or for distribution.
2. A record of all nonconforming inspections will be recorded on Form NBA.005.F, (Receiving Inspection Rejection Form). Also any articles that fail to meet applicable specifications will be tagged as unserviceable with Rejected/BER Tag (NBA.003.T RED), listing the discrepancy. To preclude those parts from use, the Materials Manager will place such items in a secure holding area until disposition is made by the Chief Inspector or the MRB and repacked for shipping to the source received from or mutilated and disposed of, at the request of the supplier.
3. Normal Receiving Inspection.
 - 3.1. All incoming articles and/or material received - for other than the purposes of maintenance (i.e.; alteration, repair and/or overhaul) will receive a "normal receiving inspection" which is an inspection for:
 - 3.1.1. Shipping, fire or accident damage.
 - 3.1.2. Traceability of life limit, if applicable; new, used, CSN, CSO, TSO, TSN, (i.e. service history).
 - 3.1.3. Traceability of overhaul/repair record and maintenance release on - serviceable tag; ATA Form 106, EASA Form 1, TC Form 24-0078 or an FAA Form 8130-3, to an approved source; (i.e. approval for return to service certification by a CFR 119, 121, 125, 129, 129, 135 FAA certificated operator or an appropriately FAA rated CFR 145 domestic or foreign repair station). Also acceptable are items traceable to a country where a Bilateral Airworthiness Safety Agreement (BASA) is in force and a Maintenance Annex Guidance (MAG) exists, with the country of origin’s NAA and the FAA, and has been implemented.
 - 3.1.4. Status of airworthiness directives, if applicable.
 - 3.1.5. Identification of parts to an invoice and/or purchase/sales order, packing list and/or repair order.
 - 3.1.6. Conformity to type design/specification, to include type of material and state of preservation [i.e.; certificate of conformance (COC) or other applicable documentation such as test certifications, etc.].

QCM-OP-111

- I. *QCM-OP-111 Receiving Inspection.... (43.9, 145.211) (continued)*
- 3. *Normal Receiving Inspection. (continued)*
 - 3.1.7. Lot or batch number.
 - 3.1.8. Part number/serial number.
 - 3.1.9. Manufacturer's FAA approval status.
 - 3.1.10. Required markings.
 - 3.1.11. Packaging.
 - 3.2. General Test Requirements:
 - 3.2.1. New part's traceability to a Production Approval Holder (PAH), if applicable.
 - 3.2.2. Shelf-life or recertification requirements.
 - 3.2.3. At this time the cure date of material under the repair stations shelf-life control program shall be noted and conformed to the Shelf Life Program's requirements contained in QCM-OP-126.
 - 3.3. New Articles:
 - 3.3.1. Articles manufactured under a PAH, [i.e.; Type of Production Certificate (TC or PC), or in accordance with a Technical Standard Order Authorization (TSOA), Production Manufacturing Authority (PMA), Supplemental Type Certificate (STC), or similar FAA approved data, including bilateral agreements], or articles which have been rebuilt by the manufacturer or the manufacturer's agent to new production specifications or repaired under warranty, only require a visual receiving inspection to confirm conformity and completeness.
 - 3.3.2. Standard parts and aircraft fasteners that have not been inspected by an FAA approved receiving inspection system must have an approved testing/sampling inspection verifying certifications and test reports – received with the material for conformance, or have it accomplished prior to acceptance. Batch segregation must be maintained and records of quantities used or shipped from each batch to an Owner/Operator, must be maintained. Batch segregation will also be maintained for materials requiring flammability testing and for other items for which it is appropriate.

QCM-OP-111

- I. *QCM-OP-111 Receiving Inspection.... (43.9, 145.211) (continued)*
- 3. *Normal Receiving Inspection. (continued)*

- 3.4. Any repaired or overhauled components received from and approved for return to service by an appropriately rated FAA certificated Repair Station (Manufacturer, Foreign or Domestic) do not require more than a visual receiving inspection for completeness and no damage. Repaired or overhauled articles that are received from other than an FAA certified Repair Station, in addition to the normal receiving inspection, will be functionally checked before being returned to service.
- 3.4.1. The Chief Inspector may request a functional check of any overhaul or repair accomplished by any contractor, when of the opinion that such a check is required in order to confirm the article's return to service.
- 3.4.2. All articles determined to require a functional check will be routed to the proper shop or rated agency for the accomplishment of this check. If the end item assembly, that the article is installed on (i.e.; component, engine, airframe, propeller), received a final functional test and passes all manufacturers' specifications IAW the current technical data, the article will be approved as airworthy.

QCM-OP-111

- I. *QCM-OP-111 Receiving Inspection....(43.9, 145.211) (continued)*
4. Articles received for potential return to service maintenance purposes.
 - 4.1. Articles received for the purpose of maintenance will receive a receiving inspection for:
 - 4.1.1. State of preservation/shipping, fire or accident damage.
 - 4.1.2. Functional check prior to disassembly, if applicable and condition allows for verification of discrepancy reported and/or functional test for troubleshooting.
 - 4.1.3. Traceability of life/cycle limit and/or time since overhaul, if applicable.
 - 4.1.4. Identification and tagging of article(s) to a Owner/Operator purchase order and/or repair order.
 5. Depending on findings, received articles will be tagged in accordance with QCM-OP-101.
 6. At the receiving inspection – all adhesives, batteries, seals, sealers, primers, finishing and other process materials having a shelf-life will be identified by material control labels showing the expiration date of the shelf-life as established by applicable specifications; (*see QCM-OP-126, Shelf Life Control Program*). Inspectors and technicians will return to parts room any materials found in the work areas or storerooms without such identification or with expired shelf life, prior to their use so such material can be properly removed from shelf-life program and disposed of per the QCM-OP-126.
 7. All rubber o-rings, rubber hoses, seals and gaskets that are received and remain in the suppliers' sealed packages will carry an indefinite shelf life, unless identified by the manufacturer as otherwise. However, once the sealed package has lost its seal or were received in bulk, the item(s) must then be either:
 - 7.1. Used within a reasonable period of time (e.g.; 48 hours),
 - 7.2. Discarded,
 - 7.3. Resealed or individually sealed maintaining traceability to the supplier and date of manufacturer. Items so handled can remain serviceable for:
 - 7.3.1. Twenty-four (24) months, then discarded;
 - 7.3.2. Or for a period specified by the manufacturer, or as authorized in QCM-OP-126.
 8. Records will be on file to evidence traceability for all raw materials purchased, in inventory and used by the repair station in the repair process or sold as aeronautical products.

QCM-OP-111

I. QCM-OP-111 Receiving Inspection.... (43.9, 145.211) (continued)

9. The detailed functions of material inspection are covered by Manufacturer's quality assurance directives and inspection bulletins, which will be used in the operation of the Repair Station with respect to the control and identification of materials, articles, and equipment received for direct use in the Repair Station. The purpose of the receiving inspection is that all articles new or overhauled, acquired from vendors or other sources will be checked for serviceability and proper approval documentation (certification and traceability), prior to release for installation or shipment by the Repair Station.
10. Certificates of Conformance or Conformity (COC) or Airworthiness Release Certificates (ARC) or Certificates of Airworthiness (C of A) received with incoming parts will be kept on file with the purchase order. The purchase order number will be entered on the article's container label, of the received part(s), before they are placed into stock.
11. Flammable, toxic, HAZMAT or volatile materials will be appropriately labeled and be stored in a fireproof storage area or be in approved containers when being used in the shops. For all materials in this category the repair station will acquire and maintain on file a MSDS (Material Safety Data Sheet) for each item.

