



REPAIR STATION MANUAL **14CFR §145.209**

**West Star Aviation, LLC (DBA) West Star Aviation
(GJT)
796 Heritage Way
Grand Junction Regional Airport
Grand Junction, Co 81506
Federal Aviation Administration Repair Station
Certificate Number WTXR173J
&**

WEST STAR AVIATION ADDITIONAL FIXED LOCATIONS

**12 West Airport Road
Aspen-Pitkin County Airport/Sardy Field
Aspen, CO 81611
&
2465 Patterson Road
Grand Junction, CO 81505**

**Kevin T. Bostwick
Accountable Manager/Quality Assurance Manager**

**NOTE: ANY AND ALL FORMS, STAMPS OR TAGS REFERENCED IN THIS MANUAL CAN BE
FOUND BY USING THE INDEX LOCATED IN APPENDIX B. WEST STAR AVIATION NUMBERS
THEIR FORMS USING THE PREFIX OF, "WSAF" FOR INTERNAL CONTROL**

TABLE OF CONTENTS

REPAIR STATION MANUAL POLICIES AND PROCEDURES

NOTE: If viewing this manual in a digital format, click on the individual line items below which are hyperlink to the document

REPAIR STATION MANUAL TITLE PAGE

TABLE OF CONTENTS	i
LIST OF EFFECTIVE PAGES	ii
RECORD OF REVISIONS	iii
MANUAL REVISION INSTRUCTION AND CONTROL FORM	iv

Chapter 1: GENERAL AND ADMINISTRATIVE PROCEDURES

Title Page	1.000
Introduction	1.010
Manual Distribution, Control and Revision Processes	1.020
Work Performed at a Location Other Than Fixed Location.....	1.030
Additional Fixed Location.....	1.035
Work Performed After Regular Business Hours	1.040

Chapter 2: ORGANIZATION

Title Page	2.000
Organizational Chart	2.010
Management Responsibility	2.020
General Manager	2.030
Tool Crib Specialist.....	2.040
Accountable Manager	2.050
Quality Assurance Manager.....	2.060
Chief Inspector	2.070
Quality Assurance Inspector	2.080
Category I Quality Control Inspector	2.090
Category II Quality Control Inspector	2.100
Aircraft Services Program Manager	2.110
Director of Environmental Health & Safety	2.120
Paint Program Manager.....	2.130
Paint Assistant Manager	2.135
Interior Program Manager.....	2.140
Accessories Program Manager.....	2.150
Avionics Program Manager.....	2.160
Avionics Install Team Leader.....	2.170
Avionics Repair Assistant Manager	2.180
Director of Maintenance.....	2.190
Program Manager	2.200
Team Leader.....	2.210
Technician.....	2.220
Apprentice Mechanic	2.230
Engineering Program Manager.....	2.240



REPAIR STATION MANUAL

Preface:	i
Doc. No.:	
Effective Date:	01/JAN/2020
Revision No.:	Rev. 15
Page:	2 of 2

Engineer.....	2.250
Engineer Designer	2.260
NDT Team Leader	2.270
Materials Control Manager.....	2.280
Purchaser.....	2.290
Parts Manager	2.300
QA Training Coordinator	2.310
Network Administrator/IT Manager	2.320
IT (Information Technology) Specialist	2.325
Technical Publications Controller.....	2.330

Chapter 3: REPAIR STATION OPERATION REQUIREMENTS

Title Page	3.000
Personal Requirements	3.010
Supervisory Requirements.....	3.020
Rosters.....	3.030
Equipment, Materials & Tooling Requirements.....	3.040

Chapter 4: HOUSING & FACILITIES

Title Page	4.000
Housing & Facility Requirements.....	4.010
Housing & Facility Change of Location	4.020
Housing & Facility Physical Layout.....	4.030

Chapter 5: TRAINING

Title Page	5.000
Training System	5.010

Chapter 6: CONTRACT MAINTENANCE PROVIDER

Title Page	6.000
Contract Maintenance Requirements.....	6.010
Contract Vendor Qualification Requirements.....	6.020

Chapter 7: Self-Evaluation Program

Title Page	7.000
Self Evaluation Program	7.010

APPENDIXES

Appendix A: Contract Maintenance Function List

Appendix B: Repair Station Forms Index

Appendix C: Electronic Signatures

EASA SUPPLEMENT

CANADIAN SUPPLEMENT



Repair Station Manual

Preface	ii
Doc. No.:	01/JAN/2020
Effective Date:	Rev. 15
Revision No.:	1 of 1
Page:	

LIST OF EFFECTIVE PAGES

DOC NO	PAGES	REV. LEVEL	DATE
RSM Title Page			
i	1	15	01/JAN/2020
	2	15	01/JAN/2020
ii	1	15	01/JAN/2020
iii	1	14	01/AUG/2019
iv	1	11	01/MAR/2016
1.000	1	3	07/JUL/2007
1.010	1	14	01/AUG/2019
1.020	1	14	01/AUG/2019
	2	14	01/AUG/2019
1.030	1	13	01/AUG/2017
	2	13	01/AUG/2017
	3	13	01/AUG/2017
1.035	1	12	28/FEB/2017
	2	12	28/FEB/2017
1.040	1	13	01/AUG/2017
2.000	1	3	01/JUL/2007
2.010	1	14	01/AUG/2019
2.020	1	11	01/MAR/2016
2.030	1	13	01/AUG/2017
2.040	1	14	01/AUG/2019
2.050	1	13	01/AUG/2017
2.060	1	13	01/AUG/2017
	2	13	01/AUG/2017
2.070	1	13	01/AUG/2017
2.080	1	13	01/AUG/2017
2.090	1	13	01/AUG/2017
2.100	1	13	01/AUG/2017
2.110	1	14	01/AUG/2019
2.120	1	11	01/MAR/2016
2.130	1	11	01/MAR/2016
	2	11	01/MAR/2016
2.135	1	11	01/MAR/2016
	2	11	01/MAR/2016
2.140	1	11	01/MAR/2016
	2	11	01/MAR/2016
2.150	1	11	01/MAR/2016
2.160	1	11	01/MAR/2016
	2	11	01/MAR/2016
2.170	1	11	01/MAR/2016
2.180	1	11	01/MAR/2016
2.190	1	11	01/MAR/2016
2.200	1	11	01/MAR/2016
2.210	1	11	01/MAR/2016
2.220	1	11	01/MAR/2016
2.230	1	11	01/MAR/2016
2.240	1	13	01/AUG/2017

2.250	1	3	01/JUL/2007
2.260	1	3	01/JUL/2007
2.270	1	13	01/AUG/2017
	2	11	01/MAR/2016
2.280	1	11	01/MAR/2016
2.290	1	13	01/AUG/2017
2.300	1	11	01/MAR/2016
2.310	1	11	01/MAR/2016
2.320	1	13	01/AUG/2017
2.325	1	11	01/MAR/2016
2.330	1	14	01/AUG/2019
3.000	1	3	01/JUL/2007
3.010	1	14	01/AUG/2019
	2	14	01/AUG/2019
3.020	1	11	01/MAR/2016
3.030	1	13	01/AUG/2019
3.040	1	11	01/MAR/2016
	2	11	01/MAR/2016
4.000	1	3	01/JUL/2007
4.010	1	14	01/AUG/2019
4.020	1	11	01/MAR/2016
4.030	1-19	15	01/JAN/2020
5.000	1	13	01/AUG/2017
5.010	1	13	01/AUG/2017
6.000	1	9	01/MAR/2016
6.010	1	13	01/AUG/2017
	2	13	01/AUG/2017
	3	13	01/AUG/2017
6.020	1	14	01/AUG/2019
	2	13	01/AUG/2017
7.000	1	7	01/JAN/2012
7.010	1	13	01/AUG/2017
	2	13	01/AUG/2017
Appendix A	1	9	01/MAR/2016
Appendix B	1	15	01/JAN/2020
Appendix C	1	15	01/JAN/2020
	2	15	01/JAN/2020
	3	15	01/JAN/2020
	4	15	01/JAN/2020
	5	15	01/JAN/2020
EASA SUPPLEMENT		11	01/FEB/2020
CANADIAN SUPPLEMENT		2	01/MAR/2016

West Star Aviation Approval:
Accountable Manager

FAA FSDO Acceptance of:
Principal Inspector

Printed: **Kevin T. Bostwick**

Printed: _____

Signed: _____
Signature on file in the QA Department

Signed: _____
Signature on file in the QA Department

Date: **01/JAN/2020**

Date: _____



Repair Station Manual/Quality Control Manual

Preface	
Doc. No.:	iii
Effective	01/JAN/2020
Date:	Rev. 15
Revision No.:	1 of 1
Page:	

RECORD OF REVISIONS

Manual No. _____

NOTE: Electronic versions of this manual may have the manual number and revision date displayed on the disc or CD in lieu of the spaces provided on this page. Since electronic versions of this manual are completely reissued at each revision, the last "date inserted" and "initials" may remain blank on electronic copies of this document.

Retain this record in the manual. Upon receipt of revisions, insert revised pages in the manual and enter the revision number, revision date, insertion date, and initials of person incorporating the revision in the appropriate block on this page. Complete and return the Revision Control Form to the Quality Assurance Manager or designee. All personnel are expected to suggest revisions to the Accountability Manager or their supervisor.

