

## QUALITY ASSURANCE DEPARTMENT INSPECTION NOTICE

### DOCUMENTATION

All Certifiers / Approval Holders (AH) are to ensure that the following requirements are complied with whenever work or certification of Aircraft or Components is necessary.

#### 1. GENERAL

- 1.1 All entries on aircraft or technical documents are to be made in **BLOCK LETTERS**. In **NO** case will cursive writing be used due to possible illegibility. The entries shall be made in **black ink**, e.g. using a ballpoint pen so that they cannot be erased.
- 1.2 Where errors are made in documentation, the error should be neatly single line ruled through, **signed and stamped** by the person who made the erroneous entry. Errors that are corrected shall remain readable and identifiable.

#### 1.3 Certification:

- (a) It is a must to register the staff number of technicians involved in performing the respective task on the associated AMOS task card / workorder (electronically) prior to task / workstep closure (refer to WIM 08.04). Additionally, the technician's signature and staff number shall be appended on the printed / hardcopy paperwork whenever designated signatory column is provided.

NOTE: In case of vendor technicians where staff numbers are not issued, the vendor identification number shall be appended.

- (b) Individual signatures are required for each principal inspection item. The practice of bracketing all items together and appending only one signature is not permitted. Signatures are to be accompanied with the date and approval stamp.
- (c) All certification on completed tasks by Certifier / AH shall be effected during the signatories' work shift, if not immediately.
- (d) Please be reminded, Certifier / AH has been found to certify task without first accomplishing it. Such action is considered as willful negligence as the Certifier / AH knowingly certifies the job without first doing it. Any Certifier / AH found committing such act of willful negligence shall have his company approval suspended for the minimum of **six (06)** months. For 2nd time offender, the authorisation certificate will be withdrawn permanently.
- (e) **Work instructions on job cards must NOT be altered or signed off as "N/A" (Not Applicable) by Certifier / AH**, provided the instructions specifically mentions 'if applicable' or 'applicable to certain aircraft registration / component / series / Mod status', etcetera.

If however, a task is confirmed to be Not Applicable, then Certifier / AH must annotate 'N/A' in the MECH (mechanic) column and append signature, date and stamp onto the INSP (inspector) column. The Certifier / AH certifying the N/A task is confirming the particular task as not applicable. The Certifier / AH is not certifying for a completed task.

In cases whereby one or more steps of maintenance instructions have been decided as not applicable through the issuance of appropriate document by Type Certificate Holder (TCH) or approved design organisation (DOA), the reference number of the document shall be annotated in the same column (or adjacent column) of the "N/A".

**NOTE:** For any discrepancies or inaccuracies in the work instructions, Certifier / AH must notify Quality Assurance Department for clarification and advice before the task can be certified.

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1.4 Recording of Maintenance Actions:

- (a). All documentation shall be completed fully, accurately and legibly.
- (b). Particulars of all parts (i.e. Part Description, Part Numbers, Serial Numbers and Batch Numbers) replaced shall be reflected in full. EXCEPT for Filaments and Fuses from the aircraft spare bulb box, and non aircraft parts such as Defibrillator, Physician / Medical Kit, First Aid Kit, Dressing Kit and Fly Away Kit where only the Part Numbers and Serial Numbers (if available) shall be recorded.  
  
NOTE: For aircraft oxygen servicing task, the batch number of the oxygen cart charging bottle in use shall be recorded. The batch number is available on AMOS Bin Label attached to the bottle.
- (c). Where operational / functional and measurement procedures include a requirement to ensure that a dimension or test figure is within a specific tolerance, the dimension or test figure must be recorded unless the instruction permits the use of GO/NO-GO gauges. It is not sufficient to state that the dimension or test figure is SATISFACTORY, WITHIN LIMITS or WITHIN TOLERANCE.
- (d). Where provisions are made for recording of dimension/test figures such as in task cards, process sheets and test result sheets, recording must be complete and accurate.
- (e). Where recording is required but no provision is made for recording, the Certifier / AH shall nevertheless record the dimension/test figure in a sheet of paper and make it an attachment to the work instruction.
- (f). Any defects, out-of-limits or out-of-tolerance encountered during maintenance shall have the BEFORE and AFTER corrective action dimension/test figure recorded in the appropriate documentation namely Aircraft Technical Log (ATL), Aircraft Status Report (ASR), AMOS workorder and Component Maintenance (CM) Project.
- (g). All Certifier / AH are reminded that all work on the aircraft, whether for removal, installation, rectification or inspection, such work must be documented and such document or task cards raised, must be appropriately certified when the tasks associated with such documentation or task cards are completed.
  - As a basic example, when a panel is required to be removed for access, the removal of the panel must be documented in a workorder and the workorder must be certified by the person completing the removal of the panel. Raising the workorder by annotating the name in the workorder header and then writing "Panel removed" does not constitute a certification.
- (h). Referenced maintenance data / instructions (AMM, SRM, CMM, etc.) for the performance of the respective task, including its revision number shall be annotated on the respective documents (task card, workorder, ATL, etc).
- (i). Any documents arising from any task cards, the cross-reference document (Workorder / Aircraft Technical Log / ASR) must be annotated in ALL documentations including the originating document.
- (j). For any computer-generated documents, the Certifier / AH is held responsible to establish the link between the inter-related cards and to ensure correct cross-referable data and "source reference" on the respective fields.