QCM-OP-112

QCM-OP-112: Preliminary Inspection

QCM-OP-112

I. Preliminary Inspection.... (145.211)

1. The Chief Inspector of the repair station is responsible for the performance of appropriate inspections, including functional and nondestructive tests. Inspections shall ensure all units delivered to the repair station for maintenance, alteration or repair under the privileges of the repair station certificate are subject to a preliminary inspection. A determination shall be made as to the state of preservation and any defects on the items involved.
2. An initial bench test will always be performed prior to the disassembly of any component. An exception to this would be, if the component is received with physical damage, or a reported malfunction that would imply the application of power would be dangerous or cause further damage. This inspection will be recorded as the first entry on the teardown report/traveler portion of the work order, and will always require an inspector stamp.
3. Before any work is started, the Chief Inspector will, in the case of work to be performed for an air carrier under the continuous airworthiness requirements of CFR Parts 119, 121, 125, 129, or 135, make sure all necessary current information and specification are included or referred to in the work instructions. Appropriate documentation shall accompany the article through the repair station, and ensure the work is completed in accordance with the air carrier's manual.

Note: See QCM-OP-106 for specific references to CFR Part 121 requirements.

QCM-OP-113

QCM-OP-113: Hidden Damage

QCM-OP-113

I. Hidden Damage Inspection.... (145.211)

1. The preliminary inspection is not limited to the area of obvious damage or deterioration. The preliminary inspection includes a thorough and searching examination for hidden damage in areas adjacent to the damaged area. In the case of deterioration, a thorough review of all similar materials or equipment in a given system or structural area. The scope of this inspection will be governed by the type of unit involved, with special consideration accorded previous operating history, malfunction or defect reports, service bulletins and AD notes applicable to the unit involved. The authorized inspector is responsible for ensuring all discrepancies noted during inspection are annotated on the teardown report/traveler, prior to signing a maintenance release.

QCM-OP-114

QCM-OP-114: Inspector Proficiency

QCM-OP-114

I. Establishing and Maintaining Proficiency of Inspection Personnel.... (145.55, .157, .161, .211)

1. The Chief Inspector will be responsible for establishing the minimum experience and qualifications for each inspector position and authorizations therefore, that are in the repair station organization.
2. Selection of candidates to fill these positions will be based on previous relevant training, job experience, years of experience as well as previous inspector experience on same or similar work experience with this company or with other repair facilities with the same or relevant ratings. All job experience, including “temporary inspector” can be used in the evaluation, if documented on the Employee Summary Form NBA.012.F.
 - 2.1. The candidate’s ability to read, write and understand the English language must meet the requirement of RSM-OP-013.
 - 2.2. If the candidate is to be authorized to return articles to service and/or sign maintenance releases, they must also be certificated per CFR part 65 and have additional training as required to qualify for each specific authorization.
3. All candidates will initially receive specific inspector training on duties and responsibilities from the Chief Inspector. This is in addition to becoming familiar with the Quality System of Gyros Unlimited, Inc. d.b.a. North Bay Aviation IAW RSM-OP-012 and QCM-OP-101, all operational procedures in the RSM and QCM and, the proficient use of MTE for required tests and inspections on articles the CRS is rated for or will be utilized in their assigned area of responsibility.
 - 3.1. At the end of this training the prospective inspectors will be tested on their inspection systems knowledge through tests (i.e.; written, practical or oral or a combination thereof) that demonstrates adequate knowledge to perform the inspection function.
 - 3.2. Only those candidates that satisfactorily meet the established requirements will be utilized as temporary or designated inspectors or are selected to fill open positions on a full time basis.
 - 3.2.1. Each candidate selected to function as an inspector will be issued a letter by the Chief Inspector outlining the duties and responsibilities of the position and the authorizations granted; this will be in addition to an Authorization Card which is to be producible by the employee when functioning as an inspector.
 - 3.2.2. A copy of this letter will be in the employee’s personnel file and the training file.
 - 3.2.3. The person selected will be added to the appropriate roster(s) IAW RSM-OP-009.

QCM-OP-114

- I. *QCM-OP-114 Establishing and Maintaining Proficiency of Inspection Personnel.... (145.155, .157, .161, .211) (continued)*
4. Recurrent training will be accomplished IAW the RSTPM.
 5. Proficiency review and any required training resulting from the review will be conducted on the job and recorded on NBA.011.F (Employee Training Record) by the employee's supervisor.
 6. Any NDI or NDT requirements will be met by following the procedures in QCM-OP-128.

QCM-OP-115

QCM-OP-115: Technical Data

QCM-OP-115

I. Maintaining Current Technical Data.... (145.211)

1. The Technical Data Control Program will control all technical information and instructions used in the repair station to their most current issue, before an item is returned to service. The Chief Inspector has the primary responsibility for the day-to-day operation of the program with the Quality Control Manager having overall responsibility. In the absence of the Chief Inspector, the Repair Station Manager is responsible for the day-to-day operations of the program.
2. The repair station will have the required component or shop manuals and specifications to repair or overhaul articles authorized in the repair station's Operations Specifications, and Owner/Operator maintenance program's approved data, if required.
3. All incoming equipment/components received for maintenance will have a copy of the customer purchase order forwarded to the Technical Data Controller. The Technical Data Controller is responsible for ensuring that the technical data has been verified for currency within the previous year (365 days).
4. If currency verification has not been performed, the Technical Data Controller will verify currency through the Manufacturer or Operator.
5. Once currency has been confirmed, the Technical Data Controller will make the appropriate entry on the Maintenance Manual Verification Form (NBA.021.F).
6. An internal evaluation procedure is in place for assuring periodic review of technical data for currency, timeliness and accuracy of Revision Records, and currency of technical documents; see QCM-OP-119. Records of findings and corrective actions shall be maintained for two (2) years from the completion date, and made available to auditors upon request.
7. The technicians will be instructed not to make any handwritten entries on or in any of the working copies of the manuals or documents. All documents will be stored in a manner which protects them from dirt or damage. Adequate viewing devices, maintained in good condition, will be available for viewing of technical data in a form requiring such devices.
8. All uncontrolled manuals or documents in the repair station must be so identified as "uncontrolled" or "for reference only" and segregated from controlled manuals or documents.

QCM-OP-115

I. QCM-OP-115 Maintaining Current Technical Data.... (145.211) (continued)

9. The following forms for corrective actions, are used in the Technical Data Control Program:
 - 9.1. Corrective Action Report Form (NBA.016.F)
 - 9.2. Correction Recommendation Form (NBA.017.F)
 - 9.3. Manual Currency Verification Form (NBA.021.F)

Note: *Instructions for the forms' use, performance time frames, and examples can be found in the FM.*

QCM-OP-116

QCM-OP-116: Non-Certificated Maintenance Personnel

QCM-OP-116

I. Qualifying and Surveilling Non-Certificated Maintenance Personnel.... (145.211)

1. Qualifying personnel to accomplish maintenance on an article who are not certificated IAW CFR part 65 will be the responsibility of the non-certificated technician's assigned supervisor.
 - 1.1. Supervisors can use any or all of the following resources to qualify a non-certificated technician to accomplish a task:
 - 1.1.1. Direct Supervision;
 - 1.1.2. Buddy System (i.e.; qualified technician teaching and assisting unqualified technician),
 - 1.1.3. Technical Manual (MM, OHM, CMM, ICA, AD, SB, etc.) reading,
 - 1.1.4. OEM Technical Training,
 - 1.1.5. In-House Classroom Training,
 - 1.1.6. On the Job Training – In Any Form,
 - 1.1.7. Contract Training,
 - 1.1.8. Pre hiring Experience and/or Training,
 - 1.1.9. Demonstrated Proficiency.
2. A record of all training accomplished will be documented on Form NBA.011.F (Employee Training Record) and maintained in the employees training file. Qualification on a maintenance task will be noted on the employees training record and the signature of the employee's supervisor in the appropriate section of the form.