Revision Number	Revision Date	Date Inserted	Initials
Original	January 31, 2004	January 31, 2004	KTB
Rev. 1	September 8, 2004	September 8, 2004	KTB
Rev. 2	February 28, 2006	February 28, 2006	KTB
Rev. 3	July 1, 2007	July 1, 2007	KTB
Rev. 4	July 1, 2008	July 1, 2008	KTB
Rev. 5	October 1, 2009	October 1, 2009	KTB
Rev. 6	June 1, 2010	June 1, 2010	Signature on File in the QA Office
Rev. 7	January 01, 2012	January 01, 2012	Signature on File in the QA Office
Rev. 8	August 15, 2012	August 15, 2012	Signature on File in the QA Office
Rev. 9	March 01, 2014	March 01, 2014	Signature on File in the QA Office
Rev. 10	June 19, 2015	June 19, 2015	Signature on File in the QA Office
Rev. 11	01/MAR/2016	01/MAR/2016	Signature on File in the QA Office
Rev. 13	01/AUG/2017	01/AUG/2017	Signature on File in the QA Office
Rev. 14	01/AUG/2019	01/AUG/2019	Signature on File in the QA Office
Rev. 15	01/JAN/2020	01/JAN/2020	Signature on File in the QA Office



Repair Station Manual/Quality Control Manual

Preface	iv
Doc. No.:	01/MAR/2016
Effective Date:	Rev. 11
Revision No.:	1 of 1
Page:	



MANUAL REVISION INSTRUCTION AND CONTROL FORM

MANUAL TITLE BEING REVISED: WEST STAR AVIATION REPAIR STATION &
QUALITY CONTROL MANUAL

NUMBER BEING REVISED: _____

REVISION NUMBER BEING INSERTED: _____

MANUAL REVISION INSTRUCTIONS:

Carefully review each page of this revision, until you understand the scope, nature and effect of the changes to the manual being revised. Compare each revised page for details of specific changes. Your questions regarding this revision may be addressed to the Quality Assurance Manager. When you understand each change, revise paper copies of the manual per the following instructions.

NOTE: Since electronic versions are reissued in their entirety, no revision action is necessary. Instructions 1 and 2 below may be ignored for electronic versions.

- 1) Insert a page of the new revision into the manual. If there is already a page in the manual, with the identical page number, remove the old page. If the page of the new revision does not have an identical, corresponding page already in the manual, place the new page in the correct numerical order. When the revision is complete, the manual should have no duplicated page numbers, with different revision dates or numbers. The pages that were revised and removed may be destroyed.
- 2) When all pages of the revision are inserted, and all applicable pages of the previous revision are removed, complete the Record of Revisions page of the manual. Some manuals may not have a Record of Revisions page. Typically, a Record of Revisions page will include the following information:
 - Revision Number
 - Revision Date
 - Date Inserted
 - Initials

3) SPECIAL INSTRUCTIONS FOR THIS REVISION:

REVISION CONTROL INSTRUCTIONS

When the manual has been revised according to the above instructions, read the following statement and sign and date this form. Return this form to the Quality Assurance Manager for West Star Aviation at:

West Star Aviation
796 Heritage Way
Grand Junction, CO 81506
Attn: Quality Assurance Manager

I have reviewed the above referenced revision and understand the contents of the revision. I have revised the manual according to the above listed instructions.

If I have been issued an electronic version of a manual, I also certify that I have access to the computer and software necessary to view all pages of my copy of the manual. I also certify that I understand the use of the computer and software and am able to view each page of my electronic copy of the manual without assistance.

(Print)

NAME _____
DATE _____

SIGNATURE _____
INITIALS _____



Chapter:	1
Doc. No.:	1.000
Effective Date:	01/JULY/2007
Revision No.:	Rev. 3
Page:	1 of 1

CHAPTER 1

GENERAL AND ADMINISTRATIVE PROCEDURES



Repair Station Manual

Chapter:	1
Doc. No.:	1.010
Effective Date:	01/AUG/2019
Revision No.:	Rev. 14
Page:	1 of 1

Title: **REPAIR STATION MANUAL INTRODUCTION (14CFR §145.209)**

- 1.0 Purpose: This repair station manual includes a description of the policies and procedures that will be used by this repair station to meet all requirements of 14 CFR Part 145.
- 2.0 Responsibilities:
- 2.1 All Repair Station Key Personnel are required to be familiar with the requirements of this manual and the applicable FAA Regulations.
- 2.2 The Individual Hangar libraries will have a hard copy of the manual to include, department head supervisors of which all technicians will have access to including the electronic version located and accessed on the company intranet. There will be additional copies maintained in the inspection office when a West Star Aviation technician is tasked to work away from base. This travel copy will be checked out by the technician. This Repair Station Manual will be combined with the Quality Control Manual in one binder along with the current EASA and Canadian Supplements. These manuals will be tracked as one. A list of manual assignments by individual or location will be maintained in the Inspection office.
- 2.3 Manual holders are responsible for maintaining their assigned manuals to current revision status, and for ensuring that all personnel under their supervision have access to and are familiar with the contents of the manual and adhere to its provisions, to include the electronic version located and accessed on the company intranet.
- 3.0 Procedures:
- 3.1 This manual will describe 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 located in the QA Managers office, Company internal Intranet and Company external web site.
- NOTE: This Repair Station elects not to use the option of a capability list as described in 14CFR §145.209 (d) (1) (2) and 14CFR§145.215. All ratings will be listed in the Operation Specifications.**
- 3.2 The information contained in this manual explains the systems used by the repair station when performing routine/non-routine maintenance, preventive maintenance or alteration on civil aviation articles. When more detail is required to accomplish or record a particular operation, those details are contained in the applicable manufacturer's instructions for continued airworthiness (e.g., maintenance, overhaul and repair manuals), service bulletins, service information letters, Airworthiness Directives, and/or other data acceptable to or approved by the FAA.
- 3.3 The maintenance, preventive maintenance, or alteration of civil aviation articles will be performed in accordance with the applicable Title Code of Federal Regulations Part (14 CFR). 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 or not acceptable to the administrator.



Repair Station Manual

Chapter:	1
Doc. No.:	1.020
Effective Date:	01/AUG/2019
Revision No.:	Rev. 14
Page:	1 of 2

Title: **MANUAL DISTRIBUTION, CONTROL AND REVISION PROCESSES (14CFR §145.209 (k) & §145.211 (c)(4))**

Note: The following procedures apply to both the Repair Station and Quality Control Manual

1.0 Purpose:

- 1.1 To establish a means of manual distribution, control and to ensure revisions to the Repair Station & Quality Control Manual are distributed and inserted into all manuals in a timely manner.

2.0 Responsibilities:

- 2.1 It shall be the responsibility of the Quality Assurance Manager for coordinating all revisions to this manual with the local Flight Standards District Office.
- 2.2 It shall be the responsibility of all personnel to ensure all revisions are read, inserted and recorded in a timely manner for the Repair Station and Quality Control Manual, electronic or hard copy where applicable.

3.0 Procedures:

- 3.1 Each paper manual will have a control number and an assignment entry on the manual cover page. A master list containing the paper manual number, location and revision status will be kept in the Quality Assurance Department. With the assistance of West Star Aviation's computer department, an electronic version of the manual will be maintained and revised on the company Intranet of which all technicians have access, (Reference Appendix C of this manual for additional information on the electronic format of the Repair Station & Quality Control manuals). Access to the RSM/QCM is accomplished by clicking on the "Quality" tab located on the Intranet. Production will be notified through their managers via email a new revision has been posted on the company intranet. At that time, it will be the responsibility of production to access the revised Repair Station/Quality Control Manual via the company intranet or hard copy and become familiar with the revisions.
- 3.2 The Repair Station Manual shall be revised as required consistent with current operations. The Quality Assurance Manager will review this Repair Station Manual once each year confirming the manual is still current and valid for use, or identify needed changes. The Quality Assurance Manager will have any revisions he finds necessary produced in a final form and he will approve this by signing the list of effective pages for coordination with the FAA Flight Standards District Offices ("FAA FSDO") at Salt Lake City, Utah as described below.
- 3.3 To maintain a clean, professional appearing manual, each procedure within a Chapter will be given a separate document number. In the top right corner of each page, the Chapter Number, Document Number, Effective Date, Revision Number and number of pages for that document will be listed.
- 3.4 Formal revisions will be published as a complete new document rather than revising individual pages. (Example): If a revision is required within document # 1.020, the entire document titled under 1.020 will be replaced with the revision. A bold vertical line in the left or right margin will indicate the revised part of the document.
- 3.5 The revised document will carry a new Effective Date and Revision Number. The List of Effective Pages will be revised to show the latest issue dates.

Repair Station Manual

Chapter:	1
Doc. No.:	1.020
Effective Date:	01/AUG/2019
Revision No.:	Rev. 14
Page:	2 of 2

- 3.6 The FAA Accountable Manager will send a revision package either in paper or digital format with an additional paper copy of the signature page, (List of Effective Pages) of each revision to the Flight Standards District Office for review. The revision package must include all revised pages including a revised list of effective pages. Upon acceptance of the proposed revision, the FAA Flight Standards District Office will wet sign and date or digitally sign the revision acceptance statement on the List of Effective Pages. One signed copy of the signature page, (List of Effective Pages) is then returned digitally via email to the Accountable Manager or Chief Inspector and the other retained to revise the Flight Standards District Office's copy of the manual. Receipt of the returned paper or digitally signed copy, of the signature page, from the FAA FSDO by the repair station signifies revision of the Flight Standards District Office's copy of the manual.

Note: Acceptance by the FAA FSDO is understood by direct communication, or indirectly if no response or comment is provided within 15 business days from the submittal date. Approval by West Star Aviation is understood as soon as the RSM & QCM is sent to the FAA FSDO.

- 3.7. The Technical Publications Coordinator will revise all paper copies within the facility and fill out WSAF 027 for each copy. The completed WSAF 027 form will placed within the paper copy binder and the revision will be recorded on the "Record of Revision" page found in the preface of each manual, to show that it has been revised. A sample of WSAF 027 is included in the preface of this manual.
- 3.8 The Quality Assurance Manager shall also create a complete new PDF copy of the revised electronic version of the manual. This electronic version will be located on the company Intranet and can be "accessed" from the "home page" by clicking on the "Quality" tab on the LH side of the screen. The newly revised electronic version shall contain all revised pages, correctly inserted. All personal using an electronic version of the manual are responsible for reviewing and understanding the changes to the manual.
- 3.9 Acceptance and Approval signatures within the Repair Station, Quality Control, EASA and Canadian manuals will be kept in hard copy in the Quality Assurance department.