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1.5 The usage of abbreviations not found in technical manuals, equipment manuals/publication or company manual/procedure are not permitted.

i.e. WSA - When Spares Available; SBU - Seal Beam Unit; FAM - First Aid Mask;  
FAK - First Aid Kit.

1.6 Aircraft Journey Log System:

- (a) Entries in ATL and ASR must be clear and specific especially when rectifying a defect. This is to assist further trouble shooting by another certifier if the defect reoccurs. Ambiguous entries cause unnecessary work and downtime.
- (b) For task carried out on line aircraft per controlled instructions e.g., OOP Tasks, workorder, SIP, TSI, MB etc., the reference and pertinent details of the work call out SHALL be recorded in the ATL and ASR. However, if those tasks are packaged together under Work Package Summary (Form 3090062), it is suffice to certify package completion on the form itself without need for further entry in the ATL and ASR.
- (c) Work Package Summary is to be certified as complete by either A, B1 or B2 Certifier. However, A Certifiers are not qualified to certify the Work Package Summary if it contain task within the scope of B1 or B2 Certifiers.
- (d) For ATL pages which are not utilized due unintentionally skipped, it shall be ruled across with 'Entered in Error'.
- (e) For ATL books which are not utilized due issues such as printing error, nil printout or not carbonized, it shall be returned to Technical Records for recording, de-activation and archiving.

1.7 Workshops:

- (a) For any work or repair to be performed by Workshops, workorder raised must provide details of the defect, locations of the defects, part number of the component to be repaired and where available, reference to applicable Maintenance Manual/Structural Repair Manual / Engineering Note / Repair Instruction / Drawings etc.
- (b) Workshop personnel should not start work should they receive any component or parts accompanied by incomplete workorder. Should they encounter the above shortcomings, further liaison with originator is required before work can be started.
- (c) The certifying Approval Holders shall obtain the required information / documents / references before starting work.
- (d) All Approval Holders shall perform preliminary inspection and if any other defect noted, should be recorded in action column on the workorder.

**NOTE:** If no finding during preliminary inspection a statement to that effect must be recorded in the same column.

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- 1.8 Additional worksteps in the same workorder shall be raised for complex work and/or where the original paperwork has insufficient space to record additional details of work processes. This procedure is applicable for all cases of workorder. In AMOS, every workorder raised is traceable/linked to its source document. All worksteps must be closed before the workorder can be closed or released (CRS). In the event of another defect arising during troubleshooting or rectification process, the new defect must be recorded in separate workorder.

**NOTE:** This additional workstep can be used in cases where items are routed to shop under CM Project, workorder or CRO.

- 1.9 For very complex work, e.g.: landing gear overhaul, engine build up, where numerous work documents are generated, then a Document Control Sheet, Form No. 304064 must be raised to record all the work document that had been raised for the task.

In addition, any of these work document which are not able to be closed/certified prior release of the item, should be annotated in the REMARKS column of Form No. 304064 and the box (top right-hand corner of form) Hangar Open Item must be ticked, to trigger the recipient of the item and the Document Control Sheet, that further follow up action is required.

### 1.10 Tagging:

As a rule, all aircraft parts and component must have some form of status identification whenever it is not fitted to aircraft such as workorder, serviceable/removal label. Whenever a part or a component is removed from an aircraft and kept on hold, a holding label MUST be raised.

- 1.11 All work processes, parts and maintenance data used to accomplish task, shall be recorded in the respective workorder or task card. Supporting documents such as Process Sheets, Serviceable Labels, ARCs (CAAM Form 1, EASA Form 1, FAA 8130-3, UK CAA Form 1, etc.), Certificate of Conformity, Supplementary Record Sheets, etcetera, shall be checked for completeness and must be attached to the workorder or task card.

#### 1.11.1 Attachment of serviceable labels:

- (a). Rotable and Repairable Parts: CAAM Form 1, EASA Form 1, FAA 8130 or UK CAA Form 1 must be attached with the relevant task card.

**NOTE:** Refer to CAAM MOE 2-2-00 for acceptance of components with ARCs other than CAAM Form 1.

- (b). Standards parts and material: A Certificate of Conformity (CoC) must be attached with the relevant workorder or task card.

#### 1.11.2 The physical attachment of ARCs and/or CoCs to the printed workorders and task cards may be exempted (MAB aircraft only) provided the Certifier / AH ensures that:

- (a). the scan copy is sighted in AMOS,  
(b). the spare's details, i.e. part no., serial no., batch no., etc. are recorded in the "Material Used" table in the workorder or task cards.

If the above were not able to be fulfilled, the Certifiers or Approval Holders must attach the ARCs or CoCs to the workorder or task card.

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**2. LINE MAINTENANCE**

- 2.1 All line defects are to be reflected in ATL and actioned appropriately. Where a task to be performed and signed off by Workshop Approval Holder, the aircraft Certifier is to raise workorder / workstep for workshop action. However the workorder closure and CRS certification are to be certified by aircraft Certifier. The Certifier of the aircraft is to cross-refer associated workorder (if any) against the ATL/WO.
- 2.2 All documentation relating to the non-airworthiness items such as Cabin Condition Log and similar paperwork must be checked by the Ground Engineers to ensure that no airworthiness items have been inadvertently entered by Flight Crew (refer item 8 for List of Non-airworthiness items). Where airworthiness defects are recorded in non-airworthiness document, the Ground Engineer shall transfer these items to the ATL and inform the Captain of the action taken. The practice of clearing these airworthiness items in such documents is against airworthiness requirements. Airworthiness items must be transferred and cleared under normal "Certificate of Release to Service" procedures.
- 2.3 All repetitive/monitoring inspections recorded in NTC/ASR are to be accomplished at or within the specified period, compliance to be entered and certified for in the ATL.
- 2.4 Action taken while attempting to clear a defect on ASR is required to be annotated in relevant ASR column and shall be updated into the system.

**3. BASE MAINTENANCE**

- 3.1 All defect entries are to be raised on workorders and actioned appropriately.
- 3.2 When a workorder is raised due to a scheduled inspection called out by a task card, the workorder number must be annotated in the column provided on the task card.
- 3.3 Any deferment of task associated to the scheduled check, must be in accordance with approved procedures.
- 3.4 A BMR shall be issued by an appropriate Category C Certifier at the completion of a scheduled check.

**NOTE:** Accuracy and standard of work performed is the sole responsibility of the AH who certify for each individual task.

- 3.5 BMR signatory must be satisfied that all workorders or task cards issued / raised for the scheduled check were completed and accounted for, before the issuance of BMR.
- 3.6 All documentation discrepancies found, must be adequately resolved prior to issuance of BMR.
- 3.7 Base Maintenance Release (BMR), refer Inspection Notice, +IN/G/188 for detailed guidance.

**4. WORKSHOP**

- 4.1 It is a requirement that suitable records are kept of parts replaced during overhaul, repair and modification of a component. Therefore, all parts replaced must be reflected in full i.e., Part Description, Part Numbers, Serial Numbers and Batch Numbers etc.
  - For modification/overhaul kits, the kit part number and batch numbers are to be reflected in the documentation.
- 4.2 Where partial disassembly or repair has been carried out, the affected work shall be recorded by the certifier as appropriate on the workorder / document.

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- 4.3 All work processes or repair carried out must be clearly and legibly recorded in the appropriate workorder / CM Project / Component Process Sheet making clear reference to applicable Technical Manuals or Technical References e.g. EN, RI, Drawings etc.

Prior to certification, all certifiable print outs must be clear and legible.

**NOTE:** Including selection boxes or equivalent.

- 4.4 For workorder raised to route item from one shop to another, originator of the workorder must provide details of the process/repair required, making clear reference to applicable Technical Manuals or Technical References e.g. EN/RI/Drawing etc. If stage certification or additional step is required, create additional workstep in the same workorder for ease of tracking. Each workstep is closed individually and according to the sequence number. All worksteps must be actioned before the workorder can be closed.
- 4.5 If the component maintenance recording and certification is fully made on Component Process Sheet (CPS), the certification on the CM Project workscope column is not required. It is suffice for the Certifier to certify the CRS column of the CM Project printed copy. In this case, the CPS is the Dirty Finger Print (DFP) for the maintenance work performed.

**5. OUTSTANDING WORK ON SPARE ENGINE/APU'S**

- 5.1 All spare engine and APUs shall have a "Document Control Sheet", Form No. 304064 (Refer Attachment 1), open AMOS workorder, a copy of ARC (Form 1) and an AMOS Serviceable label issued by appropriately rated Certifier.

The open task in AMOS workorder will be actioned/cleared during engine installation by the Certifier installing the engine. All workorders, Document Control Sheet and the ARC (Form 1) will be sent to Technical Records together with engine change documents.

- 5.2 Any cannibalisation must follow the MOE/EPM procedures. In the event of cannibalisation from spare Engines/APU's, Power Plant Management / MOC shall raise Remove in Serviceable Condition (RISC) component workorder. Engine shop Approval Holder will then proceed to rob the component and generate serviceable label and CAAM Form 1 from AMOS system. Power Plant Management will schedule the RISC component workorder into the current workpackage of the donor engine/APU and link it with the defect workorder (recipient workorder).

- The cannibalisation label 302010 or Warning Label (303016) shall be used as a visual indicator that a part has been removed for cannibalisation. The label shall be conspicuously installed at the location where the part was removed.
- Certifier / AH must ensure the removed (unserviceable) units from the defective aircraft must be returned to the donor Engine/APU, in an appropriate package, as soon as possible.

**CAUTION:** Failure to comply with these requirements shall render Certifier to disciplinary action and possible withdrawal of Authorisation Certificate.

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**6. COMPONENT LABEL BOOKING**

All entries on AMOS serviceable / removal labels must be completed clearly and in a legible manner. Removal reason must be specified because much effort and cost are incurred if the removal reason is not clear. The label can be generated from AMOS system using label booking process (Refer Attachment 2).

**6.1 Rotable Label Booking**

Rotable label booking to be raised for rotable spares (Form No. 3090058).

**6.2 Repairable Consumable Label Booking**

Repairable Consumable label booking to be raised for repairable consumable spares. (Form No. 3090058).

**7. BATCH LABELS**

Consumable and expendable item (post issuance from store) traceability to its batch number, i.e. pick slip confirmation, should be retained until the last of item is consumed.

**8. NON-AIRWORTHINESS Items are LIMITED to the following:**

- Carpets
- Curtains
- Seat Covers
- Cabin Trim (small pieces/sections only)
- Cleanliness of cabin, galleys and toilets.
- Commercial batteries (AA, AAA, C, D, etc. for used in appliances)
- Printer paper
- Streamers

**NOTE:** Commercially available item may not carry a batch number. In this case the pickslip confirmation shall be attached to the respective work instruction upon certification. For items used for multiple tasks issued using a single pickslip confirmation, the use of photocopies of the original picking ticket, is allowable.

**CAUTION:** EVERY EFFORT MUST BE MADE TO RECTIFY NON-AIRWORTHINESS DEFECTS FOR PASSENGER APPEAL AND COMPANY'S IMAGE.

Please be guided accordingly.

**AHMAD EZANEE OMAR  
HEAD QUALITY ASSURANCE**

AAA/UVA



## QUALITY ASSURANCE DEPARTMENT INSPECTION NOTICE

Attachment 1

[illegible]



No. : +IN/G/001 R50  
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Type : GENERAL  
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Attachment 2

1193080		1193080		Mat Class CR	
<b>Removal / Unserviceable</b>					
Description PANEL ASSY					
Part Number P3332713101700					
Serial / Batch Number					
Action performed on A/C or Assembly					
Airframe 900-MR3					
Position WING					
Total A/C Cycles 5858					
Spec. Counter 1					
Spec. Counter 2					
Workorder Number 2579880					
Reason for Removal <input checked="" type="checkbox"/> Scheduled <input type="checkbox"/> Unscheduled <input type="checkbox"/> T/S					
Removal Text					
Date		Station KUL		Certifying Stamp	
Name					
Part 145 A.50		AMO/2016/06			

  

1193080		1193080			
<b>Installation / Serviceable</b>					
Description					
Part Number		ATA Chapter		Condition	
Serial / Batch Number		CSN		Shear Pin / Fastener	
Plate Mod Status		TOD		Owner	
Manuf. Date		Remarks		Certifying Stamp	
Certifying Number		Certifying Date		Supplier	
Received at Station / Store / Location KUL /		Receiving Date		Receiving by	
Certifying Stamp					

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