QCM-OP-117

QCM-OP-117: Final Inspection and Return to Service

QCM-OP-117

I. Performing Final Inspection and Return to Service of Maintained Articles.... (43.9, 145.211)

1. Prior to approval for return to service, all components processed by this repair station shall be subject to a final inspection. This inspection is to be accomplished by a qualified inspector as indicated on the Roster of Authorized Inspection Personnel.
2. The final inspection is to include, but not be limited to, the verification of all test parameters applicable to the customer's reported malfunction. Ensuring the repair or resolve of all progressive inspection discrepancies are noted on the teardown report/traveler. The final inspection will confirm the installation of all mandatory service bulletins, applicable airworthiness directives are completed, and a visual inspection conducted. The final inspector shall also review the work order package to determine if all the approved procedures and inspections have been completed IAW approved guidelines as set forth in this manual.
3. The inspector, performing the final inspection, will verify the successful completion of all parameters as indicated above by signing, stamping, and dating the Tear Down Report Summary (NBA.007.WO) and the FAA form 8130-3.

QCM-OP-118

QCM-OP-118: Calibration

QCM-OP-118

I. Calibration of MTE.... (145.211)

1. The MTE Calibration Program will control the calibration and serviceability of all MTE within the repair station, which includes allowed employee owned MTE. The Repair Station Manager will have primary responsibility for the MTE Program and the Chief Inspector is the designated backup position.
2. The Repair Station Manager or designee will maintain an Master Tooling & Test Equipment List, NBA.010.F on all MTE used within the repair station. The list will include the items' identification number, the nomenclature of the tool, part number, serial number and it's established calibration frequency (period). Instructions on the use of and an example form are contained in the FM.
3. MTE will be stored in a manner to protect them from damage and contamination. Technicians and inspectors will be instructed to monitor calibration dates before using MTE, not to use any that are not within their calibration period and to report any out-of-calibration tools to the Repair Station Manager. Unserviceable or out-of-date MTE will be labeled with an Inactive label, NBA.018.L, to preclude their use until unit's calibration is verified.
 - 3.1. MTE that cannot be found when due calibration will be reported to the Repair Station Manager.
 - 3.1.1. Repair Station Manager will, when items are reported missing:
 - 3.1.1.1. Quarantine the missing item's records.
 - 3.1.1.2. Inactivate the item from the calibration control system.
 - 3.1.1.3. Inform all technical personnel of the items' status, and
 - 3.1.1.4. When and if the item is recovered the MTE will be calibrated and identified IAW paragraph 8. of QCM-OP-118 prior to being placed back in service.
4. The Repair Station Manager will schedule each MTE for calibration. If calibrated in-house the technician will use Calibration Report Form (NBA.013.F) and (NBA.014.F) IAW QCM-OP-125. Instructions on the use of and an example of forms NBA.013.F and NBA.014.F are contained in the FM.

QCM-OP-118

I. QCM-OP-118 Calibration of MTE.... (145.211) (continued)

5. If calibrated by an outside contractor, which includes domestic or foreign manufacturers, the tool calibration record must include a certificate from the outside calibration contractor providing information concerning the Standard used and traceability to the National Institute of Standards and Technology (NIST). All contractors utilized for the calibration of MTE must be maintained on NBA's Approved Vendor List.
- 5.1. All certificates of calibration from contractors will be reviewed for completeness at the receiving inspection. Requirements of paragraph 7. Of QCM-OP-118, will be verified.
6. In either case, calibrated in-house or by an outside contractor, the unit's record will have recorded there-on the details of results achieved at each test point and any adjustment or repair required/made and the resulting acceptable tolerances achieved.
7. All tool and test equipment that is new to the CRS will be quarantined in a secure area until the following items 1 through 4 are satisfied:
 - 7.1. Company tooling is assigned an asset number starting with the prefix "NBA" followed by a consecutively assigned number beginning with 001 (example: NBA 001 or NBA 1025, etc.).
 - 7.2. Item is certified as being calibrated to a traceable National Standard and identified with a red CALIBRATED label NBA.040.L.
 - 7.3. Item is entered into the calibration program.
 - 7.4. Training classes are established, scheduled and held, if required.
8. Each calibrated tool must be identified by labels which include the unit's assigned identification number, the calibration date and next due (expiration) date. Labels affixed by outside contractors will contain the same information. If the tool is too small to allow the label to be directly attached, the label may be installed on the tool's container.
9. Personal tooling requiring calibration is identified by the following asset number: "P-PROP" followed by a hyphen (-) and two-digit number starting at 01 and ending with the first and last initials of the owner (example: P-PROP-01-DH). The two-digit number will increase by one for each additional tool the employee adds to the approved list.
10. If a unit is found to be out of calibration and requires adjustment it is to be reported IAW RSM-OP-005 for article recall evaluation.
11. Any MTE that is required to be calibrated before each use will not be used until being tested, calibrated and appropriate documentation complied with.

QCM-OP-118

I. QCM-OP-118 Calibration of MTE.... (145.211) (continued)

12. Certain MTE devices are never calibrated. This type of MTE will be classified as active (calibration not required). Also included in this category is manufacturers' test equipment in which the manufacturer has no required calibration procedure outlined in the equipment maintenance manual. All MTE falling in this category will be labeled accordingly with NBA.020.L.
13. Special procedures or controls may be required for the following:
 - 13.1. If color is a measurable attribute of the article, test samples must be protected from fading and tested periodically.
 - 13.2. Article software and/or physical design changes (i.e.; modification or configuration) may effect calibration requirements and/or MTE and must be evaluated for effect prior to returning such items to service.
 - 13.3. If your article's inspection test or repair process can be affected by extreme temperature or excessive moisture the use of calibrated thermostats and barometers will be necessary. Ovens and refrigerators temperature control can affect product integrity.
 - 13.4. Precision tooling and test equipment requiring calibration that is found semi-functional or is unable to maintain a specified calibration will be identified as reference only. This test equipment may not be utilized to determine a specified dimension, adjustment, or output during final assembly, or certifying a unit airworthy. This type of MTE will be labeled accordingly with NBA.039.L.

QCM-OP-119

QCM-OP-119: Self Evaluation

QCM-OP-119

I. Self Evaluation and Corrective Action on Non-conformities Found.... (145.211)

1. General

- 1.1. The Quality Control Manager is responsible for Gyros Unlimited, Inc. d.b.a. North Bay Aviation's Internal Self Evaluation and Surveillance Program. The Repair Station Manager is designated as the back-up position. The following describes the Gyros Unlimited, Inc. d.b.a. North Bay Aviation Program.
- 1.2. The Internal Self Evaluation and Surveillance Program is intended to thoroughly monitor Gyros Unlimited, Inc. d.b.a. North Bay Aviation's compliance with its Repair Station Manual and Quality Control Manual. The collective quality systems described in the RSM/QCM guides the repair station in complying with Federal Aviation Administration regulatory requirements, Owner/Operator specifications, and applicable industry standards.
- 1.3. The Internal Self Evaluation and Surveillance Program will be accomplished through the use of continuous planned periodic quality evaluations of the different functional areas of the repair station, using standard's checklists and/or workbooks. Specialized checklists will also be developed for any unique operational areas and updated and revised as conditions dictate. Master checklists and checklist revision records will be maintained by the Quality Control Manager. The evaluations will be performed by the Quality Control Manager and/or trained, qualified, and independent evaluator(s), [i.e. Quality Assurance evaluator(s)]. The evaluator(s) will work closely with the technicians and manager in the area being evaluated. Second party or third party evaluations will follow the same general procedures.

2. Quality Assurance System

- 2.1. Gyros Unlimited, Inc. d.b.a. North Bay Aviation will maintain a quality assurance system that is independent of the maintenance repair process, including part and product and their release to service inspections.
- 2.2. Overall responsibility for Gyros Unlimited, Inc. d.b.a. North Bay Aviation's Quality Assurance System (QAS) program is assigned to the Quality Control Manager. The Quality Auditor reports directly to the Chief Inspector and reports indirectly to the Accountable Manager. The Quality Auditor is responsible for: ensuring that the QAS program is accomplished according to the objectives and guidance established by the Accountable Manager, the accomplishment of QA evaluations, providing support to responsible technical managers for the development of solutions to evaluation write-ups (findings, concerns or observations), and the completion of QAS evaluation status reports for management's review.

QCM-OP-119

- I. *QCM-OP-119 Self Evaluation and Corrective Action on Non-conformities Found.... (145.211) (continued)*
2. *Quality Assurance System (continued)*
 - 1.1. The Quality Control Manager will not censor QAS reports and in the case of conflict, all such reports will go to the Accountable Manager (President), for resolution.
 - 1.2. The Quality Auditor position is assigned to the Quality Control Manager's group and is responsible for:
 - 1.2.1. Developing an annual Quality Assurance System (QAS) evaluation plan for the President's approval.
 - 1.2.2. Scheduling the resources for and managing all evaluations.
 - 1.2.3. Coordinating and assisting in the analysis of any adverse findings and the development of solutions.
 - 1.2.4. Developing a plan and schedule for the implementation of long term solutions and interim fixes required.
 - 1.2.5. Developing and maintaining QAS reports and records.
 - 1.2.6. Ensuring that the Accountable Manager approves the annual QAS evaluation plan, receives all QAS evaluation summary results, quarterly corrective action status and any unresolved evaluations of outstanding corrective actions.
 - 1.2.7. Assisting as necessary as a liaison with the FAA/EASA on matters relative to this document.
 - 1.3. By the first day of December each year, the Quality Control Manager will develop an annual plan for QAS evaluations to be conducted during the following calendar year, and submit it to the Accountable Manager (President) for approval. The plan will contain a brief description of each evaluation area, the resources that will be required, and a schedule for the completion of each evaluation. The evaluation plan will include the routine periodic evaluations of each area/subject and follow up evaluations of any area that previously required corrective action. The basic goal of the QAS program is to monitor compliance with CFR Parts 43, 65, 121, 135 and 145. Each year, the annual evaluation program, as reflected in the plan, must include at least the following elements: (1) An independent evaluation system; and (2) A management/control and follow up system.

QCM-OP-119

- I. *QCM-OP-119 Self Evaluation and Corrective Action on Non-conformities Found.... (145.211)*
(continued)
2. *Quality Assurance System (continued)*
 - 1.3.1. The independent evaluation system is a process of sample evaluations of all aspects of the repair stations ability to carry out all maintenance to the required standards. It represents an overview of the complete maintenance system and does not replace the need for mechanics to ensure that they accomplish maintenance to the required standard nor does it replace any associated inspection/quality control system. Independence should be established by ensuring that evaluations are not carried out by the personnel responsible for the function, procedure or article being evaluated.
 - 1.3.2. A primary product line is any one aircraft or engine or avionic or mechanical product line where the systems and procedures are very similar throughout that product line. For examples: Ratings – Airframe – B-737 all models; Powerplant – V2500; etc.
 - 1.3.3. The process of sample evaluations may be carried out once per year as a single exercise or subdivided over a year period IAW a planned evaluation program. All applicable CFR 43 and 145 § should be checked at least once per year against each primary product line.
 - 1.3.4. When an area is common to all product lines (e.g.; receiving, parts handling and parts storage – “stores”) a sampling based on random selection of parts should be used for the evaluation.
 - 1.3.5. An article should be selected from each primary product line from each separate work area and a sample evaluation accomplished once per year.
 - 1.4. Any evaluations [i.e.; OEM, CASE STANDARD 1A, Air Carrier, FSDO, FAA/NASIP or RASIP, EASA, Contractor (2 party) or Independent (3rd party)] and resultant write-ups (findings, concerns or observations) and their corrective actions will be included as part of the QAS program records and shall supplement, but not replace Quality Assurance Evaluations (Internal 1st Party) required to be conducted under Gyros Unlimited, Inc. d.b.a. North Bay Aviation’s QAS program.

QCM-OP-119

I. *QCM-OP-119 Self Evaluation and Corrective Action on Non-conformities Found.... (145.211)*
(continued)

2. Evaluation Procedures and Reports

- 2.1. The annual QAS evaluation program will be conducted using common and product specific check lists designed to review a product type's systems, procedures, manuals; interviews with personnel and observation of work in progress. The program at a minimum, will cover the subject areas listed below, which includes eleven (11) "common" subject areas of the evaluation that apply to all product types (i.e.; ratings) maintained by Gyros Unlimited, Inc. d.b.a. North Bay Aviation:

Section Number		Self Evaluation Area/Subject
1.0		Operational Compliance Evaluation Requirements
1.1	*	Manual Revision and Control
1.2	*	Organization
1.3	*	Personnel
1.4	*	Operations, Housing, and Facilities
1.5	*	Capability List
1.6	*	Training Program Revisions
1.7		Work Performed at Another Location
1.8		Maintenance Performed for an Air Carrier
1.9	*	Contract Maintenance Information
1.10		Proficiency of Inspection Personnel
1.11	*	Current Technical Data
1.12		Inspection System
1.13		Required Records and Recordkeeping
1.14	*	Calibration of MTE
1.15		Taking Corrective Action on Deficiencies
1.16	*	Safety Security and Fire Protection
1.17	*	Handling, Storage and Issue of Approved Parts, General
1.18		Scrapped Parts

(*) Identifies common evaluation areas for all products.

QCM-OP-119

- I. *QCM-OP-119 Self Evaluation and Corrective Action on Non-conformities Found.... (145.211)*
(continued)
3. *Evaluation Procedures and Reports (continued)*
 - 2.2. Any unexplainable write-ups (findings, concerns, positive or negative observations) found during each evaluation will be documented on a QAS Nonconformance Write-up Form (NBA.022.F), and be also included in a report to the responsible manager of each technical area evaluated, Quality Control Manager and their manager. Positive observations will always be documented and reported. In addition, any unresolved write-ups [findings, concerns or observations (positive or negative)] will be also included in a quarterly report to the responsible manager and the Accountable Manager.

All rectifications will be documented on the QAS Nonconformance Write-up Form (NBA.022.F), attaching additional sheets as required to make a complete documentation package. Those write-ups (findings, concerns or observations) that will require long term solutions [i.e.; thirty (30) days or more] developed by the responsible manager(s) and accepted by the Accountable Manager, will be documented by the QA function in a corrective action plan – complete with interim corrective actions, permanent fixes with timetable and milestones established for each action required.
 - 2.3. Quarterly status reports on all evaluation write-ups (findings, concerns or observations) will be created by the responsible managers that were evaluated during this planning period. Reports and results are to be presented in a quarterly QAS Review meeting with the Accountable Manager.

QCM-OP-119

I. *QCM-OP-119 Self Evaluation and Corrective Action on Non-conformities Found.... (145.211)*
(continued)

3. Corrective Actions

- 3.1. The responsible technical manager(s) are responsible for coordinating the development and implementation of corrective actions that are satisfactory to the QAS evaluator, whenever problems are identified through QAS evaluations. On long-term problem rectification, the solution implementation schedule will be developed by the responsible technical area manager with the assistance of the evaluation team, approved by the Accountable Manager and progress monitored by the QA function.
- 3.2. Corrective actions will be derived from an analysis of the problem's extent and "root" cause to be sure that all affected activities or parts are identified, (use worksheet on the back of non compliance form number NBA.022.F). Then and only then will any – immediate action required be taken, interim action required be determined and the development and implementation of a permanent solution be initiated. All long-term permanent solutions more than thirty (>30) days will be accompanied with a plan and timetable and be approved by the Accountable Manager before rectification is initiated, if not deemed critical, (i.e.; Finding).

Note: *Self-Disclosure is to be accomplished on each "Finding" IAW current regulatory requirements using guidance provided by the latest issue of AC 00-58, Voluntary Disclosure Program.*

- 3.3. The implementation of corrective actions will be monitored through status reports and reviews of progress, or lack thereof, at the Accountable Manager's staff meetings, as required. Corrective action implementation and/or rectification will be verified through the use of special follow-up evaluations.
- 3.3.1. The President will meet at least once per year with the senior staff involved to review overall performance.

QCM-OP-119

- I. *QCM-OP-119 Self Evaluation and Corrective Action on Non-conformities Found.... (145.211)*
(continued)
- 4. *Corrective Actions (continued)*
 - 3.4. The Accountable Manager will be responsible for ensuring that:
 - 3.4.1. The objectives of the annual evaluation plan are met.
 - 3.4.2. The results of all evaluations are actioned by responsible technical managers as soon as possible after they are documented.
 - 3.4.3. All problems are appropriately addressed.
 - 3.4.4. All rectifications to problems are implemented in a timely and cost effective manner.
 - 3.4.5. Annual performance review is accomplished and discussions documented as necessary. Intermediate performance reviews will be accomplished should a need arise.
 - 4. Records
 - 4.1. The Chief Inspector will develop and maintain a system of records to document the QAS program, the results of evaluations, the corrective actions taken to respond to problems and other records required to properly manage the QAS program. Evaluation records, and any documents generated from the Accountable Manager's annual performance review meeting will be maintained for a period of at least two (2) years.
 - 4.2. These records are confidential internal documents that are the property of Gyros Unlimited, Inc. d.b.a. North Bay Aviation. Records of evaluations, corrective actions and results will be made available for FAA review at Gyros Unlimited, Inc. d.b.a. North Bay Aviation's business address during normal working hours of the QA function.

QCM-OP-120

QCM-OP-120: QCM Control

QCM-OP-120

I. **Quality Control Manual Control, Revision and FAA Notification.... (145.207, .209, .211)**

1. Each Quality Control Manual (QCM) will have a specific control number assigned. The assigned manual's cover page will have a control number and identify the position that the manual is assigned to by title. A master list containing assigned QCM's by number and specific position assigned the numbered manual will be maintained by and kept by the Chief Inspector and will, upon request, be made available during normal business hours.
2. The QCM will be assigned to:
 - 2.1. Each management position on the organizational chart;
 - 2.2. All inspectors;
 - 2.3. Each person directly in charge of maintenance on articles;
 - 2.4. Those persons in positions that are designated/authorized to return articles to service for the repair station;
 - 2.5. The technical librarian; and
 - 2.6. The FAA, in an acceptable format.
3. The Chief Inspector will be assigned the QCM's MASTER copy.
4. The controlled copy assigned to the technical library will be made accessible to all employees of the CRS, upon their request. The library copy will not be removed from the library.
5. The person fulfilling the duties of and/or is permanently assigned to a position which has a QCM assigned – is the person who is responsible for maintaining the assigned manual current.
6. The Chief Inspector will be responsible for:
 - 6.1. Keeping each person on the master list supplied with the most current revisions to the manual;
 - 6.2. Making written proposals for revisions, required or suggested and found to be beneficial;
 - 6.3. Submitting these to the Quality Control Manager for review, acceptance and possible approval processing. All rejected proposals will be returned to the Chief Inspector with the reason for rejection.
7. The Quality Control Manager will, after review and found to be:
 - 7.1. In compliance with regulatory requirements;
 - 7.2. Makes good business sense and is not contrary to company policy;
 - 7.3. Forward the revision(s) to the President for final review and approval.

QCM-OP-120

I. *QCM-OP-120 Quality Control Manual Control, Revision and FAA Notification.... (145.207, .209, .211) (continued)*

8. All revisions to the QCM will be indicated by a vertical line of appropriate length in the margin adjacent to the change(s) on each page. When a revision is approved, the page will be reissued and will reflect the revision's number and date, including the LEP.
9. The Chief Inspector will number the approved revision(s) sequentially starting with the number 1 and date it using the approved revision approval date by the Accountable Manager. This will also be entered on the Revision Control Report form number NBA.019.F, for control purposes.
10. Within twenty (20) working days of the President's approval of the QCM revision(s), the revision(s) will be sent by the Chief Inspector to all assignees for implementation along with the Revision Control Report cover sheet, form number NBA.019.F, identifying the revision's changes.
- 10.1. The FAA's copy of the revision(s) will be sent, within this time limit, to the assigned Principal Inspector (PI) for the FAA's acceptance/disposition.
11. Upon receipt of a revision, each manual holder will be responsible for complying with the instructions on the RECORG OF REVISION page in their assigned manual and any additional instructions on the Revision Control Report form number NBA.019.F.

Note: *Each revision to the contents of the manual will have a LEP approved only by the Accountable Manager; FAA acceptance is after the fact. The revised LEP should be utilized as a checklist to verify the currency of the assigned QCM. The FAA in due time will accept/disposition the revision and indicate acceptance by signing, dating and stamping the "Accepted by FAA box" at the bottom of the LEP and returning it, along with the NBA.019.F Revision Control Report form, to the Chief Inspector for filing in the Master QCM. If the FAA finds the revision to be unacceptable, see the following paragraph.*

12. When a revision is found "not to be acceptable" to the FAA, the Quality Control Manager will be responsible for resolving all issues with the FAA, as expeditiously as possible. Once agreement has been reached on the changes required for acceptance – the Quality Control Manager will have the agreed upon manual revision(s) approved and implemented as expeditiously as possible.
13. The Quality Control Manager will then make an assessment IAW RSM-OP-005 of the changes that were implemented vis-à-vis the changes now agreed to and their impact upon repair stations operations (i.e.; maintenance/administrative actions performed) during the period of time that the unaccepted revision was in effect.
- 13.1. Based on this assessment – if there are any nonconformities found that require rectification these will be documented on Nonconformance Form, (NBA.022.F).
- 13.2. If an article recall is indicated, a further assessment will be required utilizing the procedures in QCM-OP-123.

QCM-OP-121

QCM-OP-121: Reserved

QCM-OP-121

I. Reserved

QCM-OP-122

QCM-OP-122: Non-Certificated Maintenance Providers

QCM-OP-122

I. Qualifying and Surveilling FAA Non-Certificated Maintenance Providers and Listing.... (145.209, .217)

1. The Quality Control Manager is responsible for Gyros Unlimited, Inc. d.b.a. North Bay Aviation's External Evaluation and Surveillance Program. The Chief Inspector is designated as the backup position.
2. The External Evaluation and Surveillance Program is intended to qualify a non FAA certificated maintenance provider and then to periodically monitor the non FAA certificated maintenance providers – after acceptance, for performance and compliance with Gyros Unlimited, Inc. d.b.a. North Bay Aviation's Quality Control requirements, technical specifications, quality workmanship and Owner/Operator requirements.
 - 2.1. Only maintenance functions approved by the FAA are to be contracted by Gyros Unlimited, Inc. d.b.a. North Bay Aviation IAW RSM-OP-007 and QCM-OP-107. For non-FAA certificated maintenance providers this is to include a service contract allowing Gyros Unlimited, Inc. d.b.a. North Bay Aviation's and the FAA's surveillance during the accomplishment of all article maintenance work contracted by Gyros Unlimited, Inc. d.b.a. North Bay Aviation to the maintenance provider.
3. If a non FAA certificated maintenance provider meets the acceptance requirements they will be listed on the appropriate List of Approved Vendors that is maintained current by the Quality Control Manager and is available upon request during normal business hours from the Chief Inspector.
 - 3.1. Reserved
 - 3.2. When the List of Approved Vendors is revised, the Quality Control Manager will, within ten (10) working days, distribute information copies to – shipping, purchasing, the Chief Inspector, and receiving inspectors.
4. The following positions/functions will utilize the latest revision of the List of Approved Vendors as follows:
 - 4.1. Inspection will designate the approved maintenance provider to be utilized to accomplish the required maintenance function.
 - 4.2. Purchasing and shipping will ensure that the repairable article is contracted and sent only to the contractor designated and that the designated contractor is on the listing for the approved maintenance function(s) to be accomplished; unless it is designated an emergency (i.e.; AOG, etc.) by the Chief Inspector IAW RSM-OP-007.
 - 4.2.1. If it is designated as an emergency, time is of the essence, and it will be sent to the identified contractor without question. The item will be shipped by the most expeditious cartage available.

QCM-OP-122

- I. *QCM-OP-122 Qualifying and Surveilling FAA Non-Certificated Maintenance Providers and Listing.... (145.209, .217)*
4. *Paragraph 4 (continued)*
 - 4.3. Appropriately trained receiving inspectors will ensure that proper documentation (i.e.; required records) is received from all non FAA certificated maintenance providers and if the required records are not available – notify the Chief Inspector that an inspection of the article for airworthy work accomplished is required in order to release the item for a return to service inspection. All items not meeting the requirements will be rejected and will be documented of Form NBA.005.F (Receiving Inspection/Rejection Form).
 5. The External Evaluation and Surveillance Program is the surveillance of non FAA certificated maintenance provider contractors which supply/accomplish airworthy material and/or work for the repair station. To assure compliance with regulatory and Owner/Operator requirements for parts or when work is performed by outside contractors on Owner/Operator articles or parts thereof, the Quality Control Manager or trained and qualified evaluators will, when appropriate, evaluate the contractor's facilities.
 - 5.1. The Quality Control Manager will decide when and which type of evaluation is to be accomplished and may take the form of self evaluations, phone evaluations, on-site evaluations – depending on contractor's current certifications, recent industry evaluations and/or actual performance (i.e.; quality history) and Gyros Unlimited, Inc. d.b.a. North Bay Aviation's need for services.
 - 5.2. The objective is to verify that a non FAA certificated contractor follows a quality control program that is at a minimum equivalent to Gyros Unlimited, Inc. d.b.a. North Bay Aviation's FAA certificated repair station system, with respect to the work performed for Gyros Unlimited, Inc. d.b.a. North Bay Aviation and the production of airworthy articles.
 6. All evaluators will be trained by and use checklists approved by the Quality Control Manager. Assigned evaluator(s) will examine the company's inspection system, facilities and equipment, personnel training and qualifications to assure the company's capability to perform the function for which it is accomplishing under contract.
 - 6.1. Any findings or concerns from the evaluation will be provided to the company for corrective action.
 - 6.2. The Quality Control Manager will follow-up on the findings to assure adequate corrective action is accomplished.
 - 6.3. Records of all external surveillance evaluations will be maintained as long as the contractor is listed and for two (2) years after being delisted.
 7. Any non FAA certificated maintenance provider that is found to be in nonconformance and/or a consistent quality problem at Gyros Unlimited, Inc. d.b.a. North Bay Aviation's receiving or testing phase of inspection, will be delisted and will not be relisted until the problem(s) is corrected to Gyros Unlimited, Inc. d.b.a. North Bay Aviation's Quality System Manager's satisfaction. Records of delisting will be maintained for a period of (2) years.

QCM-OP-123

QCM-OP-123: Recall Assessment

QCM-OP-123

I. Article Assessment for Recall.... (145.211)

1. The Quality Control Manager is responsible for the accomplishment of an Article's Assessment for Recall. The Repair Station Manager is designated as the back-up position.
2. IAW RSM-OP-005 the following procedure will be followed to assess if nonconforming articles have been returned to service by Gyros Unlimited, Inc. d.b.a. North Bay Aviation due to faulty MTE in two situations:
 - 2.1. Situation number 1: All articles affected are in-house and accounted for:
 - 2.1.1. Quarantine all items involved.
 - 2.1.2. Initiate assessment on the articles using forms NBA.005.F (Receiving Inspection/Rejection) and NBA.022.F (Non-Conformance Write-Up) for each article involved. Accomplish the analysis on the rear of form NBA.022.F to define the source, scope, size of the problem along with defining the root cause(s). The following questions should be answered:
 - 2.1.2.1. Would the defect, if it exists, have been detected at a subsequent operation or inspection and required to be corrected?
 - 2.1.2.1.1. If "yes" is it documented in the work package?
 - 2.1.2.2. Were any piece parts or subassemblies replaced subsequent to that would have removed the nonconformance from the article?
 - 2.1.2.2.1. If "yes" is it documented on the work package?
 - 2.1.3. Based on findings, initiate corrective action on the nonconforming articles and a permanent fix, if required to the system(s) involved.
 - 2.2. Situation number 2: Some or all nonconforming articles have shipped to the owner/operators.
 - 2.2.1. Quarantine all items remaining in-house.
 - 2.2.2. Initiate assessment on the articles using forms NBA.005.F and NBA.022.F for each article involved. Accomplish the analysis on the rear of form NBA.022.F to define the source, scope, size of the problem along with defining the root cause(s). The following questions should also be answered:

QCM-OP-123

I. *QCM-OP-123 Article Assessment for Recall.... (145.211) (continued)*

- 2.2.2.1. Would the defect, if it exists, have been detected at a subsequent operation or inspection and required to be corrected?
 - 2.2.2.1.1. If “yes” is it documented in the work package?
- 2.2.2.2. Were any piece parts or subassemblies replaced subsequent to that would have removed the nonconformance from the article?
 - 2.2.2.2.1. If “yes” is it documented in the work package?
- 2.2.2.3. Would the defect be obvious when the article was received by the owner/operator?
- 2.2.2.4. Would the defect be obvious to the mechanic when the article was installed on the aircraft?
- 2.2.2.5. Is a functional check required at the time of installation and would the defect be obvious?
- 2.2.2.6. Would the defect be obvious to the flight crew prior to takeoff?
- 2.2.2.7. Would the defect be hidden to the flight crew prior to takeoff and would the nonconformance compromise safety of flight i.e. airworthiness?
 - 2.2.2.7.1. If the answer is “YES” or “NOT KNOWN” to this question – go to QCM-OP-124 and activate “Emergency Action” procedures.
- 2.2.3. Based on findings initiate corrective action on the nonconforming articles in-house and a permanent fix, if required to the system(s) involved. Formulate recommendations for senior management action, if required.
- 3. Advise the President and all members of the MRB of findings and recommended actions. Request an approval for the recall on articles that have been proven to be nonconforming or are questionable and have been shipped to owner/operators. If directed by the President initiate a recall per QCM-OP-124.

Note: *This same procedure can be utilized to assess items for other causes such as outdated or inappropriate approved data, improperly certificated and/or authorized personnel returning an item to service, improper inspection, inappropriately included under a rating class, etc. or any work accomplished and returned to service that was contrary to the requirements of CFR part 43, and/or 145.*

QCM-OP-124

QCM-OP-124: Recall

QCM-OP-124

I. Article Recall.... (145.211)

1. The Quality Control Manager is responsible for initiating a recall of an article at the direction of the President. The Repair Station Manager is designated as the back-up position.
2. IAW QCM-OP-123 the following procedure will be followed to initiate a recall of nonconforming articles that have been returned to service by Gyros Unlimited, Inc. d.b.a. North Bay Aviation and are believed to be unairworthy.
 - 2.1. Initiate self-disclosure of the unairworthy articles using the guidelines in the current issue of AC 00-58 and advise the FAA PI of the situation and submit the self-disclosure package.
 - 2.2. Initiate SUP notification by filling out FAA Form 8120-11 using the guidelines in the current issue of AC 21-29.
 - 2.3. Contact the involved owner/operators that the specific articles have been determined to SUPs and arrange for their return and rectification.

Emergency Recall

(See Below)

3. Items that are believed to be a safety of flight risk will be handled as follows:
 - 3.1. The owner/operator will be notified using the most expeditious method possible identifying the article(s) by make model, serial number, if applicable, and dates article(s) were shipped.
 - 3.1.1. A phone call to the owner/operators senior maintenance officer or their designated alternate in their absence, explaining the situation with a data transmission of all facts available will be made by Quality Control Manager or the President.
 - 3.1.1.1. The person contacted and the date and time contacted will be documented on the relevant form number NBA.022.F (Non-Conformance Write-Up).
4. Accomplish steps 2. through 2.3. of this OP.

QCM-OP-125

QCM-OP-125: In-House Calibration

QCM-OP-125

I. In House Calibration of MTE.... (145.211)

1. The Repair Station Manager is responsible for the calibration of all MTE that are within Gyros Unlimited, Inc. d.b.a. North Bay Aviation's control. The Chief Inspector is designated as the back-up position.
2. MTE that is selected for in-house calibration will have the following accomplished:
 - 2.1. Manufacturer's calibration procedures will be utilized, if available. If not available, a document describing the process will be developed using industry practices or developed by a tool engineer for each calibration requirement or special condition listed on the item's evaluation form number NBA.014.F (Calibration Data Sheet). In either case the following should also be addressed:
 - 2.1.1. Standard to be used
 - 2.1.2. Calibration environment (i.e.; temperature, humidity, etc.)
 - 2.1.3. Methods
 - 2.1.4. Acceptable limits
 - 2.1.5. Process for adjustments
 - 2.1.6. Recording requirements
 - 2.1.7. Reporting requirements
 - 2.1.8. Record retention requirements
 - 2.2. Standard to be used (calibration masters – usually gage blocks) will be verified for being in calibration and being calibrated to a standard traceable to the NIST or an FAA approved standard prior to use. All MTE, including calibration masters, will be entered into the repair station's calibration program.
 - 2.3. All MTE will be scheduled for calibration and controlled IAW QCM-OP-118.
 - 2.4. When MTE is calibrated in-house the technician will use Calibration Report Forms (NBA.013.F) and (NBA.014.F). Instructions on the use of and an example of forms NBA.013.F and NBA.014.F are contained in the FM.

QCM-OP-126

QCM-OP-126: Shelf Life

QCM-OP-126

I. Shelf Life Control Program.... (43.13, 145.103, .109)

1. The Shelf-Life Control Program will control all life-limited materials used within the repair station. The Material Manager will have overall responsibility for the shelf-life program and the Chief Inspector will be the designated backup position.
2. The Material Manager will maintain a Shelf-Life Limited Material Control Sheet Form NBA.023.F for all shelf life limited items received. A list will be provided to the Stockroom personnel by the fifth (5th) working day of the month showing all material which will have the shelf lifetime expire in that month. All such material will either be used *before expiration date* or quarantined at that time.
 - 2.1. The instructions and an example of the form can be found in the FM. At a minimum the program will include adhesives, batteries, sealers, paints, o-rings, bearings, control cables, and other life limited items including spare parts or articles which contain life limited parts or have calendar time limited inspections.
 - 2.1.1. Shelf life will use the limits established by the items manufacturer. In the absence of a limit from the manufacturer, current appropriate industry standards are acceptable for use; such as:
 - 2.1.1.1. SAE ARPR5316 Storage of Aerospace Elastomeric Seals and Seal Assemblies Which Include an Elastomer Element to Hardware Assembly.
 - 2.1.1.2. WENCOR Part Number Cross to Material Specification & Shelf Life.
 - 2.2. Only industry standards approved for use by the Chief Inspector will be utilized.
 3. Each unit's (tube, can, package, etc.) which has an expiration date (i.e.; shelf-life material) will be identified as such on the unit's container using NBA.001.T (Identification Tag/Label). This label will be applied at the receiving inspection and will include the unit's purchase order number and expiration date.
 4. Stockroom personnel will monitor life-limited items at the time of issue and will issue the oldest materials first; but only if it's not out of date. The technicians will be instructed to observe the expiration date of all shelf-life items at each use and to return out-of-date materials to the stockroom, prior to use. The stockroom inspector will, when found, immediately quarantine any out-of-date material and the Material Manager will have them segregate in a secure area until they are properly disposed of. If there is a large amount of material and/or is of a high dollar value a Receiving Inspection Rejection form/tag NBA.005.F is to be filled out to initiate MRB action.

QCM-OP-127

QCM-OP-127: Material Review Board

QCM-OP-127

I. Material Review Board (MRB) Program.... (145.103)

1. Defective parts, both repairable and expendable, removed from components undergoing overhaul or repair shall normally be disposed of as follows:
 - 1.1. Upon Owner/Operator request, parts shall be returned to the Owner/Operator at the time and in a manner requested. While at the repair station they are to be segregated and stored securely from all serviceable parts.
 - 1.2. Absent a specific Owner/Operator request to return defective repairable parts replaced for whatever reason during the overhaul or repair process, all such parts shall be considered condemned and will be mutilated by the Material Manager in such a manner to make them unfit for aircraft use. The Chief Inspector or designee will certify the mutilation of such parts by signing the back of the Red (REJECTED OR CONDEMNED) Tag (NBA.003.T). The Material Manager will maintain a record of the part's mutilation for a period of two (2) years active and five (5) years inactive. Expendable parts that are not classified as hazardous waste material will be disposed of in shop trash containers without further action. If any part is classified as hazardous waste material it will be disposed of IAW local OSHA regulations.
 - 1.3. Contractors – all defective parts removed from articles let out to contractors, are the contractor's responsibility for disposal unless Gyros Unlimited, Inc. d.b.a. North Bay Aviation requests the return of the parts.
2. Parts received from suppliers/vendors which were purchased as new or serviceable used parts, which upon examination or test are determined to be defective shall be tagged with a Receiving Inspection Rejection Form/Tag (NBA.005.F) and be set aside in a segregated and secure area in the Material Department while the supplier is contacted regarding disposition.
 - 2.1. Upon resolution, the parts will be returned to the supplier/vendor or shall be disposed of locally as instructed by the supplier/vendor. If returned, the supplier/vendor will supply instructions on how to return item(s) to their facility. These instructions will be maintained for a period of two (2) years active and five (5) years inactive, stored on the Gyros Unlimited, Inc. d.b.a. North Bay Aviation purchase order. If disposed of by the repair station, they shall be handled in accordance with preceding paragraph 1.2.

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- I. *QCM-OP-127 Material Review Board (MRB) Program.... (145.103) (continued)*
3. A Material Review Board will be conducted, IAW NBA's policies and procedures, to assure the most economical, legal and practical disposition of Articles in the following situations.
 - 3.1. Components and assemblies which the Owner/Operator has deemed to be currently beyond economical repair (BER) and have transferred ownership to the repair station.
 - 3.2. Articles (new and used) in the possession of, and owned by the repair station which are currently lacking certification or traceability documentation to a PAH/PMA or approval for return to service documentation by a certificate holder; searches are in process or an FAA approved plan is in place to approve the item(s) return to service.
 - 3.3. Inventory items with limited shelf life, which shelf life has expired.
 - 3.4. Other parts in possession of the repair station as necessary.
 4. At Gyros Unlimited, Inc. d.b.a. North Bay Aviation, except for the Emergency Recall procedures in QCM-OP-124, only the MRB can label an article as a SUP (suspected unapproved part) using the latest issue of AC 21-29 as guidance. When the MRB determines that a received article, intended to be used on a FAA type certificated product, is considered –by a majority opinion of the MRB to be a SUP, the so labeled part will be reported using the procedures in AC 21-29 and the owner/supplier of the article will also be advised of the SUP report.
 5. The MRB will consist of the following personnel assigned to these positions:
 - 5.1. Material Manager
 - 5.2. Quality Control Manager
 - 5.3. Repair Station Manager
 - 5.4. Other repair station personnel, as required
 - 5.5. OEM Engineering, as required
 - 5.6. FAA observer, as required or requested
 6. The MRB will meet at such frequency as may be required to adequately deal with the backlog of items requiring disposition as identified by being tagged with a Receiving Inspection Rejection Form/Tag (NBA.005.F) and are being held in the segregated and secure storage area in the stockroom.

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- I. *QCM-OP-127 Material Review Board (MRB) Program.... (145.103) (continued)*
7. The MRB will meet at the time and place designated by the Quality Control Manager. Evaluation of the material will be made in accordance with the following guidelines.
 - 7.1. Items determined by their previous owners to be BER.
 - 7.2. The following questions will be answered. Based on answers to the following questions is it possible that the article will remain BER; also given various assumptions about the future of the aircraft type from which it was removed from – alternatives to the article's fitment, supply, and its resulting criticalness to the aircraft support should be answered.
 - 7.2.1. Is the repair station capable of repairing and certifying as airworthy the article regardless of the economics of the repair?
 - 7.2.2. What is the present new replacement cost and market value of a used but serviceable article?
 - 7.2.3. What is the availability of new, used serviceable or repairable articles?
 - 7.2.4. How much of a factor is replacement lead time for the component and or required replacement parts?
 - 7.2.5. What are the estimated materials and labor cost necessary to return the article to an airworthy state?
 - 7.2.6. If returned to an airworthy state what are the prospects for the sale of the repaired item?
 8. In the event that the foregoing analysis results in a MRB opinion that it is probable that the article will always be beyond economic repair the following questions should be answered:
 - 8.1. Can any approved parts be salvaged from the basic assembly at a practical cost for use in the repair of a like item at a later date and traceability be maintained?
 - 8.2. Can any parts or the article, in non-repaired condition be useful in non-aircraft applications?
 - 8.3. Can the non-repaired article be used for training purposes or as a shop repair fixture?

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- I. *QCM-OP-127 Material Review Board (MRB) Program.... (145.103) (continued)*
- 9. For items with expired shelf life limits or items lacking certification and/or traceability:
 - 9.1. Are there any procedures by which these items may be tested and recertified by the OEM or other authority which would allow them to be used in an aircraft application?
 - 9.2. Are there any parts which have value and can safely be used in non-aircraft related applications?
 - 9.3. Are there any approved methods, treatments, testing, etc. that would restore the items shelf life for a reasonable period?
 - 9.4. Can a charitable donation be made of the article?
 - 10. MRB recommendations will be summarized by the MRB and then submitted to the President for approval.
 - 10.1. MRB may recommend the following:
 - 10.1.1. Unit is determined to have value and should be maintained for future use. This will be accomplished by placing an Identification Tag (NBA.001.T) on the unit and the unit is entered into surplus stock.
 - 10.1.2. Unit is determined to have no value and should be scrapped. This is accomplished through the scrap procedure IAW QCM-OP-129 and the red Rejected Tag (NBA.003.T) is to be maintained by the Material Manager for two (2) years active and five (5) years inactive.

QCM-OP-128

QCM-OP-128: Nondestructive Functions

QCM-OP-128

I. Nondestructive Inspection (NDI), Testing (NDT), and Evaluation (NTE) Program.... (145.211)

1. The Quality Control Manager is responsible for Gyros Unlimited, Inc. d.b.a. North Bay Aviation's Nondestructive Inspection (NDI), Testing (NDT) and Evaluation (NDE) program. The responsibility includes program development, for the control and administration procedures on all nondestructive specifications listed on Gyros Unlimited, Inc. d.b.a. North Bay Aviation's Op-Specs and those incorporated into a rated article's normal CMM inspection procedures by the OEM or through ICAs. The Chief Inspector is designated as the backup position.
2. All Nondestructive Inspection (NDI), Testing (NDT) and Evaluation (NDE) maintenance functions selected for being accomplished by contract maintenance providers will be managed and approved in advance by the FAA IAW RSM-OP-007.
3. It is the inspector's responsibility to verify that all NDI, NDT and NDE maintenance functions are completed IAW AC 65-31A.
 - 3.1. This verification ensures that all required paperwork, certification and documents are complete and accurate.

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QCM-OP-129: Scrapped Parts

QCM-OP-129

I. Scrapped Parts Program.... (145.209, .211)

1. The Material Manager is responsible for controlling the Scrapped Parts Program and the Chief Inspector is the designated backup position. The program will assure complete control of all non-expendable parts or materials which are designated as scrap by the Chief Inspector or the repair station's MRB program.
2. All non-expendable parts removed from any unit and any unit itself, which is designated by the Chief Inspector or designee as scrap, will be so identified with the appropriate filled in NBA.003.T [Red tag(s)], put in a suitable container – if applicable, and stored in a secure segregated area under control of the Material Manager.
3. Those parts designated as scrap and the Owner/Operator does not want returned and directs that they be disposed of locally, will be mutilated thoroughly by drilling, cutting, grinding, striking with a hammer or other suitable means to preclude any possibility of repair and reuse as an aircraft part – unless legal ownership of the part(s) is acquired by the repair station through barter, billing concession or purchase of the part(s) from the owner, records of change in ownership transaction to be maintained for reasons of traceability for a period of two (2) years active and five (5) years inactive.
4. Those parts designated as scrap, which legal ownership has passed to NBA will be entered into the repair stations MRB program by tagging them with a Receiving Inspection Rejection Form/Tag (NBA.005.F). Subsequently, if the MRB designates the parts disposition as scrap, it will also be mutilated thoroughly by drilling, cutting, grinding, striking with a hammer or other suitable means to preclude any possibility of repair and reuse as an aircraft part.
5. The Material Manager will maintain the Scrapped Part's Record Receiving Inspection Rejection For/Tag (NBA.005.F) on all parts scrapped and mutilated by the repair station. The Chief Inspector or designee will sign and date the form (NBA.005.F) Copy, after physically inspecting the mutilated part, to certify that the scrap process is complete. The scrapped part's Record, for life limited parts, will be retained for a period of two (2) years active and five (5) years inactive.