Repair Station Manual

Chapter:	1
Doc. No.:	1.030
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	1 of 3

Title: **WORK PERFORMED AWAY FROM FIXED LOCATION/AWAY FROM BASE (AWB)**
(14CFR §145.103 (c) & §145.203)

1.0 Purpose:

- 1.1 To establish guidelines by which work can be accomplished on a customer's aircraft at a place other than the Repair Station.
NOTE: Work away from fixed location includes: On a recurring basis, temporary/emergency basis-short term and extended. West Star Aviation work orders, work order support documents and this procedure use the term Away from Base (AWB), which is to be considered a synonym for Work Performed Away from Fixed Location or Work Away from Station.

2.0 Responsibilities:

- 2.1 West Star Aviation will provide maintenance service for its customers at a place away from the Repair Station. West Star Aviation may only provide service for which the Repair Station is rated. The following, may open an away from base work order by following these steps:
- Billing Department
 - Program Manager
 - Team Leader
 - Technician
- 2.1.1 Those listed above will create work orders as required specifically for AWB. They will do this by pre-loading the Preliminary squawk with the following statement in the discrepancy:
- ♦ ***"The Quality Assurance Manager or Quality Assurance Inspector" has approved this work order for the purposes of: "Work performed at a place other than the Repair Station."***
Travel Destination: (City, State and Airport ID)
- 2.1.2 The Quality Assurance Manager or Quality Assurance Inspector will approve the work order by opening the Preliminary Squawk in Corridor and approving it for "Parts", "Labor" and "Services". This will signify the approval for the work away from station.
- 2.2 The Director of Maintenance, Program Manager or Team Leader will be responsible for assigning the personnel necessary to perform the work and the Program Manager or Team Leader will be considered responsible for the AWB Technician(s) while at the location.
- 2.3 The Director of Maintenance, Program Manager or Team Leader will ensure that the transport of tools and equipment will be done so to prevent any damage while in route. To include that all tools requiring calibration will be in calibration before departing the fixed location and will not come due calibration while AWB.
- 2.4 The Director of Maintenance, Program Manager or Team Leader will be responsible to ensure the technician assigned work away from station has the appropriate qualifications and authority to return an aircraft, engine, or component to service and has all required forms and the work is completed as necessary. At a minimum, at least one of the personnel chosen must have return to service authority. Reference West Star Aviation form WSAF 009K, (Return to Service Authority) for technicians with that authority. The only exception to this requirement is if the technician is only being asked to support a work scope with no expectation of approval for return to service.

3.0 Procedures:

- 3.1 The Director of Maintenance Program Manager or Team Leader will ensure that the article to undergo maintenance and the work force will be in an area safe for the work to be performed and that they will have adequate protection from the elements. The Director of Maintenance, Program Manager and Team Leader will be responsible to provide all the necessary manpower, work forms, technical data, tools, and equipment necessary for the accomplishment of the maintenance. The Director of Maintenance, Program Manager or Team Leader will establish a system of communications between the away from base technicians and the Repair Station via Phone, texting, email and or remote West Star network access.
- 3.1.1 If maintenance/inspection to be performed is due to an accident, a Hidden Damage Inspection including the areas next to the obvious damaged parts must be complied with in accordance with the Quality Control Manual Chapter 3, (4.0).
- 3.2 When utilizing the Corridor work order system for approval for return to service, the technician will have with him a hard copy of the work order squawks(s). As needed, the technician will complete the work and inspections on the hard copy using wet signatures or initials.



Repair Station Manual

Chapter:	1
Doc. No.:	1.030
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	2 of 3

- 3.3 Upon completion of the work, the Technician will transcribe the work performed off the hard copy into the Corridor system and the QA department will "Complete" the squawk(s) digitally. Ref. QCM Doc. No. 3.005 para. 2.10 for disposition of WO hard copy.
- NOTE: If work is to be performed and full access to the Corridor system is available at the GJT facility via remote access, then all requirements of QCM Doc. No. 3.005 will be followed as required.
- 3.4 Whenever possible, all Away from Base work scopes will be approved prior to the technician departing, to ensure all elements of an AWB event are in place. The Program Manager, Team Leader or Technician will complete WSAF 1501. Once complete, a copy of this form will be forwarded to the Quality Assurance Manager or Quality Assurance Inspector. Once the QA Manager or Inspector is satisfied with the completion of WSAF 1501, they will approve the AWB work scope via the process indicated in para. 2.1.2 of this document.
- 3.5 All work functions will be accomplished in accordance with West Star Aviation Repair Station & Quality Control Manual in conjunction with the manufacture recommendations and the owner/operators/air carrier maintenance/inspection program.
- 3.6 The Materials Control Manager will be responsible for assigning a stock person who will provide parts and supply support between the repair station and the field personnel. All articles disassembled by repair station personnel outside the repair station will be protected from the elements and properly segregated to eliminate contamination or damage. The inspector(s) assigned will inspect each component and tag accordingly. All tags normally used within the repair station may be used for work outside the repair station.
- 3.7 All personnel assigned to accomplish work away from the Repair Station shall accomplish the specific function of work in the same manner as when performed at the Repair Station.
- 3.8 All (RII) Required Inspection items shall be inspected and stamped/signed off by personnel, who have been trained, qualified and authorized by the Operator/Air Carrier.
- 3.9 The following will be observed for work performed outside of the premises of the repair station.
- 3.9.3 It is permissible for the person performing the work to inspect his or her own work, when properly authorized and on a case-by-case basis with prior approval by the Quality Assurance Manager with the exception of an Operator/Air Carrier with RII requirements. The Operator/Air Carrier Manual must be followed.
- 3.9.6 A Team Leader shall be designated to be in charge of the function to be performed. His responsibilities will include assuring compliance with all 14 CFR requirements. The Team Leader need not be at the site of the maintenance if the person performing the maintenance is properly certificated.
- 3.9.7 If any assistance is provided by any individual or company with their tooling, the tooling must be verified that it has current calibration as required by West Star Aviation Quality Control Manual Chapter 4.
- 3.9.8 Technicians assigned work away from base duties, will at all times, have on their person, West Star Aviation form WSAF 053A, (Repair Station Inspection Authority), card. This card will indicate approval from the QA Manager that the technician has return to service authority for the repair station.
- 3.9.9 Technicians assigned work away from base duties, will at all times, have available to them a current copy of the West Star Aviation RSM/QCM in a paper or digital format.
- 3.9.10 If work away from station is to be accomplished on any EASA registered aircraft, the work and return to service must be accomplished in accordance with the West Star Aviation EASA Supplement attached to this Repair Station Manual.
- 3.9.11 If work away from station is to be accomplished on any foreign registered aircraft, the work and approval for return to service must be accomplished in accordance with the foreign Civil Aviation Authority requirements. To ensure this is accomplished appropriately the technician(s) must coordinate all aspects of the work scope with QA.



Repair Station Manual

Chapter:	1
Doc. No.:	1.030
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	3 of 3

3.10 The following is a list of items required for Work Away from Station:

REQUIREMENTS PRIOR TO DEPARTURE FROM THE REPAIR STATION	
1.	WSAF 1501, Away from Base Check List will be completed prior to commencement of work for an AWB event. Ref. QCM Doc. No. 5.120 for instructions for use of WSAF 1501. Upon completion of this form and during normal business hours, it will be provided to the QA Manager or Inspector via hard copy or electronically as soon as possible, at which time the QA Manager or Inspector will approve the AWB event IAW para. 2.1.2 of this document. In the event, the AWB event occurs after normal business hours, the technician is still responsible for this forms completion and routing to the QA Manager or Inspector, as indicated.
2.	Billing department will have in suspense, "Work Away from Station" work orders as they do for "After Hours". Locate those work order numbers on the Intranet by clicking on the "Aircraft Scheduling" link. These work orders will be distinguishable by a statement in the Preliminary discrepancy that states, "The Quality Assurance Manager or Quality Assurance Inspector has approved this work order for the purposes of, "Work performed at a place other than the Repair Station." Travel Destination: (City, State and Airport ID)
3.	Ensure you have the appropriate tooling for the work scope.
4.	Ensure you have the appropriate and current technical publications, (M/M, I.P.C., Repair Station Manual, etc.).
5.	Ensure you have a person on your team which has the appropriate approval for return to service authority for the work to be performed as indicated on the Repair Station Authority card, WSAF 053A. A & P or Repairman certificate is required for approval for return to service authority.
6.	If you are tasked with approval for return to service, along with your Repair Station Authority Card, WSAF 053A, ensure you have your A & P or Repairman certificate at the work site.
7.	Ensure you are qualified with the training and knowledge for the work to be performed.
8.	Ensure the facilities, where the work is to be performed, are adequate for the work scope.
9.	Check with customer contact as to how the aircraft is operated. If the aircraft is operated under Part 135, coordinate your maintenance efforts with their owner/operators Director of Maintenance or Maintenance control. If you are conducting an inspection you will have to follow their guidance within their General Maintenance Manual, which they are supposed to provide.
10.	Working with the owner operator, determine how the aircraft is going to be approved for return to service via the documented maintenance, i.e. customer logs, using West Star Aviation's printed squawks.
11.	Print the Preliminary and work scope squawk(s) to have with you in the event Corridor access is not possible.
REQUIREMENTS AT THE AIRCRAFT WHERE MAINTENANCE IS TO BE PERFORMED	
1.	Fill out as required and place WSAF 026, MRT Maintenance Release form in a place on or in the aircraft capable of being seen by anyone who enters. Ref. QCM Doc. No. 5.050 for instructions use for WSAF 026. Obtain current airframe, engines, props or APU times and cycles as required for the work scope. Document this information within the Preliminary corrective action block within the work order. If not possible, handwrite this information on a printed version of the Preliminary Squawk.
2.	Upon completion of maintenance, you must provide the owner/operator with a maintenance log entry. This can be in the form of using the owner/operators maintenance logs or printed squawk from the Corridor system. Upon returning to the repair station, coordinate with the QA department to generate a more formal log entry log book sticky, to be mailed to the owner/operator.
3.	The technician working away from station is responsible to ensure all parts installed have all the correct traceability (C of C, 8130-3's) prior to installation.
4.	Upon completion of approval for return to service, all original documents, maintenance log entries, parts traceability, owner/operator maintenance logs, etc. will be provided to the owner/operator. Make copies of all these documents to be returned to the QA department.

- 3.10.1 In the event the technician that has been tasked to perform away from base functions determines he/she must deviate from the established procedures of West Star Aviation's fixed location, the technician will contact the Quality Assurance Manager or Director of Maintenance immediately for a resolution prior to commencing work.



Repair Station Manual

Chapter:	1
Doc. No.:	1.035
Effective Date:	28/FEB/2017
Revision No.:	Rev. 12
Page:	1 of 2

Title: **ADDITIONAL FIXED LOCATIONS**

1.0 Purpose:

- 1.1 To establish guidelines by which work can be accomplished on a customer's aircraft or component at an Additional Fixed Location.

2.0 Responsibilities:

- 2.1 West Star Aviation will provide Maintenance/Inspection service for its customers at the following Additional Fixed Locations:

12 West Airport Road
Aspen-Pitkin County Airport/Sardy Field
Aspen, CO 81611

&

2465 Patterson Rd
Grand Junction, CO 81505

- 2.2 West Star Aviation will only provide service for which the Repair Station is rated at any Additional Fixed Location.

- 2.3 The Additional Fixed Location will be under Managerial control from the Grand Junction main location.

3.0 Procedures:

3.1 Material Control

- 3.1.1 As needed, parts and/or equipment will be shipped via a qualified carrier such as Fed Ex, UPS, etc.
- 3.1.2 Incoming Material and Components will be subjected to a Receiving Inspection as indicated in the QCM Doc. No. 2.010 and 2.020.
- 3.1.3 All Incoming Material and Components will be inspected for Suspected Unapproved Parts as indicated in the QCM Doc. No. 2.030.
- 3.1.4 All guidelines as required in the QCM Doc. No. 2.040 will be followed for Shelf Life Items.

3.2 Technicians

- 3.2.1 West Star Aviation will employ full time qualified technicians to work at the Additional Fixed Locations.
- 3.2.2 As needed, West Star Aviation will supplement these technicians from the Grand Junction main facility in the event the work scope warrants or if the technicians require sick or vacation days.
- 3.2.3 All personnel assigned to accomplish work at an Additional Fixed Location shall accomplish the specific function of work in the same manner as when performed at the Grand Junction facility and in accordance with 14CFR §145.109 through §145.219.

3.3 Tooling

- 3.3.1 All necessary tools, equipment and supplies required to accommodate the work scope at the Additional Location must be available at the Additional Location or will be procured from the Grand Junction main facility.



Repair Station Manual

Chapter:	1
Doc. No.:	1.035
Effective Date:	28/FEB/2017
Revision No.:	Rev. 12
Page:	2 of 2

- 3.3.2 All tools requiring calibration will follow the guide lines of the QCM Chapter 4.
- 3.3.3 If any assistance is provided by any individual or company with their tooling, the tooling must be verified that it has current calibration as required by West Star Aviation Quality Control Manual Chapter 4.
- 3.4 Technical Data
 - 3.4.1 All necessary technical data must be available in current form at the Additional Fixed Locations.
 - 3.4.2 Technical Data will be provided via access to the West Star Aviation company Intranet and Internet based web sites provided by the OEM. Technical data provided by the owner/operator may be used only if its revision status can be verified.
- 3.5 All work functions will be accomplished in accordance with West Star Aviation Repair Station & Quality Control Manual in conjunction with the manufacture recommendations or the owner/operators maintenance/inspection program.
- 3.6 All functions that are performed at the Additional Location must be performed in accordance with the inspection system procedures as governed by Quality Control Manual.
- 3.7 In the event the technician working at the Additional Fixed location determines he/she must deviate from the established procedures of West Star Aviation's Repair Station and/or Quality Control Manual, the technician will contact the Quality Assurance Manager or Director of Maintenance immediately for a resolution prior to commencing work.



Repair Station Manual

Chapter:	1
Doc. No.:	1.040
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	1 of 1

Title: WORK PERFORMED AFTER REGULAR BUSINESS HOURS

1.0 Purpose:

- 1.1 To provide guidelines for West Star Aviation technicians to perform maintenance functions after regular business hours which includes before 6:00 a.m., after 5:00 p.m., weekends and holidays.

2.0 Responsibilities:

- 2.1 It will be the responsibility of the maintenance technician to follow the guidelines of this section as it relates to performing maintenance after regular business hours.

3.0 Procedures:

- 3.1 Periodically, West Star Aviation will perform maintenance functions after regular business hours. West Star Aviation will only provide service after hours for work for which the repair station is rated.
- 3.2 The Director or Manager of the respective department is responsible for assigning the personnel necessary to perform that work and appoint a Team Leader. The Quality Assurance Manager or QA Inspector will be responsible to ensure the technician assigned "after hours duties" has the appropriate knowledge and authority to return an aircraft, engine, accessory or component to service and assure that all required forms and work are completed as necessary.
- 3.2.1 Technicians assigned after hour duties, will at all times, have on their person, West Star Aviation form WSAF 053A, (West Star Aviation Authority), card. This card will indicate approval from the QA Manager the technician is authorized for after hour duties.
- 3.3 The billing department will have work orders opened in Corridor to be used specifically for after hours. The work order will have, "ADMINISTRATION ACCOUNT" as the customer, the work order will be titled "AFTER HOURS" and initially be opened to the QUALITY CONTROL department. A Preliminary Inspection Item with squawk will be in place along with all department Item's you would typically see on a work order including "Quality Assurance". The "Quality Assurance" item will have a squawk preloaded for return to service". It will be the responsibility of the technician to sign off the return to service squawk as long as he/she has return to service authority. Understand that anyone Item that does not have a squawk loaded under it will not show up on the Invoice. If a work order copy is requested, you will print the "Work Order Detail" report found on the LH side explorer pane. Upon use of these work orders, notify the QA department on the next business day to ensure appropriate return to service has been documented and notify the billing department to ensure the appropriate posting to the appropriate customer and department is completed for final invoicing. This will also trigger another work order to be opened for the next time. The billing department will have open and ready to use, after hours work orders. They will only be used for this purpose. This ensures that the process of opening work orders remains consistent. The billing department will notify, via email, the after hours work orders numbers to the appropriate team leaders as they are opened. It will be the responsibility of the Team Leaders to notify their technicians of these work order numbers should they be called out after hours or during the weekend.
- 3.4 It is permissible for the person performing work after hours to inspect his or her own work when so authorized on a case-by-case basis by the Quality Assurance Manager with the exception of an Operator/Air Carrier with RII requirements. The Operator/Air Carrier Manuals must be followed.



Repair Station Manual

Chapter:	2
Doc. No.:	2.000
Effective Date:	01/JULY/2007
Revision No.:	Rev. 3
Page:	1 of 1

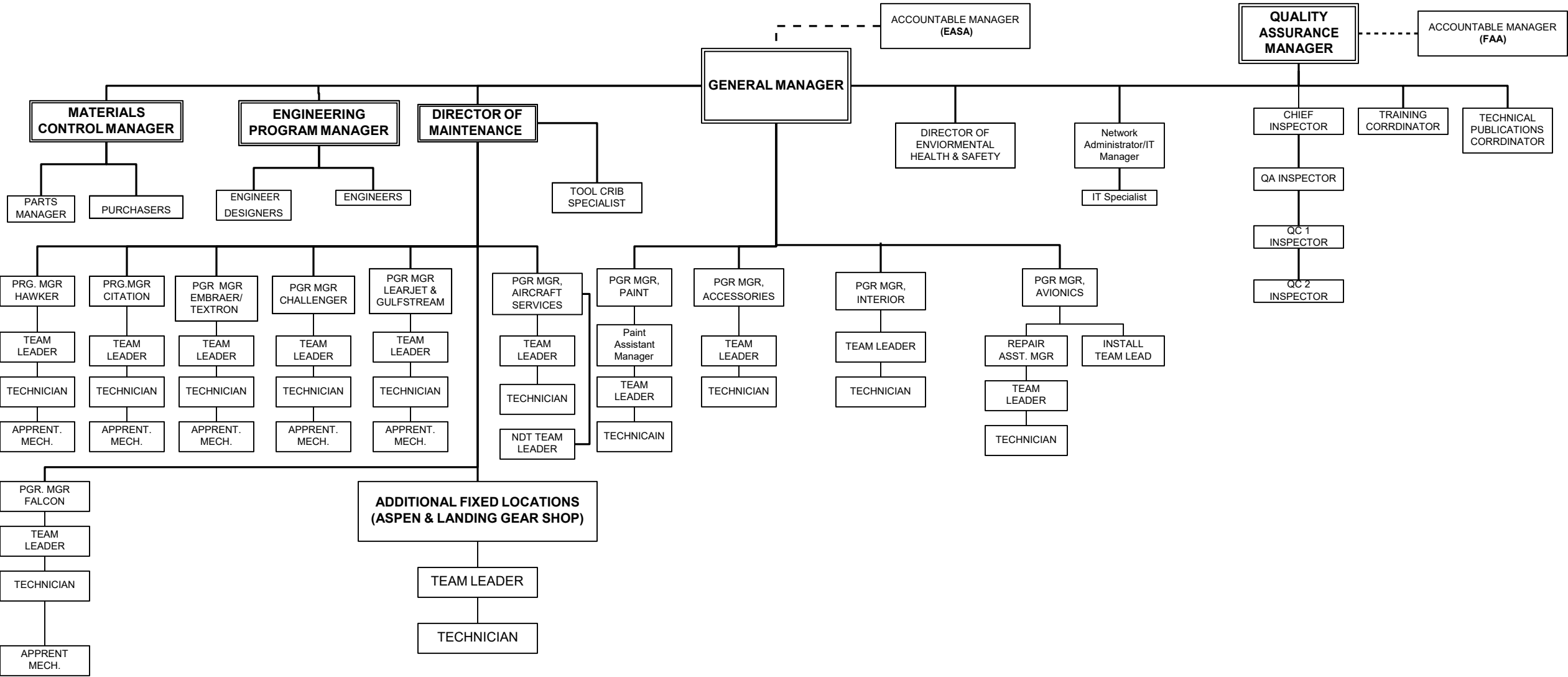
CHAPTER 2

ORGANIZATION



REPAIR STATION MANUAL

Title: West Star Aviation OrganizationalChart (14CFR 145.209(a))





Repair Station Manual

Chapter:	2
Doc. No.:	2.020
Effective Date:	01/MAR/2016
Revision No.:	Rev. 11
Page:	1 of 1

Title: **MANAGEMENT RESPONSIBILITIES/AUTHORITIES**

1. Ensure that the policies, procedures, requirements and specifications established by the company, manufacturer and the Federal Aviation Administration are applied and enforced.
2. Plan, direct and control the overall activities under their supervision. Rely upon their managers, supervisors, leads and/or assigned personnel for assistance in administering the daily operational activities of the department.
3. Perform other functions not specifically listed in job description, but required by sound administrative practice or management directives, to include functions assigned by immediate supervisors.
4. Remain current with the contents of West Star Aviation Repair Station Manual, Quality Manual and subsequent revisions, applicable Federal Aviation Regulations and other company policies and procedures as required to ensure compliance in area of responsibility.
5. Ensure that supervisory continuity and shift turnover procedures for work in progress are followed and observed.
6. Direct, train and supervise assigned personnel to ensure maximum motivation, efficiency and discipline in accordance with delegated authority and company policy.
7. Maintain familiarity with qualifications and capabilities of employees within their span of control, and make work assignments based on employee qualifications and capabilities.
8. Prepare reviews and evaluations of managers, leads and/or personnel in area of their supervision.
9. May delegate duties to any qualified assistant. Such delegation does not relieve them of the overall responsibility of their position.
10. Must be properly certificated when required by the Repair Station Manual.
11. Observe and promote all company safety procedures.
12. Participate in the continuous improvement of processes and procedures.

Note: Management will ensure that each certificated technician understands and follows the requirements of 14 CFR 65.89, Display of Certificate:

"Each person who holds a mechanic certificate shall keep it within the immediate area where he normally exercises the privileges of the certificate and shall present it for inspection upon the request of the Administrator or an authorized representative of the National Transportation Safety Board, or of any Federal, State, or local law enforcement officer".



REPAIR STATION MANUAL

Chapter:	2
Doc. No.:	2.030
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	1 of 1

TITLE: GENERAL MANAGER (EASA ACCOUNTABLE MANAGER)

RESPONSIBILITIES:

The General Manager is accountable for the overall operation of the Repair Station, comprised of Aircraft Maintenance, Aircraft Completions, Avionics Installation and Repair, Product Support, and the Quality Assurance and Engineering of those operations.

He is accountable for the supervision and coordination of the activities of the above-named areas and their departments.

With respect to 14CFR & EASA (European Aviation Safety Association), the General Manager, serves as the EASA Accountable Manager and 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 as required by EASA and has overall financial authority of this Repair Station.

DUTIES:

1. Providing adequately trained and qualified personnel.
2. Providing tools, equipment, materials, and facility for performance of the functions of the Repair Station.
3. Providing the technical information and regulatory library necessary to support and govern Repair Station operations.
4. Providing resources necessary for maintaining the Quality Control & Repair Station Manual for West Star Aviation including any revisions, which must be made.
5. Ensure that the repair station is meeting all European Aviation Safety Agency, (EASA) requirements as indicated in the EASA Maintenance Annex Guidance (MAG) as revised.
6. In the event the Quality Assurance Manager is unavailable, the General Manager and/or the Director of Maintenance will be responsible for any apparent regulatory deficiencies within the Repair Station and report these deficiencies to the Flight Standards District office, as indicated in Doc No. 3.50 in the Quality Control Manual.

The General Manager may delegate any or all of his duties, as he deems necessary; however, such delegation does not relieve the General Manager of the overall responsibility.

TITLE: **TOOL CRIB SPECIALIST**

Responsibilities:

The Tool Crib Specialist is responsible to the Director of Maintenance for the performance of duties in maintaining company equipment and tooling as assigned. The Tool crib Specialist will work closely with Quality Assurance Manager in keeping all personally and company owned tools requiring calibration current.

Duties:

1. Purchase replacement or new tooling and equipment as required.
2. Maintain and repair any broken or damage equipment or tooling.
3. Conduct tool calibration for personally and company owned tools as authorized by the Director of Maintenance and Quality Assurance Manager.
4. Coordinate with outside calibration vendors in keeping personally and company owned tools requiring calibration current.
5. Maintain and keep current the tool tracking system, (Tool Crib Module) within the Corridor system.
6. Provide reports generated from the Tool Crib Module to production personnel that have tools coming due calibration.
7. Any other job-related duties as assigned by the Director of Maintenance or Quality Assurance Manager.



Repair Station Manual

Chapter:	2
Doc. No.:	2.050
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	1 of 1

TITLE: **Accountable Manager (FAA Accountable Manager)**

RESPONSIBILITIES:

The FAA Accountable Manager is responsible to the General Manager. This individual is designated by the certificated repair station and is responsible for and has the authority over all repair station operations conducted under 14 CFR Part 145, including ensuring that repair station personnel follow the regulations and serving as the primary contact with the FAA.

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

DUTIES:

1. Ensure that all revisions to this manual are coordinated with the FAA.
2. Assist upper management in developing the criteria for hiring personnel for positions responsible for maintaining, supervising, or inspecting maintenance or alterations of civil aviation articles.
3. Establish the requirements for initial and recurrent training for all personnel involved in the maintenance, preventive maintenance, and/or alteration of civil aviation articles in concert with the General Manager and Director of Maintenance.
4. Is responsible to determine the appropriate action(s) to be taken when deficiencies are discovered or reported.
5. Along with the Director of Maintenance & Quality Assurance Manager, approve work outside the repair station's fixed location as delineated in this manual.
6. Ensure that proper entries are made into maintenance logs & work orders IAW 14CFR part 43 and Operator/Air Carrier manuals.
7. Act as the liaison with all customers as it relates to Quality Assurance.

The FAA 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 14 CFR.



Repair Station Manual

Chapter:	2
Doc. No.:	2.060
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	1 of 2

TITLE: **QUALITY ASSURANCE MANAGER**

Responsibilities:

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

Duties:

1. Assist, supervise, and direct all personnel assigned to the Quality Department.
2. Assure that all inspections are properly performed on all completed work and that the proper inspection records, reports, and forms used by the repair station are completed and executed prior to releasing the product for return to service.
3. Determine that all technical data on articles overhauled or repaired by the repair station are kept current with latest revisions. This data includes manufacturer's overhaul manuals, service bulletins, part specifications, related FAA approved data, and other technical data used by the repair station.
4. Assure that periodic checks are made on all inspection tools and the calibration of precision equipment used by the repair station and technicians who keep their own precision equipment. Further assure that current records of those inspections and tests are maintained.
5. Determine that no defective, unserviceable, or unairworthy parts are installed in any component or article released by the repair station.
6. Submit reports of defects or unairworthy condition in accordance with 14CFR §145.221.
7. Assure the proper execution of a maintenance release and/or FAA Form 337 when required.
8. Guide the final acceptance of all incoming material, including new parts, supplies, and the airworthiness of articles on which work has been performed outside the repair station.
9. Guide the preliminary, hidden damage, in-progress, and final inspections of all articles maintained by the repair station and the recording of results of such inspections.
10. Guide the proper tagging and identification of all parts and components as outlined in this manual.
11. See that unairworthy parts are segregated and quarantined in such a way as to prevent their reuse as serviceable parts.



Repair Station Manual

Chapter:	2
Doc. No.:	2.060
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	2 of 2

-
12. Assure that all inspections are properly performed on all completed work before it is approved for return to service, and that the proper inspection and maintenance records, reports and forms required for each release are properly executed.
 13. Assure that the proper inspection records, reports, and forms used by the repair station are available to all inspection personnel.
 14. Maintain and keep current a regulatory library including federal aviation regulations, type certificate data sheets, and FAA published airworthiness directives.
 15. Compile completed work orders and inspection forms in such a manner that once filed information pertaining to a specific item can be readily located for review.
 16. Assure that the responsible technicians properly execute complete entries on forms and work orders used by the repair station.
 17. Assure that procedures used in procurement and reception of aircraft parts will guard against "bogus" and "unapproved" parts from entering the parts system and to ensure that any such parts are detected before their use.
 18. Ensure that any maintenance performed for 14 CFR 121, 125, 129 or 135 Carriers under a Continuous Airworthiness Program per 14 CFR 145.1 through 145.205 is accomplished in accordance with that Carriers manual and that all required inspection items are inspected by RII inspectors, not performing the work.
 19. Ensure that all regulations are followed as it relates to Contract Maintenance IAW 14 CFR 145.209 (h) & 145.217.
 20. Ensure that proper entries are made into maintenance logs & work orders IAW 14 CFR Part 43 and Operator/Air Carrier manuals.

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



Repair Station Manual

Chapter:	2
Doc. No.:	2.070
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	1 of 1

TITLE: **CHIEF INSPECTOR**

Responsibilities:

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

Duties:

1. Assist the Quality Assurance Manager in supervising, and direct all personnel assigned to the Quality Department.
2. Assist the Quality Assurance Manager to liaise and oversee of all QA and QC Inspectors.
3. Assist the Quality Assurance Manager to liaise with the FAA as required to ensure the repair station continues compliance with the FAA regulations. To include other government regulatory agencies such as EASA, etc.
4. Assist the Quality Assurance Manager to ensure that all inspections are properly performed in process, on all completed work and that the proper inspection records, reports, and forms used by the repair station are completed and executed prior to releasing the product for return to service.
5. Assist the Quality Assurance Manager in determining that all technical data on articles Inspected, Overhauled or Repaired by the repair station are kept current with latest revisions.
6. Assist the Quality Assurance Manager to ensure that all tools and precision equipment requiring calibration are calibrated at the required intervals for the repair station.
7. Assist the Quality Assurance Manager to oversee the final acceptance through receiving inspections of all incoming material, including new parts, supplies, and the airworthiness of articles.
8. Assist the Quality Assurance Manager to ensure that the proper inspection records, reports, and forms used by the repair station are available to all personnel.
9. Assist the Quality Assurance Manager to ensure that the technicians properly execute complete log book entries, forms and work orders used by the repair station.
10. Work directly with customers as needed to meet their airworthiness needs.
11. Any other job-related duties as assigned by Quality Assurance Manager.

The Chief Inspector 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 14 CFR.



Repair Station Manual

Chapter:	2
Doc. No.:	2.080
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	1 of 1

TITLE: **QUALITY ASSURANCE INSPECTOR**

Responsibilities:

Each Quality Assurance Inspector is responsible to the Quality Assurance Manager, through the Chief Inspector on all matters of airworthiness for this repair station.

Duties:

1. Determine inspection status of aircraft in for scheduled inspection, as assigned.
2. Audit of inspection and maintenance work packages generated by the repair station during the performance of maintenance and repair.
3. Work with production personnel, Team Leaders, Lead Technicians and Technicians to ensure accurate and complete documentation of work performed in company work order packages.
4. Generation of maintenance record entries for aircraft, engines, propellers, and accessories maintained by the repair station in accordance with 14 CFR Part 43 and the requirements of this repair station manual. Includes completion of FAA forms 337 and 8130-3 as required.
5. Assist in surveillance of the repair station facilities and procedures and report results to the Chief Inspector.
6. Assist the Quality Assurance Manager and Chief Inspector in the development of improved methods and procedures for the performance of quality assurance functions.
7. Assist the Quality Assurance Manager and Chief Inspector in the maintenance of the technical publication libraries throughout the repair station.
8. Assist the Quality Assurance Manager and Chief Inspector in the tracking and calibration of inspection and test equipment used by the repair station for the purpose of product acceptance.
9. The proper execution of Malfunction or Defect Reports, FAA Form 8010-4 when required. This report will be submitted to the FAA within 96 hours after the malfunction or defect has been discovered in accordance with 14CFR§145.221.
10. Assist the Quality Assurance Manager and Chief Inspector as necessary in the receiving inspection of parts or material forwarded to him by the receiving inspector.
11. Assuring proper documentation of the preliminary inspection, hidden damage inspection, and final inspections of all items processed as assigned.
12. Make entries into maintenance logs & work orders IAW 14 CFR Part 43 and Operator/Air Carrier manuals.
13. Maintaining Quality Department work areas in a clean and orderly manner.
14. Assist the Quality Assurance Manager and Chief Inspector as directed.



Repair Station Manual

Chapter:	2
Doc. No.:	2.090
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	1 of 1

TITLE: **QUALITY CONTROL INSPECTOR (CATEGORY I)**

RESPONSIBILITIES:

Each Category I Quality Control Inspector is responsible to the Quality Assurance Manager and Chief Inspector for all inspection duties assigned. Each Inspector, within the scope of his or her experience, is responsible and has the authority for one or more of the following:

DUTIES & AUTHORIZATIONS:

Note: Based on experience, Duties & Authorizations may be limited to a specific model aircraft, engine, propeller, appliance or component part.

1. Inspection of items critical to the safety of flight as defined by the Quality Control Manual Chapter 3, Doc No. 3.030. Category 1 QC inspectors will have "Single Inspection, Double Inspection & Function Test" sign off authority within the work order system.
2. Authority for inspection and final approval for return to service of aircraft, airframes, aircraft engines, propellers, appliances or component parts within the scope of repair station certification authority to include final return to service sign off in block 7 of FAA form 337 & 8130-3 Maintenance Release Tags.
3. Perform look-phase inspection, (Inspection Checklists), portion of the maintenance scope and write accurate and complete discrepancies and resolutions on company work forms as assigned.
4. Perform inspection of maintenance and discrepancy corrective action performed by repair station personnel as assigned.
5. Proper execution of inspection and maintenance records reports and/or forms in accordance with FAR part 43 and these repair station manual instructions.
6. Ensure that only serviceable and airworthy approved parts are installed as part of the maintenance performed by the repair station.
7. Perform preliminary, hidden damage and final inspection on aircraft and related components maintained by this repair station as assigned.
8. Provide for continuity of inspection by completing required reports in the shop turnover book for inspections on other shifts.
9. Assure the proper tagging of all parts during the repair process to prevent improper use of rejected and unserviceable parts.
10. Assure that precision tools and test equipment used for product acceptance are in calibration prior to use.
11. Make entries into maintenance logs & work orders IAW 14 CFR Part 43 and Operator/Air Carrier manuals.
12. Any other duties and responsibilities assigned by the Quality Assurance Manager and Chief Inspector.



Repair Station Manual

Chapter:	2
Doc. No.:	2.100
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	1 of 1

TITLE: **QUALITY CONTROL INSPECTOR (CATEGORY II)**

RESPONSIBILITIES:

Each Category II Quality Control Inspector is responsible to the Quality Assurance Manager and Chief Inspector for all inspection duties assigned. Each Inspector, within the scope of his or her experience, is responsible and has the authority for one or more of the following:

DUTIES & AUTHORIZATIONS:

Note: Based on experience, Duties & Authorizations may be limited to a specific model aircraft, engine, propeller, appliance or component part or portion of either.

1. Authority to inspect items **NOT** critical to the safety of flight as defined by the Quality Control Manual Chapter 3, Doc No. 3.040. Category II QC inspectors will have "Single Inspection & Function Test" sign off authority within the work order system for non-critical to the safety of flight items.
2. Authority to inspect airframes, engines, propellers, appliances or component parts within the scope of repair station certification authority only if the work scope **does not** contain anything critical to the safety of flight as defined by the Quality Control Manual Chapter 3, Doc No. 3.040.
3. Perform look-phase inspection, (Inspection Checklists), portion of the maintenance scope and write accurate and complete discrepancies and resolutions on company work forms as assigned.
4. During the course of a look-phase inspection, a QC II inspector is authorized to inspect and sign off critical to the safety of flight items that are called out in the inspection checklist. It is only when, as a result of that inspection, it is determined that the critical inspection item has to be repaired or altered that only a QC I Inspector has the authority to inspect and sign off that repair or alteration.
5. Perform inspection of maintenance and discrepancy corrective action performed by repair station personnel as assigned.
6. Proper execution of inspection and maintenance records reports and/or forms in accordance with 14 CFR Part 43 and these repair station manual instructions.
7. Ensure that only serviceable and airworthy approved parts are installed as part of the maintenance performed by the repair station.
8. Perform preliminary, hidden damage and final inspection on aircraft and related components maintained by this repair station as assigned.
9. Provide for continuity of inspection by completing required reports in the shop turn over book for inspections on other shifts.
10. Assure the proper tagging of all parts during the repair process to prevent improper use of rejected and unserviceable parts.
11. Assure that precision tools and test equipment used for product acceptance are in calibration prior to use.
12. Make entries into maintenance logs & work orders IAW 14 CFR Part 43 and Operator/Air Carrier manuals.
13. Any other duties and responsibilities assigned by the Quality Assurance Manager and Chief Inspector.



Repair Station Manual

Chapter:	2
Doc. No.:	2.110
Effective Date:	01/AUG/2019
Revision No.:	Rev. 14
Page:	1 of 1

TITLE: **AIRCRAFT SERVICES PROGRAM MANAGER**

RESPONSIBILITIES:

The Aircraft Services Manager is responsible to the Director of Maintenance for the overall management of the repair stations back shops.

He/She is responsible to assure that the shop processes control, evaluation of the shop expenses, finances and development of the operations to meet the needs of the company to include assurances that the shops meet any and all requirements of the federal aviation regulations and manufacturer's recommendations. He/She may establish standards to assist in the operation of the repair station.

DUTIES:

1. Work with General Manager in project management, operations improvements, and expansion of work force and facilities in the following areas:
 - Sheet Metal shop
 - Aircraft Cleaning Detail
 - Interior Support
 - Paint Support
 - NDT
 - Composites
2. Participating in the evaluation, design, and implementation of expansion and promotion of Aircraft Maintenance operations.
3. Assuring that the maintenance, repair and overhaul of all articles and components is properly accomplished within the authority of the repair station.
4. Work with Department Managers on production issues, including quality, facilities, equipment, and processes.
5. Establishing standards to assure that adequate safety precautions are observed.
6. Establishing procedures to determine the need for original and recurrent training for all personnel under his supervision consistent with the work to be performed.
7. Work with QA department and sales personnel to ensure positive communication and resolve road blocks to production quality and customer satisfaction.
8. Continue to expand the capabilities of the company under the leadership of the Hangar Operations Manager.
9. Any other job-related duties as assigned by the Hangar Operations Manager.
10. Maintenance and repair of shop facility, equipment and tooling to support operations.

The Aircraft Services Manager may delegate all duties assigned to any qualified assistant as necessary; however, such delegation does not relieve he/she of the overall responsibilities.



Repair Station Manual

Chapter:	2
Doc. No.:	2.120
Effective Date:	01/MAR/2016
Revision No.:	Rev. 11
Page:	1 of 1

TITLE: **DIRECTOR OF ENVIRONMENTAL HEALTH & SAFETY**

RESPONSIBILITIES:

The Director of Environmental Health & Safety is responsible to the General Manager for the day to day duties of ensuring West Star Aviation is compliant with all applicable Federal, State and local environmental health, and safety (EHS) regulations.

DUTIES:

1. Performs quarterly site inspections at each West Star Aviation facility.
2. Manager's safety and environmental training requirements for all West Star Aviation facilities.
3. Develops site specific training programs and analytical trend analysis data.
4. Performs required duties as the West Star Aviation FAA Drug and Alcohol Abatement Manager.
5. Tracks all facilities Federal, state, and local EHS Permits.
6. Provides quarterly EHS Status Reports to West Star Aviation management.
7. Provides direct supervision of site Department Managers.
8. Perform other EHS functions as required.



Repair Station Manual

Chapter:	2
Doc. No.:	2.130
Effective Date:	01/MAR/2016
Revision No.:	Rev. 11
Page:	1 of 2

TITLE: **PAINT PROGRAM MANAGER**

RESPONSIBILITIES:

The Paint Manager is responsible to the General Manager for the overall operation of the Aircraft Paint Department.

DUTIES:

1. Scheduling incoming work for the Aircraft Paint Department.
2. Assisting, supervising, and directing all Aircraft Paint Department personnel in the performance of their duties so that work is accomplished on schedule and in accordance with applicable Federal Aviation Regulations and Repair Station Procedures.
3. Assure that Aircraft Paint Department personnel record the work performed on work orders and supplementary forms on a daily basis
4. Training Aircraft Paint Department personnel in the proper work practices and procedures, including observation of safety precautions during the performance of their duties.
5. Assure that Aircraft Paint Department personnel are properly trained and practice proper handling of parts during the accomplishment of maintenance in order to maintain adequate preservation of parts during the paint process.
6. Assisting the Quality Assurance Manager in the maintenance of periodic calibration of precision tools and test equipment used by the Aircraft Paint Department.
7. Maintaining the premises of the Aircraft Paint Department in a clean orderly manner.
8. Making available to the personnel under his authority, the required technical data on all aircraft and equipment for the maintenance accomplished.
9. Assuring the appropriate maintenance entries on maintenance forms and work orders used by the repair station are properly executed on a daily basis by the responsible technicians.
10. The quality of work performed by the personnel in the department.
11. Assuring that each Aircraft Paint Department employee has received training in the hazard communication standard, and the handling of chemical waste if appropriate to the employee's job function.
12. Maintaining adequate shop supplies required for the performance of the Aircraft Paint Department.
13. Initiating purchase orders for stock as required.



Repair Station Manual

Chapter:	2
Doc. No.:	2.130
Effective Date:	01/MAR/2016
Revision No.:	Rev. 11
Page:	2 of 2

14. Maintaining the preservation of all units or parts during the work process, installation, and storage in the Paint Department.
15. The planning, direction, and coordination of activities within the paint department, and the planning of its activities in conjunction with other departments, as required.
16. Ensure that proper entries are made into maintenance logs & work orders IAW 14 CFR Part 43 and Operator/Air Carrier manuals.
17. Conducting periodic drills for acquainting Paint Department personnel with the proper use and locations of fire fighting equipment located within or near the Paint Department work areas. Checking the equipment periodically for serviceability and adequacy.
18. Such other special projects within his or her area of expertise, such as preparations of bids for aircraft paint jobs.

The Paint Program Manager may delegate all duties to any qualified assistant as necessary; however, such delegation does not relieve he/she the overall responsibilities.



Repair Station Manual

Chapter:	2
Doc. No.:	2.135
Effective Date:	01/MAR/2016
Revision No.:	Rev. 11
Page:	1 of 2

TITLE: **PAINT ASSISTANT MANAGER**

RESPONSIBILITIES:

The Paint Assistant Manager is responsible to the Paint Program Manager for the day to day duties with in the West Star Aviation Paint Program as assigned.

DUTIES:

1. Assist the Paint Program Manager with scheduling incoming work for the Aircraft Paint Department.
2. Assisting, supervising, and directing Paint Department personnel in the performance of their duties so that work is accomplished on schedule and in accordance with applicable Federal Aviation Regulations and Repair Station Procedures.
3. Assure that Aircraft Department personnel record the work performed on work orders and supplementary forms on a daily basis
4. Train Aircraft Paint Department personnel in the proper work practices and procedures, including observation of safety precautions during the performance of their duties.
5. Assure that Aircraft Paint Department personnel are properly trained and practice proper handling of parts during the accomplishment of maintenance in order to maintain adequate preservation of parts during the paint process.
6. Assisting the Quality Assurance Manager in the maintenance of periodic calibration of precision tools and test equipment used by the Aircraft Paint Department.
7. Maintaining the premises of the Aircraft Paint Department in a clean orderly manner.
8. Making available to the personnel under his authority, the required technical data on all aircraft and equipment for the maintenance accomplished.
9. Assuring the appropriate maintenance entries on maintenance forms and work orders used by the repair station are properly executed on a daily basis by the responsible technicians.
10. Assuring that each Aircraft Paint Department employee has received training in the hazard communication standard, and the handling of chemical waste if appropriate to the employee's job function.
11. Maintaining adequate shop supplies required for the performance of the Aircraft Paint Department.
12. Initiating purchase orders for stock as required.
13. Maintaining the preservation of all units or parts during the work process, installation, and storage in the Paint Department.



Repair Station Manual

Chapter:	2
Doc. No.:	2.135
Effective Date:	01/MAR/2016
Revision No.:	Rev. 11
Page:	2 of 2

14. The planning, direction, and coordination of activities within the paint department, and the planning of its activities in conjunction with other departments, as required.
15. Ensure that proper entries are made into maintenance logs & work orders IAW 14 CFR Part 43 and Operator/Air Carrier manuals.
16. Conducting periodic drills for acquainting Paint Department personnel with the proper use and locations of fire fighting equipment located within or near the Paint Department work areas. Checking the equipment periodically for serviceability and adequacy.
17. Such other special projects within his or her area of expertise, such as preparations of bids for aircraft paint jobs.



Repair Station Manual

Chapter:	2
Doc. No.:	2.140
Effective Date:	01/MAR/2016
Revision No.:	Rev. 11
Page:	1 of 2

TITLE: **INTERIOR PROGRAM MANGER**

RESPONSIBILITIES:

The Interior Program Manager is responsible to the General Manager for the overall operation of the Aircraft Interior Department.

DUTIES:

1. Scheduling incoming work for the Aircraft Interior Department.
2. Assisting, supervising, and directing all Aircraft Interior Department personnel in the performance of their duties so that work is accomplished on schedule and in accordance with applicable Federal Aviation Regulations and Repair Station Procedures.
3. Assure that Aircraft Interior Department personnel record the work performed on work orders and supplementary forms on a daily basis
4. Training Aircraft Interior Department personnel in the proper work practices and procedures, including observation of safety precautions during the performance of their duties.
5. Assure that Aircraft Interior Department personnel are properly trained and practice proper handling of parts during the accomplishment of maintenance in order to maintain adequate preservation of parts during the Interior process.
6. Assisting the Quality Assurance Manager in the maintenance of periodic calibration of precision tools and test equipment used by the Aircraft Interior Department.
7. Maintaining the premises of the Aircraft Interior Department in a clean orderly manner.
8. Making available to the personnel under his authority, the required technical data on all aircraft and equipment for the maintenance accomplished.
9. Assuring the appropriate maintenance entries on maintenance forms and work orders used by the Interior Department are properly executed on a daily basis by the responsible technicians.
10. The quality of work performed by the personnel in the department.
11. Assuring that each Aircraft Interior Department employee has received training in the hazard communication standard, and the handling of chemical waste if appropriate to the employee's job function.
12. Maintaining adequate shop supplies required for the performance of the Aircraft Interior Department.
13. Initiating purchase orders for stock as required.



Repair Station Manual

Chapter:	2
Doc. No.:	2.140
Effective Date:	01/MAR/2016
Revision No.:	Rev. 11
Page:	2 of 2

14. Maintaining the preservation of all units or parts during the work process, installation, and storage in the Interior Department.
15. The planning, direction, and coordination of activities within the Interior Department, and the planning of its activities in conjunction with other departments, as required.
16. Ensure that proper entries are made into maintenance logs & work orders IAW 14 CFR Part 43 and Operator/Air Carrier manuals.
17. Conducting periodic drills for acquainting Interior Department personnel with the proper use and locations of fire fighting equipment located within or near the Interior department work areas. Checking the equipment periodically for serviceability and adequacy.
18. Such other special projects within his or her area of expertise, such as preparations of bids for aircraft interior jobs.

The Interior Program Manager may delegate all duties to any qualified assistant as necessary; however, such delegation does not relieve he/she of the overall responsibilities.



Repair Station Manual

Chapter:	2
Doc. No.:	2.150
Effective Date:	01/MAR/2016
Revision No.:	Rev. 11
Page:	1 of 1

TITLE: **ACCESSORIES PROGRAM MANAGER**

RESPONSIBILITIES:

The Accessories Manager is responsible to the General Manager for the overall operation of the Accessories Department.

DUTIES:

1. Scheduling incoming work for the Accessory Department.
2. Training and assisting subordinates in the proper work procedures and practices to be followed.
3. Making available to the personnel under his authority, the required technical data on all aircraft and equipment for the maintenance accomplished.
4. Assuring the appropriate maintenance entries on maintenance forms and work orders used by the repair station are properly executed on a daily basis by the responsible technicians.
5. The quality of work performed by the personnel in the department.
6. The proper handling of all parts while in repair process through the accessory department and when work is completed.
7. Maintaining adequate shop supplies required for the performance of the Accessory Department.
8. The preservation of all units or parts during process through the accessory department and when work is completed.
9. To insure the accessory department premises are kept in a clean and orderly manner.
10. Initiating purchase orders for stock as required.
11. Ensure that proper entries are made into maintenance logs & work orders IAW 14 CFR part 43 and Operator/Air Carrier manuals.
12. Maintaining the preservation of all units or parts during the work process, installation, and storage in the accessory department.
13. The planning, direction, and coordination of activities within the accessory department, and the planning of its activities in conjunction with other departments, as required.
14. Conducting periodic drills for acquainting Accessory personnel with the proper use and locations of fire fighting equipment located within or near the accessory work areas. Checking the equipment periodically for serviceability and adequacy.

The Accessories Program Manager may delegate all duties to any qualified assistant as necessary; however, such delegation does not relieve he/she of the overall responsibilities.



Repair Station Manual

Chapter:	2
Doc. No.:	2.160
Effective Date:	01/MAR/2016
Revision No.:	Rev. 11
Page:	1 of 2

TITLE: **AVIONICS PROGRAM MANAGER**

RESPONSIBILITIES:

The Avionics Program Manager is directly responsible to the General Manager for the performance of the Avionics Install and Repair Departments.

This position requires the knowledge of aircraft avionics installation and repair. The job includes management of the shop process, control and evaluation of the shop expenses and finances, and development of the operations to meet the needs of the company. Supervision of Team Leaders will be key to the work process. Work order processing, log book and maintenance release entries and pricing to the sales and customers are routine duties. Job duties will vary each day and will encompass projects as designated by the General Manager. Will be required to work independently and lead designated customer and company projects. Will have direct customer contact.

DUTIES:

1. Coordination of Avionics Install and Repair department schedules prior to and during the performance of all completions operations.
2. Assisting Repair and Install department in supervising, and directing all department personnel in the performance of their duties so that work is accomplished on schedule and in accordance with applicable Federal Aviation Regulations and repair station procedures.
3. Assisting Avionics departments to assure personnel record the maintenance performed on maintenance forms and work orders on a daily basis.
4. Assisting in training Repair and Install department personnel in the proper work practices and procedures, including observation of safety precautions during the performance of their duties.
5. Assure that Repair and Install department personnel are properly trained and practice proper handling of parts during the accomplishment of maintenance in order to maintain adequate preservation of parts during the maintenance process
6. Assisting the Quality Assurance Manager in the maintenance and periodic calibration of precision tools and test equipment used by the department.
7. Participating in the evaluation, design, and implementation of expansion and promotion of the Repair and Install department operations.
8. Assisting with special projects within his area of expertise, such as preparation of bids for paint and interior projects.
9. Ensure that proper entries are made into maintenance logs & work orders IAW 14 CFR part 43 and Operator/Air Carrier manuals.



Repair Station Manual

Chapter:	2
Doc. No.:	2.160
Effective Date:	01/MAR/2016
Revision No.:	Rev. 11
Page:	2 of 2

10. To insure that the facilities occupied by Repair and Install department personnel are kept in a clean and orderly manner.

The Avionics Program Manager may delegate all duties assigned to any qualified assistant as necessary; however, such delegation does not relieve he/she of the overall responsibilities.



Repair Station Manual

Chapter:	2
Doc. No.:	2.170
Effective Date:	01/MAR/2016
Revision No.:	Rev. 11
Page:	1 of 1

TITLE: **AVIONICS INSTALL TEAM LEADER**

Responsibilities:

The Avionics Install Team Leader is directly responsible to the Avionics Program Manager for the overall operation of the Avionics Install Department.

Duties:

1. Scheduling incoming work for the Avionics Install Department.
2. Training and assisting subordinates in the proper work procedures and practices to be followed.
3. Making available to the personnel under his authority, the required technical data on all aircraft and equipment for the maintenance accomplished.
4. Assuring the appropriate maintenance entries on maintenance forms and work orders used by the repair station are properly executed on a daily basis by the responsible technicians.
5. The quality of work performed by the personnel in the department.
6. The proper handling of all parts while in repair process through the avionics department and when work is completed.
7. Maintaining adequate shop supplies required for the performance of the Avionics Install Department.
8. The preservation of all units or parts during process through the avionics department and when work is completed.
9. To insure the avionics install department premises are kept in a clean and orderly manner.
10. Initiating purchase orders for stock as required.
11. Maintaining the preservation of all units or parts during the work process, installation, and storage.
12. Ensure that proper entries are made into maintenance logs & work orders IAW 14 CFR Part 43 and Operator/Air Carrier manuals.
13. The planning, direction and coordination of activities within the department, and the planning of its activities in conjunction with other departments, as required.
14. Conducting periodic drills for the purpose of acquainting Avionics personnel with the proper use and locations of fire fighting equipment located within or near the avionics work areas. Checking the equipment periodically for serviceability and adequacy.

The Avionics Install Team Leader may delegate all duties to any qualified assistant as necessary; however, such delegation does not relieve the he/she of the overall responsibilities.



Repair Station Manual

Chapter:	2
Doc. No.:	2.180
Effective Date:	01/MAR/2016
Revision No.:	Rev. 11
Page:	1 of 1

TITLE: **AVIONICS REPAIR ASSISTANT MANAGER**

Responsibilities:

The Avionics Repair Assistant Manager is responsible to the Avionics Program Manager for maintenance and repair of shop facility, equipment and tooling to support operations and overall operation of the Avionics Repair department.

Duties

1. Work with Team Leaders to ensure project flow and work process meet expectations. Schedule and work quality is essential in these functions.
2. Work with customer in project management, pricing and customer support roles.
3. Track, process and complete work order for each job assigned.
4. Supervise Team Leaders in daily functions, such as work order processing, FAA paperwork, and shop processes.
5. Work with inspection department and sales personnel to ensure efficient and accurate job sales and process.
6. Continue to expand the capabilities of the avionics repair department to meet the needs of the company, with training as a key element.
7. Ensure that proper entries are made into maintenance logs & work orders IAW 14 CFR Part 43 and Operator/Air Carrier manuals.
8. Any other job-related duties as assigned by supervisor or management.



Repair Station Manual

Chapter:	2
Doc. No.:	2.190
Effective Date:	01/MAR/2016
Revision No.:	Rev. 11
Page:	1 of 1

TITLE: **DIRECTOR OF MAINTENANCE**

RESPONSIBILITIES:

The Director of Maintenance is directly responsible to the General Manager for the performance of aircraft inspection programs, repairs, overhauls, alterations, maintenance, and preventative maintenance by repair station personnel.

DUTIES:

1. Coordination of aircraft schedules and shop schedules prior to and during the performance of all repair station functions.
2. Assisting, supervising, and directing all aircraft maintenance personnel in the performance of their duties so that work is accomplished on schedule and in accordance with applicable Federal Aviation Regulations and repair station procedures.
3. Assure that aircraft maintenance personnel record the maintenance performed on maintenance forms and work orders on a daily basis.
4. Training maintenance personnel in the proper work practices and procedures, including observation of safety precautions during the performance of their duties.
5. Assure that maintenance personnel are properly trained and practice proper handling of parts during the accomplishment of maintenance in order to maintain adequate preservation of parts during the maintenance process
6. Assisting the Quality Assurance Manager in the maintenance and periodic calibration of precision tools and test equipment used by the repair station.
7. Participating in the evaluation, design, and implementation of expansion and promotion of aircraft maintenance operations.
8. Assisting with special projects within his area of expertise, such as preparation of bids for major airframe repairs and alterations.
9. Ensure that proper entries are made into maintenance logs & work orders IAW 14 CFR Part 43 and Operator/Air Carrier manuals.
10. To insure that the facilities occupied by maintenance personnel are kept in a clean and orderly manner.
11. In the event the Quality Assurance Manager is unavailable, the Director of Maintenance and/or the General Manager will be responsible for any apparent regulatory deficiencies within the Repair Station and report these deficiencies to the Flight Standards District office, as indicated in Doc No. 3.50 in the Quality Control Manual.

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



REPAIR STATION MANUAL

Chapter:	2
Doc. No.:	2.200
Effective Date:	01/MAR/2016
Revision No.:	Rev. 11
Page:	1 of 1

TITLE: **PROGRAM MANAGER**

Responsibilities:

The Program Manager is directly responsible to the General Manager or Director of Maintenance, depending on the program, for the development, supervision and performance of the specific program assigned.

Duties:

1. Manage the West Star Aviation Program as assigned
2. Direct the work and flow of multiple projects.
3. Insure debriefs and post briefings on aircraft are performed with the customer.
4. Supervision of Team Leaders and Teams in daily operations and duties.
5. Must perform all work in accordance with Federal Aviation Administration guidelines.
6. Follow all company and safety rules during performance of duties.
7. Maintain a positive customer service environment.
8. Assistance in completion of work orders, FAA paperwork and billing items.
9. Any other duties as assigned by the Director of Maintenance or General Manager as required.

NOTE: Some Program Managers, i.e. those of Accessory, Paint and Interior Departments, depending on their maintenance experience level, do not supervise maintenance activities, but serve merely as Department Administrators.



REPAIR STATION MANUAL

Chapter:	2
Doc. No.:	2.210
Effective Date:	01/MAR/2016
Revision No.:	Rev. 11
Page:	1 of 1

TITLE: **TEAM LEADER**

Responsibilities:

The Team Leader is directly responsible to the respective Program Manager for the performance of the Aircraft Maintenance, Inspection, Repair or Alteration.

Duties:

1. Perform mechanical items on aircraft and related systems. This shall include, but not be limited to items such as removal and installation of panels and components, repair work and sheetmetal repair or installation.
2. Troubleshooting and evaluation of systems on the aircraft when designated.
3. Inspection and evaluation of the aircraft and components when designated.
4. Performance of ground runs.
5. Maintenance and repair of shop facility, equipment and tooling to support operations.
6. Work independently on projects and lead multiple projects as assigned. Schedule and work quality is essential in these functions.
7. Work with Program Manager in project management, pricing and customer support roles.
8. Supervise team members in daily work and project management for completion of projects.
9. Make entries into maintenance logs & work orders IAW 14 CFR Part 43 and Operator/Air Carrier manuals.
10. Any other job-related duties as assigned by supervisor or management.



REPAIR STATION MANUAL

Chapter:	2
Doc. No.:	2.220
Effective Date:	01/MAR/2016
Revision No.:	Rev. 11
Page:	1 of 1

TITLE: **TECHNICIAN**

Responsibilities:

The Technician is directly responsible to the Team Leader of the respective department for the performance of the Aircraft Maintenance.

Duties:

1. Perform general mechanical items on aircraft and related systems. This shall include, but not be limited to items such as removal and installation of panels and components, repair work and sheetmetal repair or installation.
2. Troubleshooting and evaluation of systems on the aircraft when designated.
3. Inspection and evaluation of the aircraft and components when designated.
4. Performance of ground runs.
5. Maintenance and repair of shop facility, equipment and tooling when required.
6. Make entries into maintenance logs & work orders IAW 14 CFR Part 43 and Operator/Air Carrier manuals.
7. Any other job-related duties as assigned by supervisor or management.



Repair Station Manual

Chapter:	2
Doc. No.:	2.240
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	1 of 1

TITLE: **ENGINEERING PROGRAM MANAGER**

Responsibilities:

The Engineer Manager is responsible to the General Manager.

Duties:

1. Provide technical and engineering assistance to Team Leaders and technicians in departments during work on aircraft and related systems. Maintaining schedule and work quality is essential in these functions.
2. