
DOMESTIC REPAIR STATION AND QUALITY MANUAL

S & T Aircraft Accessories, Inc.
310 FM 483
New Braunfels, TX 78130

Federal Aviation Administration Repair Station
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003	Technical Publications Mgr., Stockroom Mgr. & Certificated Inspector	(830) 625-7923
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RECORD OF REVISIONS

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

REVISION NUMBER	REVISION DATE	PAGE(S) AFFECTED	INSERTION DATE/ INITIALS/TRANSMISSION DATE	REASON FOR REVISION
Original issue	01/30/04	All		
01	12/01/04	i through vi, 1-2, 3-1 through 3-9, 5-2 through 5-3, 7-1 through 7-14 & 9-1 through 9-2	12/01/04	i – Added names to Manual Distribution List 1-2 – Changed wording from “A table of contents, found on page iv” to “A list of effective pages, found on page iii” 3-1 through 3-9 – Added “Department Head” to Organizational Structure and added “authority” to Duties and Responsibilities 5-2 through 5-3 – Inserted clearer copies of facility drawings 7-1 through 7-14 – Added “(Teardown Reports)” and added “and documented” to 2 nd bullet on page 7-14 9-1 through 9-2 – Added how stored records are retrieved

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02	11/27/06	i-vi 7-2 through 7-15	01/24/07	<p>i - Deleted names of individuals and updated titles</p> <p>ii - Changed format and added Reason for Revision column</p> <p>ii-a - Added additional Record of Revisions page</p> <p>iii - Added pages ii-a and 7-15</p> <p>v - Updated Section 7 in the Table of Contents</p> <p>7-2 - Added procedure for mutilation of scrap parts and materials</p> <p>7-5 - Added "and/or mark"</p> <p>7-6 - Changed "Tag" to "Part" and added "(Yellow Tag)"</p> <p>7-2 through 7-15 - Due to addition of information on page 7-2, all information on subsequent pages in Section 7 has moved.</p>
03	01/09/08	ii-a, 1-2, 6-1, 7-9 through 7-15	01/18/08	<p>ii-a - Removed unused revision numbers.</p> <p>1-2 - Removed "approved" wording and changed to "accepted".</p> <p>6-1 - Revised training program information.</p> <p>7-9 through 7-15 - Updated technical data information on page 7-9, all information on subsequent pages in Section 7 has moved.</p>
04	03/09/09	ii-a, iii, vi, 8-1 through 8-2		<p>Deleted section 8.2 regarding Line Maintenance</p>

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05	11/27/18	ii-b, iii, iv, v, vi, 3.6, 9-1, 9-3, 9-4, 9-5	11/28/18	<p>ii-b Added additional page to Record of Revisions</p> <p>iii Updated list of effective pages</p> <p>iv, v Corrected page numbers on Table of Contents for Sections 3 & 4</p> <p>vi Added new items to table of Contents covering Electronic Signatures</p> <p>3-6 Added new Duty for Technical Publications Manager</p> <p>9-1 Removed statement about electronic records.</p> <p>9-3 -- 9-5 New pages covering topic of Electronic Signatures</p>
06	04/28/21	ii-c, iii, vi, 7-9, 10-1, 10-2	04/28/21	<p>ii-c Added new revision.</p> <p>iii Updated revised pages</p> <p>vi Updated Table of Contents</p> <p>7-9 Listed Repair Process Specification as approved technical data.</p> <p>10-1 -- 10-2 Created Section Repair Process Specifications</p>

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SECTION 1: GENERAL AND ADMINISTRATIVE PROCEDURES

1.1 Introduction

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

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

- A repair station manual.
- A quality control manual.

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

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

1.2 Manual Distribution, Control, and Revision Processes

Paper Format

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

A list of effective pages, found on page iii, is used to identify and control sections of this repair station manual.

The Accountable Manager will have revisions produced in a final form and mailed, through the United States Postal Service, to the FAA Flight Standards District Office. The President, thereto, will approve each page of the manual and revision. Upon acceptance by the FAA, sufficient copies will be made and distributed to provide revision pages for each manual holder.

Upon receipt of the FAA accepted revision, copies of the revisions will be made for distribution by the Technical Publications Manager. The Technical Publications Manager will insert the revised page(s), record the revision on the manual's revision page as well as initial and record the insertion date. If the manual is not located in the repair station, the person assigned the particular control number is responsible for updating the assigned manual.

If at any time the FAA finds any portion of this manual unacceptable due to non-compliance with an enumerated FAR, the repair station shall initiate expedited manual change procedures. Within 15 days of written notification of the non-compliance, the FAA initiated change shall be accomplished in accordance with the procedures in this manual. This repair station will not incorporate any revisions to the manual if the FAA has not accepted the revisions.

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

All revised text will be clearly identified by use of a vertical line in the left column of the page, next to the affected text. A Record of Revisions showing the

revision number, revision date, page(s) affected and revision level is on page ii. A List of Effective Pages, showing page number, revision number and revision date is on page iii. The List of Effective Pages will be signed by the Manager of Quality Assurance and show the acceptance signature of the Flight Standards District Office.

1.3 Definitions

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

1.3.1 Accountable manager

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

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

1.3.2 Article

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

1.3.3 Directly in charge

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

1.3.4 Line maintenance

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

1.4 General Requirements

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

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

1.5 Performance Standards

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

1.6 Work Performed At a Location Other Than Fixed Location

This repair station does not perform maintenance, preventative maintenance, or alteration at a location other than its fixed location. If at any time the preceeding statement changes, a revision to this section of the repair station manual will be made.

1.7 Inspection by the FAA

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

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

This repair station shall maintain personnel, housing, facilities, equipment, materials, and technical data at least equal in terms of quality and quantity as when they were found by the FAA to meet applicable requirements for the issuance of our certificate and ratings. Additional and more detailed information concerning personnel, housing, facilities, equipment, materials, and technical data can be found in this manual.

1.9 Availability of Certificate

This repair station's certificate is displayed in the front office of S & T Aircraft Accessories, Inc. It shall be made available to the public and the FAA for inspection. The Manager of Quality Assurance is responsible for responding to such requests.

SECTION 2: CERTIFICATE AND OPERATIONS SPECIFICATIONS

2.1 Application Process

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

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

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

2.2 Certificate Requirement, Change or Transfer, and Duration

2.2.1 Requirement

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

2.2.2 Change or Transfer

If this repair station changes the location of its housing or facilities, or if it seeks a change to the authority of the repair station to perform certain work, a request for a change will be prepared and submitted to the FAA. The Accountable Manager is responsible for ensuring this is accomplished.

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

2.2.3 Duration

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

2.3 Certificate Limitations and Privileges

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

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

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

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

SECTION 3: ORGANIZATION

3.1 General

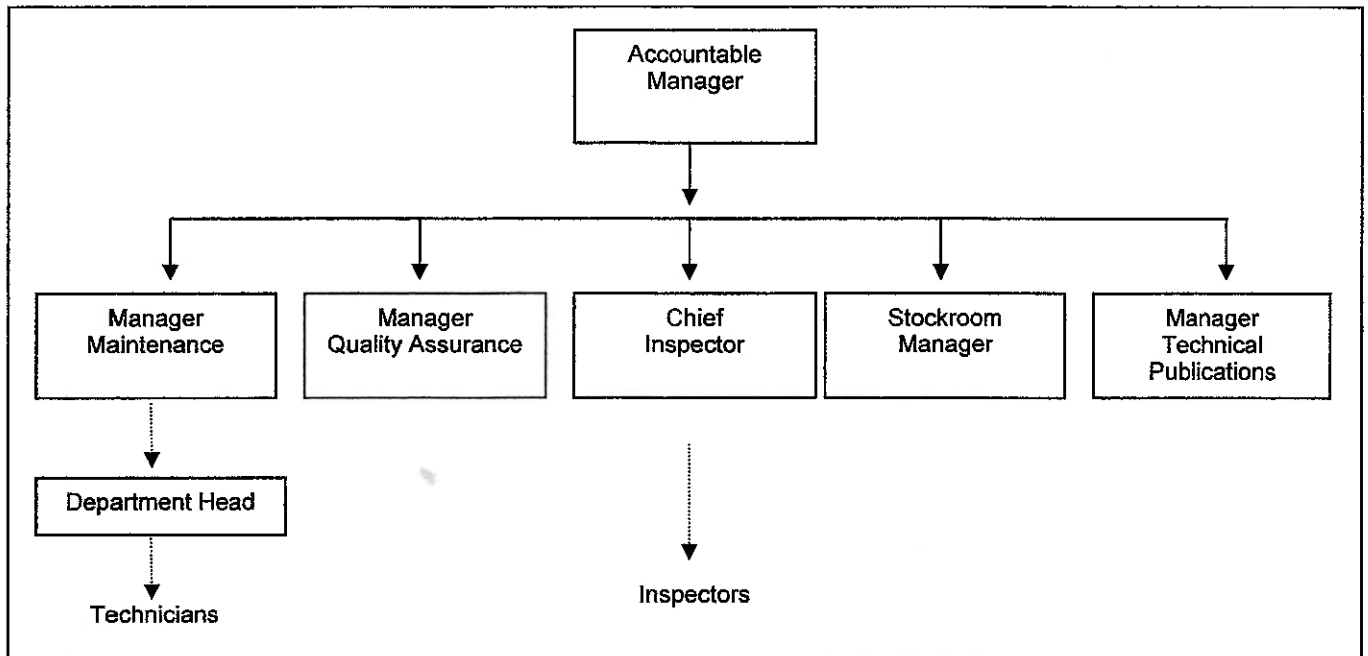
Employees are hired to perform work on civil aviation articles based on their knowledge and experience. Employment history, training, certification, knowledge, experience and practical tests determine an employee's initial qualifications. Job assignments, including the performance of maintenance, inspection,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

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

3.2 Organizational Structure

Notes:

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



3-1

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3.3 Key Personnel — Duties and Responsibilities

The duties, responsibilities and authority of the individuals that fulfill managerial, supervisory, inspection and maintenance positions in this repair station are set forth in this section of the manual. These persons will be listed on the repair station roster as set forth in this manual. Additionally, the qualifications for each position are set forth in this manual. One person may fill more than one position.

3.3.1 Accountable Manager

The Accountable Manager is the authority directly in charge of the maintenance functions of the repair station. In addition to the complete administration of the repair station, this position will ensure that the repair station continues to comply with applicable local, State, and Federal requirements. With respect to the FARs (and the Joint Airworthiness Requirements), the Accountable Manager shall ensure the repair station continues to meet the requirements for providing adequate housing, facilities, equipment, and personnel appropriate to the ratings of the repair station. In addition, the Accountable Manager shall ensure the financial resources are available to adjust to any changes in workload or to adjust the workload to the resources available.

In addition to the overall duties and responsibilities listed above, the Accountable Manager has the following specific responsibilities:

- Ensure that all revisions to this manual are coordinated with the FAA.
- Ensure adequate fire-fighting equipment is available at the repair station.
- Ensure repair station personnel observe adequate safety precautions.
- Establish the criteria for hiring personnel for positions responsible for maintaining, supervising or inspecting maintenance or alterations of civil aviation articles.
- Establish the requirements for initial and recurrent training for all personnel involved in the maintenance, preventive maintenance, and/or alteration of civil aviation articles.
- Is in charge of the Corrective Action Program and determines the appropriate actions to be taken when deficiencies are discovered or reported.

- Initiate work outside the repair station's fixed location as delineated in this manual.
- Act as the liaison with all customers.
- Act as the liaison with all Federal officials.

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

3.3.2 Chief Inspector

The Chief Inspector reports to the Accountable Manager and is the authority responsible for the operations of the Inspection Department. It will be the Chief Inspector's responsibility to—

- Maintain the repair station roster for the repair station by ensuring that changes in personnel or job duties are reflected on the roster within five (5) business days as required by this manual.
- Apply for additional repairmen certificates, for qualified personnel, as needed per § 65.101.
- Train, direct, supervise, and assist all personnel performing work under the repair station certificate as directed by the Accountable Manager.
- Determine that, if the customer's work scope is limited in nature, the requested maintenance, preventive maintenance or alteration can be accomplished within the applicable data despite any other damage or discrepancies noted.
- Ensure that determinations concerning major alterations/repairs are accomplished as delineated in this manual.
- Ensure all incoming, hidden damage, preliminary, in-process, and final inspections are performed in accordance with the procedures set forth in this manual.
- Initiate work outside the repair station's fixed location as delineated in this manual.

- Ensure that inspectors performing RII inspections are qualified and trained in accordance with the operator's program prior to performing work under Section 145.205. (If applicable.)
- Submit reports of serious failures, malfunctions or defects in accordance with the procedures described in this manual.

The Chief Inspector may delegate duties and responsibilities to any qualified personnel. Delegation of duties does not relieve the Chief Inspector of his overall responsibility under this manual or the FARs.

3.3.3 Manager of Quality Assurance

The Manager of Quality Assurance reports to the Accountable Manager and is the authority responsible for the operations of the Quality Assurance Department. It will be the Manager of Quality Assurance's responsibility to—

- Coordinate and distribute revisions to this manual
- Sign the revised list of effective pages of this manual.
- Coordinate FAA inspections as delineated in this manual.
- Respond to any request for inspection of this repair station's certificate.
- Ensure that work accomplished outside the repair station's fixed location is performed in accordance with this manual.
- Determine the final disposition of articles failing to meet the incoming inspection review.
- Determine equivalency of tools and equipment used by the repair station (other than that recommended by manufacturers) and document that determination.
- Ensure appropriate calibrations and checks are made on the tools and equipment used by the repair station (including technician's personal tools).
- Ensure records of all calibrations and checks are kept current, and the calibrations are performed in accordance with the standards and procedures described in this manual.

- Audit all maintenance function contractors before use and maintain the results of those audits.
- Establish and maintain the repair station employment and training records.
- Continuously review the repair station's training program to ensure all the repair station's training needs are met.
- Perform the repair station's "self-evaluation" to determine whether it has the housing, facilities, equipment, material, data, and trained personnel to add an article to its Capability List.

The Manager of Quality Assurance may delegate duties and responsibilities to any qualified personnel. Delegation of duties does not relieve the Manager of Quality Assurance of his overall responsibility under this manual or the FARs.

3.3.4 Maintenance Manager

The Maintenance Manager reports to the Accountable Manager and is the authority responsible for the operations of the Maintenance Department. It will be the Maintenance Manager's responsibility to—

- Ensure all personnel are trained in the appropriate safety practices and procedures, including proper use and location of fire fighting equipment.
- Periodically check the fire and safety equipment to ensure serviceability and adequacy.
- Ensure technicians have the appropriate technical data available during the performance of maintenance, preventive maintenance and alteration activities.
- Ensure that Part 121, 125, 129 and 135 customer requirements are obtained, made available and followed by inspection personnel.
- Ascertain qualifications of all technical employees prior to work assignment through tests and evaluation of their previous experience.
- Train, assist and supervise technicians in proper work procedures and practices.
- Ensure the shop equipment and tools are maintained in good working order.
- Ensure the shop premises are maintained in a clean and orderly manner.

- Ensure that all maintenance or alteration processes are appropriately completed and documented on the maintenance forms as set forth in this manual.
- Determine whether a hidden damage inspection should be performed, what should be done and properly perform maintenance.
- Initiate requisitions for stock as required for the work being performed.

The Maintenance Manager may delegate duties and responsibilities to any qualified personnel. However, delegation of duties does not relieve the Maintenance Manager of his responsibilities under this manual or the FARs.

3.3.5 Technical Publications Manager

The Technical Publications Manager reports to the Accountable Manager and is the authority responsible for the acquisition, maintenance and distribution of all of this repair station's technical data. It will be the Technical Publications Manager's responsibility to—

- Maintain in current condition the pertinent FARs and Airworthiness Directives relative to the work performed by the repair station.
- Determine that all manufacturers' instructions for continued airworthiness relative to civil aviation articles maintained or altered by the repair station are in current status and available to maintenance and inspection personnel. For example, maintenance, overhaul and repair manuals; service bulletins; service letters; government and industry standards and other data acceptable to or approved by the FAA. In addition, ensure that all military technical orders used in the maintenance, preventive maintenance and alteration of civil aviation articles are evaluated and approved or found acceptable by the FAA.
- Whenever a new article is introduced for maintenance, preventive maintenance or alteration, he must ensure the availability and currency of the technical information the work requires.
- Perform actions as outlined in Section 9.5 of this manual.

This repair station is not equipped to handle any technical data requiring translation. Therefore, no article will be worked on if technical data cannot be obtained in English.

At this time, no computer software is used for component testing. If this repair station begins to use computer software, appropriate revisions to this manual will be made and submitted to the current FSDO.

The Technical Publications Manager may delegate duties and responsibilities to any qualified personnel. However, delegation of duties does not relieve the Technical Publications Manager of his overall responsibilities under this manual and the FARs.

3.3.6 Inspector

Personnel performing inspection functions report to the Chief Inspector and are responsible for performing duties as directed and assigned.

Inspector(s) are responsible for performing preliminary, hidden-damage, in-process and final inspections on civil aviation articles in accordance with the current technical data provided in the manufacturer's instructions for continued airworthiness. Service bulletins, service letters, Airworthiness Directives, government and industry standard practices, and other data acceptable to or approved by the FAA are also to be used.

Inspector(s) are specifically responsible for-

- Ensuring that they are thoroughly familiar with the inspection methods, techniques, aids, tools and equipment used within their assigned area of responsibility.
- Maintaining proficiency in using the inspection aids in their assigned area of responsibility.
- Ensuring that the inspection tools and equipment, including inspection aids, used to perform inspections are in proper working order and the proper calibration information is affixed.
- Understanding the current specifications involving inspection tolerances, limitations, and procedures established by the manufacturer of the article(s) being inspected.
- Ensure all inspections are properly performed and recorded, and all records are properly executed before final approval for return to service of articles maintained or altered by this repair station.

3.3.7 Technician

Personnel assigned maintenance functions duties shall report to the Maintenance Manager and are specifically responsible for-

- Properly executing the duties assigned.
- Performing maintenance and alteration tasks on civil aviation articles in accordance with the current technical data provided in the manufacturers' Instructions for Continued Airworthiness, Services Bulletins, service letters, Airworthiness Directives, government and industry standard practices, and other data acceptable to or approved by the FAA.
- Ensuring that they are thoroughly familiar with all tools and equipment, including inspection aids, used within their assigned area of responsibility.
- Properly record the work performed on the appropriate maintenance record.

3.3.8 Stockroom Manager

The Stockroom Manager reports to the Accountable Manager and is the authority responsible for the operations of the Stockroom. Specifically, it is the Stockroom Manager's responsibility to—

- Requisition parts, for a particular job, through the front office.
- Perform the incoming review to identify, control, segregate, and maintain all materials (including raw materials and parts) according to the manufacturer requirements or standard industry practices.
- Ensure work performed by outside sources and incorporated in articles undergoing maintenance, preventive maintenance, or alteration in this repair station was properly performed and documented.
- Ensure the preservation of all articles or parts, while carried in inventory, including parts that are subject to deterioration and shelf-life specifications.
- Execute specified shelf-life requirements by inspecting expiration dates on a monthly basis and discard any item(s) that have expired.
- Ensure the preservation and storage of all materials, parts, and supplies in a condition enabling them to be installed or used on civil aviation articles;

- Control and distribute the inventory.
- Distribute any technical information, documents or data received through the stock room.
- Ensure that parts that have been designated as scrap are appropriately dispositioned.

The Stockroom Manager may delegate duties and responsibilities to any qualified personnel. However, delegation of duties does not relieve the Stockroom Manager of his overall responsibilities under this manual and the FARs.

3.3.9 Department Head

Depart Heads report to the Maintenance Manager and are the authorities responsible for the operations of their assigned departments. Specifically, it is the Department Head's responsibility to—

- Ensure that they are thoroughly familiar with the inspection methods, techniques, aids, tools and equipment used within their assigned area of responsibility.
- Oversee personnel in the performance of maintenance, preventive maintenance or alterations for which this repair station is rated.
- Train, assist and supervise technicians in proper work procedures and practices.
- Ensure the shop equipment and tools are in good working order.
- Ensure the shop premises are maintained in a clean and orderly manner.
- Ensure that all maintenance or alteration processes are appropriately completed and documented on the maintenance forms as set forth in this manual.
- Initiate requisitions for stock as required for the work being performed.

3.3.10 Clerk

Clerks report to the Accountable Manager and are specifically responsible for—

- Properly executing the duties assigned

- Ensuring that they are thoroughly familiar with all equipment used within their assigned area of responsibility.
- Know the regulations and process flow of a repair order.
- Know customer/manufacturer requirements and company policies and procedures.
- Negotiate with customers or suppliers.
- Process customer orders.

3.3.11 Machinist

A Machinist reports to the Maintenance Manager and is specifically responsible to—

- Properly execute the duties assigned.
- Ensuring that they are thoroughly familiar with all tools and equipment, including inspection aids, used within their assigned area of responsibility.

SECTION 4: PERSONNEL

4.1 Employee Certificates

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

Moreover, the repair station will attempt to collect the certificate of any repairman when they leave the employment of the company. However, it should be noted that a repairman certificate is only valid for the work performed within the scope of assigned duties at this repair station.

4.2 Employee Qualifications

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

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

If any personnel is to be absent, the Accountable Manager and/or Chief Inspector will assign the duties of the absentee to another qualified person.

4.2.1 Accountable Manager

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

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

- Is appropriately certificated under FAR Part 65.
- Understands, reads and writes English.

- Has eighteen (18) months of practical experience in procedures, practices, inspection methods, materials, tools, machine tools and equipment generally used in the work for which this repair station is rated.

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

4.2.2 Chief Inspector

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

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

4.2.3 Maintenance Manager/ Manager of Quality Assurance

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

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

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

4.2.4 Stockroom Manager/ Technical Publications Manager

Prior to being authorized to perform the duties of Stockroom Manager/Technical Publications Manager, the repair station shall determine that the individual-

- Has the experience, through training, knowledge, employment history or practical tests necessary to perform the scope of work assigned.
- Understands, reads and writes English.
- Understands the procedures set forth in this manual.

4.2.5 Inspector

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

- Is thoroughly familiar with the applicable FARs and with the inspection methods, techniques, practices, aids, equipment, and tools used to determine the airworthiness of the article on which maintenance, preventive maintenance, or alterations are being performed.

- Is proficient in using various types of mechanical and visual inspection aids appropriate for the articles being inspected and approved for return to service.
- Understands, reads, and writes English.

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

4.2.6 Technician

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

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

4.3 Qualification to Accomplish Required Inspection Items

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

- Verifying all training is documented.
- Documenting the type of inspection for which an individual is authorized and identifies the customer.

- Checking training currency and authorization before assigning an RII task.

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

Each supervisor or manager who becomes aware of a change in personnel, termination or change in assignment that would affect the roster must notify the Chief Inspector by e-mail, telephone, or in person. The Chief Inspector will obtain the required information from the supervisor or concerned employee and update the roster within five (5) business days of any change.

4.4 Rosters and Roster Records

4.4.1 Roster Records

This repair station maintains a roster of all management and supervisory personnel that includes the names of the repair station officials who are responsible for its management and the names of its supervisors who oversee maintenance functions.

This also contains a list of all inspection personnel and personnel authorized to sign a maintenance release for approving a maintained or altered article for return to service.

A summary of employment of each individual whose name is on the personnel roster will contain enough information on each individual listed on the roster to show compliance with the experience requirements of this part. The following information will also be included:

- Present title,
- Total years of experience and the type of maintenance work performed,
- Relevant employment history, including name of previous employer and length of employment by month and year,
- Scope of present employment and

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- Type and number of any certificate held along with any ratings or limitations, if applicable.

This repair station, through the Chief Inspector, will revise the roster within 5 business days in the following situations:

- Termination of employment.
- Reassignment.
- Changes in duties or scope of assignment.
- Personnel additions.

The Chief Inspector will maintain the roster and make it available for review when necessary.

4.4.2 Repair Station Roster

This repair station shall keep a roster for managerial, supervisory and inspection personnel. The roster will include the name of the individual, the individual's title, the person's inspection authority (preliminary, in-process, final and approval for return to service) and/or responsibility (management or technical supervision) and a sample of the person's initials and signature.

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

SECTION 5: FACILITIES

5.1 Physical Description

This repair station maintains housing and facilities adequate for the ratings obtained from the FAA, without renting or leasing. Specifically, there is—

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

The repair station, S & T Aircraft Accessories, Inc. is located at 310 FM 483, New Braunfels, Comal County, Texas 78130.

The repair station is a single, 22,000 square foot structure, constructed of one story structural steel frame with corrugated iron walls, corrugated iron roof and a concrete floor. The structure is used for overhaul and/or repair of accessories, testing, shipping, receiving, sales and record keeping.

The repair station has the ability to house all articles that it is rated for, and also has the ability to house articles in a controlled environment as deemed necessary by this repair station, by means of central air conditioning and central heating.

The repair station utilizes 3-phase, 220-volt electrical power. The repair station also has a 150 PSI air compressor.

Florescent lighting is used through out the entire repair station.

The repair station has adequate stock facilities and work stations for its needs.

Facility Drawings:

5.2 Procedures for Location, Housing or Facility Changes

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

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

SECTION 6: TRAINING

6.1 General Program Description

This repair station's Accountable Manager is responsible for ensuring that adequate numbers of personnel are available to accomplish the types of work authorized under the repair station certificate. These personnel must have detailed knowledge of the particular maintenance function or technique they are involved in, based on extensive experience or on-the-job training.

All employees, including inspection personnel, shall receive training as determined necessary for the qualifications and performance of their work assignment. Initial and/or recurrent training may be required as determined by the nature of the work, the qualifications necessary for the position, experience, knowledge, certification, and previous training of the individual. Training will be accomplished on-the-job and will cover use of tools and equipment.

All employees shall receive continual on-the-job training on parts handling, cleaning, and identification; the requirements of this manual and standard practice manuals relating to their job assignment; the general policies and procedures of this repair station and the applicability of the FARs to the work performed by the repair station.

To support this process, the basic qualifications, training, and experience of the maintenance technicians, supervisors, and managers are retained in this repair stations personnel training records. The records shall indicate the type of training method, duration of each session, date each segment or sessions was completed, the location of each session, any certificates received, completion or passage of any testing required, the name of the trainer or instructor and his qualifications if pertinent. Most training will be recorded on the appropriate repair station, however, any documentation establishing the information listed above may be used to determine an employee's qualifications for any job assignment.

Training records will be maintained as long as the individual accomplishes work for this repair station and for at least 2 years thereafter.

6.2 Procedures for Revising the Training Program

When this repair station's Maintenance Training Program becomes an FAA-approved program, all revisions must also be approved by the FAA before implementation.

The Manager of Quality Assurance is responsible for continuously evaluating the training program to ensure it meets all of this repair station's needs and the applicable FARs. If a change is required or desirable, the Manager of Quality

Assurance will develop a proposed revision to the training program and transmit it to the Accountable Manager for approval.

Once approved by the Accountable Manager, a copy of the draft revision will be sent to the FAA Office with oversight responsibility for this repair station for approval. After receiving FAA approval, the Manager of Quality Assurance will create a final manual revision, taking into account any FAA recommendations or requirements. The revision will then be marked and distributed in a manner similar to the distribution of this manual.

SECTION 7: QUALITY CONTROL SYSTEM

7.1 Introduction and Basic Requirement for a Manual

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

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

7.2 Quality Control Procedures

7.2.1 Receiving Policy / Incoming Inspection of Material

The Stockroom Manager ensures that all incoming materials are checked against purchase orders, manufacturers' specifications, drawings or dimensions, and other available documentation or information to confirm the specifications authenticity of the materials. Such parts will be visually checked for shipping damage, corrosion, rust or other deterioration. Proper identification of the materials and their conformance to applicable technical standards will be verified.

The Stockroom Manager also ensures that all incoming materials are inspected to verify that each is appropriately preserved and free from defects and malfunctions. Additionally:

- Raw materials will be identified and stored as directed by the manufacturer.

- New parts or components will be visually inspected to confirm the part and serial number, the part markings, and the general condition of the article. All new parts/components must be accompanied by documents that clearly indicate an approved/acceptable source. Parts and components will be stored as directed by the manufacturer.
- Maintained or altered parts will be visually inspected to ensure the part is identified as recorded on the maintenance record. The maintenance record will be reviewed to verify that the work scope requested by the repair station was performed as requested and that the status of the part is clearly documented by a person with authority to do so. Maintained or altered parts will be stored as directed by the manufacturer.
- Shelf-life items will be identified at incoming inspection. The original manufacturer's expiration date will be marked on the part, material, and/or container before item is added to stock. Shelf-life items will be stored as directed by the manufacturer.
- Any materials requiring any special testing will be segregated until special test(s) are performed and documented. Testing will be performed per manufacturer's specifications.

Receiving inspections will be documented on the Receiving Inspection Log. Traceability of materials will also be recorded on the Receiving Inspection Log. Documentation will show whether the article(s) was found acceptable or if it was rejected. If rejected, the item will be destroyed or returned. Receiving inspection records are kept for a minimum of two years.

Damaged containers and/or materials will be brought to the Manager of Quality Assurance's attention. The Manager of Quality Assurance will then make the final determination of the article's status.

The Stockroom Manager may delegate duties and responsibilities to any qualified personnel. However, delegation of duties does not relieve the Stockroom Manager of his overall responsibilities under this manual and the FARs.

Any material, part or component failing to meet the incoming inspection review shall be "red tagged" with a list of discrepancies. The Manager of Quality Assurance will determine the final disposition of such articles and appropriate steps will be taken to correct the discrepancies or to dispose of the items. In order to prevent misrepresentation of scrap parts and materials, effective mutilation may be accomplished by, although not limited to, one or a combination of the following methods:

- Grinding

- Burning
- Removal of a major integral feature
- Permanent distortion of parts and materials
- Cutting a significant size hole with a cutting torch or saw
- Melting
- Sawing into many small pieces
- Removing manufacturer identification, part, lot, batch and serial number

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

7.2.2 Preservation and Storage of Aviation Parts

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

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

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

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

7.2.3 Processing Articles Received for Maintenance or Alteration

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

- Evaluate the customer requirements and clarify with the customer any questions about the scope and type of work to be done, and what technical data are to be used to perform the work.
- Verify that the work required is within the authority of this repair station as defined in its ratings and Operations Specifications. This repair station will also verify that it has the appropriate housing, facilities, equipment, personnel and technical instructions available to perform the requested work. However, the regulations allow this repair station to arrange the performance of maintenance, preventive maintenance and/or alteration with another person under the provisions of this manual.
- Verify required parts and materials are available.
- Verify all required technical data are available and current.
- Generate an Inspection Form (Teardown Reports) or Repairable Parts Tag for the article. As applicable, the form/tag should indicate the customer's name, article name, article number, article serial number, and a general description of the work scope requested by the customer. Each form/tag will be used as reference for all maintenance, alteration or inspections performed on the article received.
- Check paperwork to determine if any incoming article may have been involved in an accident. If there is any question, consult with the customer. If the article may have been involved in an accident, include an inspection for hidden damage as described in this manual.
- Assign personnel for work after verifying qualifications.

7.2.4 Preliminary Inspection

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

will be noted on the Inspection Form (Teardown Reports) or Repairable Parts Tag provided by this repair station, which will remain with the unit undergoing maintenance until it is approved for return to service and become a part of the Work Order Package.

If the inspection reveals discrepancies, they will be noted on the Inspection Form (Teardown Reports) or Repairable Parts Tag in the probable cause for failure and/or remarks section. Corrective action of discrepancies will be noted by condemnation of the entire article, if beyond economical repair, or noted replacement of defective parts.

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

During the initial disassembly, cleaning, and inspection process, the inspector will verify that the current status of all life-limited parts is appropriately documented by the owner/operator or by appropriate logbook entries.

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

7.2.5 Segregation and Handling of Parts

When complete units are disassembled, the repair station shall appropriately tag, and/or mark, and segregate the component parts on carts or in containers to ensure that the individual parts or units of the same type assembly are identified to that assembly. Any non-repairable items will be noted and the customer, if applicable, will be notified. If the customer requests that the article be returned to them, the article will be red-tagged. If the article is to be destroyed, it will be placed in the "Red-Tag Room".

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

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

7.2.6 Hidden Damage Inspection

Prior to the commencement of any work, all units and components known to have been involved in an accident will be given a thorough inspection for

possible hidden damage by the Chief Inspector. Hidden damage inspections may also be generated by noted discrepancies during in-process inspection. The Chief Inspector, or person he designates, will contact the customer if possible hidden damage is suspected.

When a hidden damage inspection is required, it will be accomplished in accordance with the specific instructions provided by the applicable manufacturer of the article. The inspection will include areas adjacent to or likely to have been affected by the obviously damaged unit or component. The results of this inspection will be recorded on the repair station's Inspection Form (Teardown Reports) or Repairable Parts Tag and will become a part of the Work Order Package.

7.2.7 Final Inspection and Approval for Return to Service

Before generating a Serviceable Part Tag (Yellow Tag) or FAA Form 8130-3, the appropriately qualified and certificated person (see repair station roster), shall inspect the article and audit the work order package to determine whether—

- The work was accomplished in accordance with the work scope requested by the customer.
- Each task has been accomplished or determined to be non-applicable to the work scope requested and the technician's signature or initials indicate that the task has been accomplished on the appropriate work order package document.
- Each inspection required by the work order package has been satisfactorily completed and recorded on the applicable document.
- Any discrepancies shall be handled in accordance with this manual.
- If the final inspection is not satisfactory, the article will be returned for re-work to correct deficiency and/or discrepancy.

Once the final inspection is complete, an appropriate description of the work performed shall be entered on the Serviceable Part Tag (Yellow Tag) or FAA Form 8130-3. A certificated repairman, listed on the repair station roster to approve articles for return to service for the repair station, shall sign the form. If the FAA Form 8130-3 is used, the FAA Form 8130-3 shall clearly state in Block 13 the general scope of work performed and include the following language:

Remarks: A GENERAL DESCRIPTION OF THE WORK PERFORMED IS ATTACHED AS FORM #5; UNDER THE PART DESCRIPTION LISTED IN BLOCKS 6,7,8,10, AND 11 AS APPLICABLE. A COMPLETE DESCRIPTION OF WORK PERFORMED IS ON FILE AT THE ABOVE REFERENCED ORGANIZATION UNDER THE WORK ORDER REFERENCE NUMBER INDICATED IN BLOCK 5. NOTICE: An Airworthiness Directive may apply to the article(s) described hereon. The installer is responsible for ensuring complete compliance with any applicable Airworthiness Directives.

The customer will receive the original Serviceable Tag and/or FAA Form 8130-3 along with a signed copy of the work order. If a major alteration has been accomplished, the customer will be supplied with FAA Form 337. For major repairs, a Form 337 will be completed if requested by the customer. Otherwise, all information will be included in the Work Order package. (For additional information concerning Major Repairs and Major Alterations, see the appropriate section of this manual.)

7.2.8 Process for Ensuring Continuity of Inspection Responsibility

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

No article may have any additional work performed on it following an in-process inspection until all discrepancies noted during the inspection have been corrected. When the customer requests a specifically limited work scope, and the preliminary or in-process inspection indicates discrepancies which do not affect the completion of the limited work scope, the final inspection and approval for return to service will be limited to the particular work performed.

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

The repair station will perform work steps in sequence. If work out of sequence is contemplated, an appropriate review will be made to ensure that the airworthiness of the article will not be affected.

7.2.9 In-Process Inspections

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

When a record of an inspection by dimension or test is required by the applicable technical data, the results will be recorded in the appropriate section or form and included in the repair station's documentation. All inspections will be recorded with the inspector's initials or signature on the appropriate section or form.

If the in-process inspection reveals defects or discrepancies, they will be noted on the Inspection Form (Teardown Reports) or Repairable Parts Tag in the probable cause for failure and/or remarks section.

If an article is comprised of sub-assemblies, work may be performed out of sequence according to the technical data. However, a qualified person must inspect all sub-assemblies, and inspection documented on the appropriate form, prior to installation into the article.

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

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

The Manager of Quality Assurance will determine if and when an in-process inspection is to be performed by use of technical data available for the article. All records of inspection will become part of the work order package and retained for a period of not less than two years.

7.3 Equipment, Materials, and Technical Data

7.3.1 General Requirements

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

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

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

- Airworthiness directives and Service bulletins,
- Instructions for continued airworthiness,
- Maintenance manuals,
- Overhaul manuals,
- Standard practice manuals,
- Military technical orders, and
- Repair Process Specifications

Any of the technical data listed above may be used by this repair station, when performing any maintenance function on an article, providing that the condition of the article will be as good or better than its original manufactured condition.

Whenever a manufacturer updates its manual, the corresponding acknowledgment form will be placed in the manual to verify its currency. The technical data will be updated in accordance with the manufacturer's instructions. All manuals will be reviewed on an annual basis to check for currency by writing letters to the manufacturer.

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

This repair station's technical libraries are situated in the work areas and are available to all employees.

In addition, this repair station will use those equipment, technical data, materials and tools recommended by the manufacturer of the articles or equipment, technical data, materials and tools equivalent to those suggested by the manufacturer. It is the responsibility of the Manager of Quality Assurance to determine equivalency and document that determination. Prior to performing any maintenance function, this repair station will insure that all equipment, technical data, materials and tools, deemed necessary, will be in place and under its control.

When an equivalent equipment, material or tool is contemplated, a file will be created. Equivalency of equipment and tooling will be determined by reviewing

in detail the manufacturer's recommendation and thereafter performing a comparative analysis of the specific usage for the equipment, material or tool. The evaluation will include a review of the maintenance manual to determine the exact requirements of the equipment, material or tool. Appropriate sections of the manual will be copied and made part of the equipment, material or tool file. Additionally, the specific function of the equipment, material or tool will be noted, i.e. the technical requirements of the material, the parameters of the test, the expectations of the work to be performed by the tools or equipment. The file will also contain the appropriate drawings and specifications that define the configuration, the type of material and specific dimensions of the substitute material, tool or equipment.

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

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

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

7.3.2 Calibration Policy and Procedures

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

This repair station does send some tools and equipment to an outside contractor for calibration. In order to insure that calibration is performed to NIST standards this repair station will review the contracted calibration facility's records for traceability, accuracy and acceptability.

No person may use any tool or equipment to determine the airworthiness of any part unless it has been appropriately calibrated and labeled in accordance with the following procedures. Each tool or equipment used to determine the airworthiness of any part must be calibrated according to the procedures and at

the intervals prescribed by the manufacturer of the tool or equipment. Upon notification by a manufacturer regarding a change in calibration interval, appropriate changes will be implemented. Calibrated tools/equipment will have a calibration label attached. Frequency of any check or calibration may vary depending upon the use of the tool or equipment. Therefore, the interval shall be listed for each tool or equipment as required by the NIST standard or as recommended by the manufacturer of the equipment. Micrometers, calipers, height gauges, and similar equipment may be checked prior to use against test blocks traceable to NIST. Any equipment that must be calibrated before each used will be identified by use of a tag stating, "Calibrate Before Use" and record of the equipment will be kept in the same manner as all other calibrated equipment. Any new precision test equipment accepted into inventory will be calibrated and immediately added to the calibration records and schedule.

Tools and equipment may be used until the last day of the month indicated on the label. To eliminate any confusion, all precise measurement equipment that does not require periodic calibration will also have a label marked NCR (No Calibration Required). The following information is included on the calibration label: Identification number, calibrated by, date calibrated and next calibration due date.

The Manager of Quality Assurance will track all tools and equipment, including any that are owned by individual technicians or inspectors by their calibration due date. It will be the responsibility of each technician and inspector to ensure that tools or equipment that do not have the appropriate calibration label are not used to determine the airworthiness of an item to be returned to service. Any tool or equipment that is not calibrated when due, will be immediately removed from service until sent for calibration and/or marked "For Reference Only".

Items that require calibration will be sent to the stockroom for calibration. The Manager of Quality Assurance is responsible for ensuring that tools/equipment are sent to the appropriate facility for calibration. Storage of tools/equipment requiring calibration will be separate from those that are properly calibrated. After the item is calibrated and the proper records are obtained the Manager of Quality Assurance will affix an updated label. The Manager of Quality Assurance retains the calibration report. Calibration records are kept on file in the front shop in the upright cabinet. Actual results at each test point of items sent for calibration are also recorded and kept in the same cabinet.

Whenever a tool or equipment is determined to be out of calibration, the repair station will determine whether the condition had any impact on the airworthiness of the article. If the out-of-calibration condition did have an impact on airworthiness, the steps in Corrective Action Procedures set forth in this manual shall be followed. Steps will also be taken to adjust the calibration interval, in order to more closely monitor the tool or equipment in question.

At this time, this repair station does not use automated equipment, does not lease any tools/equipment, have an engine or auxiliary power unit test cell and does not manufacture NDT standards for its own use. If at any time the preceding statement changes, a revision to this section of the repair station manual will be made.

7.4 Major Repairs and Major Alterations

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

Records of major repairs will include a completed FAA Form 337.

Records of major repairs will be included on the customer's Work Order and include the information required by CFR part 43, Appendix B.

This repair station will use CFR Parts 1 and 43 (Appendix A) as guidance to determine if a repair/alteration is classified as major or minor. If a repair or alteration is to be accomplished and it is not obvious if it should be classified major or minor, the Chief Inspector will be consulted. The Chief Inspector will consult the customer. If the customer holds an FAA certificate with authority to determine major and minor for the subject case, this repair station will request in writing that determination and follow the customer's instructions. If the customer cannot make such a determination, the Accountable Manager in consultation with the Chief Inspector will make the determination and document the analysis that supports that determination.

Records of major alterations will be made on FAA Form 337. After completion, the original FAA Form 337 shall be supplied to the customer. A copy will be made part of the work order package for the repair station records and a copy will be forwarded to the Flight Standards District Office within forty-eight (48) hours of approving the article for return to service by this repair station.

7.5 Contracting Maintenance Functions

7.5.1 Contracted Maintenance Functions

The maintenance functions that will or can be contracted to outside non-certificated sources will be contained in a list approved by the FAA. This list is incorporated in this repair station manual. Therefore, any revisions to the list will be handled in the same manner as revisions to the repair station manual.

Before adding any contracted maintenance functions to its FAA-approved list, the repair station shall contact the FAA in writing setting forth the type of

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

LIST OF SUBCONTRACTED MAINTENANCE:

At this time, no maintenance function , requiring FAA approval, is being subcontracted by this repair station.

7.5.2 Contracting Maintenance Functions

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

A list of maintenance vendors that accomplish functions, under contract, for this repair station, including the name and type of certificate and ratings, if any, is kept on file in the Manager of Quality Assurance's office. This list will be updated on an as needed basis and will always be available for review at the repair station location. Changes will be sent to the FAA twice a year – during the first week in January and June. If no changes to the list are made between the reporting periods, no updated list will be forwarded to the FAA.

The Manager of Quality Assurance will audit all subcontractors before use and then on a regular basis. The audit shall be conducted by mail or in-person according to the type of work being performed, the type of certificate held by the contractor, and the amount of inspection accomplished during incoming inspection of the article at this repair station. The Manager of Quality Assurance maintains the results of those audits, also.

Any work performed by an outside agency for this repair station will be inspected, as set forth in the incoming inspection procedure, to verify that the work was performed in the manner requested by the purchase order and equivalent to this repair station's standards. A thorough review will be made of the maintenance

record to ensure it adequately describes the work performed and/or references the document used to perform the work. If the work was performed by an FAA-certificated agency, the maintenance record accompanying the article must comply with applicable FARs.

7.6 Corrective Action Procedures

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

- Prior to the work being approved for return to service; and,
- After the work has been completed and approved for return to service.

Whenever an inspection or work scope determines that a maintenance step or function has been accomplished incorrectly, the work will be repeated and inspected to ensure proper completion. The process will be reviewed to discover the root cause of the problem to find if the improper work was the result of a deficiency in personnel, facilities, equipment, tooling or material. Although this review will not be documented, it will be the responsibility of all personnel to bring any deficiencies to the immediate attention of the Accountable Manager who will determine what corrective action(s) to take.

- Whenever it is discovered that an improper maintenance, preventive maintenance or alteration action was approved for return to service, this repair station will immediately rectify the situation with the customer. Additionally, the repair station's Accountable Manager will determine whether the incident should be reported to the FAA under the Voluntary Disclosure procedure contained in Advisory Circular 00-58.
- The Accountable Manager will perform a follow-up audit of the corrective action to ensure that it was effective.
- Records of cause and corrective action taken will be maintained and documented in a manner that fits the deficiency found, i.e. personnel records, calibration records, contracted source, etc.

The Accountable Manager is responsible for the Corrective Action Procedures program. Duties and responsibilities may be delegated to qualified persons. However, delegation of duties does not relieve the specified position of their responsibilities under this manual or the FARs.

7.7 Standard Forms

This section sets forth the forms used to process work through this repair station. From time to time, the forms are updated to incorporate additional or different information or to provide for easier completion. The actual forms and the method

for completing them are contained in a separate document entitled "FORMS AND FORM INSTRUCTIONS MANUAL."

The FARs require this repair station to ensure its records adequately describe the work it performs. Any changes to these forms must ensure that if the form is to be the permanent work record, the description of work continues to meet that intent.

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

8.1 Standard Performance Requirements

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

The Manager of Quality Assurance is responsible for keeping a file of the air carrier's procedures, including the necessary technical data.

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

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

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

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

SECTION 9: RECORDS AND REPORTS

9.1 General Policy

A detailed record of all work performed by the repair station shall be maintained for each article undergoing maintenance or alteration. The description of the work performed shall be set forth in the work order package documents. The records are in paper format, in English and meet (at a minimum) the requirements of section 43.9.

The typical documents included in the work order package are Form #'s: 5, 5A or 5B (whichever is applicable), assembly checklist and/or functional test sheet, if applicable. Additional documentation that may be included in the work order package are customer's instructions, special inspections, FAA Form 337, etc.

All steps in each work order package document shall be completed or determined to be inapplicable to the scope of work requested by the customer. If any steps that are on standard forms are found to be inapplicable, they will be crossed out and initialed by the individual making that determination. Also, a brief explanation of why the step is inapplicable will be noted. Documents will be completed by the person(s) performing each work step described. The person performing the step, by initialing or signing the appropriate place on the document will indicate completion of a work step. Inspectors shall indicate the acceptance of the work or inspection performed by affixing their initials or signature next to the technician's on the work order package document. Prior to the article's return to service approval is given, the Certificated Repairman, signing the approval, will review the records for accuracy and completeness.

All records of work performed, including records of work performed by outside sources, shall be retained in the work order package file for not less than two years from the date the article was approved for return to service. Work order package files are maintained in sequential order by work order number and are stored in file boxes in this repair stations warehouse. When necessary, retrieval of records shall be achieved by physically pulling the work order package from the warehouse.

All required records are available for inspection by the FAA and the NTSB upon request. All such requests shall be coordinated with the Accountable Manager.

The Accountable Manager is responsible for maintaining the recordkeeping system. The Accountable Manager may delegate duties to other qualified personnel. However, delegation of duties does not relieve the Accountable Manager of the responsibility.

9.2 Assignment of Stamp

No stamps will be used or assigned to a person in the repair station.

9.3 Recordkeeping System and Procedures

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

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

9.4 Reports of Defects or Unairworthy Conditions

9.4.1 Definition

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

9.4.2 Responsibility

The Chief Inspector is responsible for the proper and timely filing of reports on serious failures, malfunctions or defects. These reports will be made within ninety-six (96) hours after discovery on a form and in a manner acceptable to the FAA and describe the condition completely, without withholding any pertinent information.

9.4.3 Special Circumstances

If the report may prejudice the repair station, the Chief Inspector will notify the responsible FAA office and develop with them an appropriate disposition consistent with the FARs.

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

9.5 Electronically Signed Records

9.5.1 Definitions

AvSys	The system that the repair station will use to generate the Work Order Form #5, FAA Form 8130-3 Authorized Release Certificate, and perform the electronic signing process for these forms. May be referred to as "system."
Security Device	A physical device that interfaces with AvSys to authenticate a user during the signing process as outlined in this manual. The security device is a Yubico YubiKey and is plugged in to the USB port of a computer.

9.5.2 Procedures

The repair station, at a minimum, shall meet the requirements for electronic signatures as set forth in FAA Advisory Circular (AC) 120-78A. This AC lists all FAA and federal regulations needed to comply with the US Electronic Signatures in Global and National Commerce Act (Public Law (PL) 106-229 (also known as E-Sign)).

The repair station will use a digitized version of a hand written signature that shall be associated with electronic records. Electronic signatures must meet the following criteria to be considered legally binding.

- A signer must use an acceptable form of electronic signature.
- The signature must be unique to the signatory.
- There must be a means to identify and authenticate a particular person as the signer.
- The electronic form of signature must be executed by a person with the intent to sign the electronic record to indicate a person's approval of the information contained in the electronic record.
- The electronic form of signature must be attached or associated with the electronic record being signed.
- The signature must be permanent and the information unalterable without a new signature.
- There must be a means to preserve the integrity of the signed record.
- A valid electronic signature must prevent the signatory from denying that he or she affixed a signature to a specific record, document, or body of data.

9.5.3 Documents

The repair station chooses to use electronic signatures to sign the following records:

- Form #5 Work Orders
- FAA Form 8130-3 Authorized Release Certificate

9.5.4 Responsible Personnel & Authorized Users

The Chief Inspector is responsible for the integrity and security of the electronic signing process, in addition to issuing the security devices to users who are a certificated repairman. The Chief Inspector is also responsible for modifying, revising and monitoring the electronic signing process. Any personnel who is issued a security device will have it noted next to their name on the repair station roster. Only users who have been granted this security device, hold a valid repairman's certificate and have been placed on the repair stations roster shall be permitted to use the system for electronic signing. The repair station roster shall also note which records a user is authorized to sign. For a description of the security device, see Section 9.5.1 of this manual.

9.5.5 System Support & Capabilities

The Technical Publications Manager shall be responsible for the support of all software and hardware used during the signing process.

The signing hardware consists of a standard computer and the security device.

The software consists of a web browser running on the computer and the system.

When the security device is inserted into a computer and activated, it shall generate a one-time password, or OTP, which is unique every time the device is activated. The OTP is verified with the user account logged into AvSys to prevent the device from being used on other user accounts. The OTP is then verified to determine if that OTP has been used before. If the OTP has been used before, the signature is rejected to prevent unauthorized signing activities.

The security device is issued to a particular user account and shall remain under the control of the user until such time that the user no longer meets the criteria for signing, or is no longer employed by this repair station. The repair station shall make reasonable attempts to recover the security device, but is not necessary as the user account and security device will be locked out preventing any access to the system.

A user may access any documents which they have affixed a signature to by logging in to the system, going to their account and viewing the documents.

9.5.6 Auditing

The system shall perform real time auditing of the user signing actions as described in Section 9.5.5. When the system automatically detects an issue during signing, the logged in user is immediately logged out of the system as a security precaution.

On an annual basis, the Technical Publications Manager will audit the system to identify any unauthorized access to the system. If unauthorized access has been found, all user account shall have their password changed and all records that have been created or modified shall be voided, and reissued if necessary.

9.5.7 Process Changes

The repair station may need to revise the signing process from time to time. The repair station shall make these changes and submit them to the FAA for acceptance in accordance with Section 1.2 of this manual.

9.5.8 Data Backup, Retention & Recovery

Backups of the system shall be made according to the following schedule.

- **Daily** – Daily backups shall be made and a minimum of 7 daily backups shall be retained.
- **Weekly** – Weekly backups shall be made and a minimum of 4 weekly backups shall be retained.
- **Monthly** – Monthly backups shall be made and a minimum of 12 monthly backups shall be retained.

They backups shall be stored on the same server as the system and shall also be stored on a separate system as added protection in the event of a complete system failure.

The backup shall contain all software needed to run the program, the database, access logs and system file. All of which is needed to move the system to a new device in the event of a disaster.

The repair station keeps one server on stand-by should an issue arise with the existing one. Recovery procedures are automated and once the new system has been started and the backup file has been placed on the system, the recovery process will begin. Typically a complete disaster can be recovered from within 24 hours, but may take longer depending on the amount of data in the system.

9.5.9 Training

Users who are to be authorized to access the system shall be provided initial formal training on using AvSys. Upon completion of the initial training, a training certificate will be added to the employees training folder. At any time a user may request additional training or access the help section provided in the system.

SECTION 10: REPAIR PROCESS SPECIFICATIONS

10.1 General

This repair station holds various Repair Process Specifications (RS) granted by the FAA or FAA Designated Engineer Representative (FAA-DER) in which the repair station has been authorized to use technical data modified or developed by this repair station. This technical data can include fabrication of replacement parts, procedural changes to maintenance data, and/or use of alternative parts not listed in other data acceptable to the administrator. Repair Process Specifications shall be considered acceptable data to the administrator as listed in section 7.3 of this manual.

10.2 Manufacturing of Parts

10.2.1 Part Marking

When this repair station manufactures parts under RS approval, it shall mark parts in accordance with FAA Advisory Circular 43.18 as amended or 14 CFR Part 45 § 45.15.

If the repair station determines that it is infeasible to mark a part due to size, surface texture or where marking such part would compromise the airworthiness of the part, the container or package in which the part is stored shall be labeled with the information.

10.2.2 Sampling Plan

This repair station shall follow this sampling plan for any parts or components manufactured by this repair station, for the purpose of quality control.

When selecting parts or components for sampling, the entire batch shall be placed flat on a surface and a selection to be sampled shall be chosen from at random. Once selected, each part or component in the control lot shall be temporarily assigned a sample number starting from 1. This number shall correspond to the part number on the Production Inspection Log. (See the repair station's Forms and Forms Instruction Manual for more information on using this form.)

For production runs of:

- 10 or less, not less than 40% of the production run shall be sampled.
- 11-25, not less than 30% of the production run shall be sampled.
- 26-50, not less than 20% of the production run shall be sampled.
- 51-150, not less than 10% of the production run shall be sampled.
- 151-500, not less than 5% of the production run shall be sampled.
- 501-2000, not less than 2% of the production run shall be sampled.
- More than 2000, not less than 1% of the production run shall be sampled.

After each part or component has been assigned its sample number, each part shall be dimensionally inspected with calibrated instruments, for conformance to the dimensional drawing and repair specification or parts manufacturer approval documents. Each measurement taken shall be noted on the Production Inspection Log. If any measurements are found to be nonconformant, the entire batch should be scrutinized. Any parts or components which do not meet conformance, shall be disposed of in accordance with this repair station's Quality Control Manual.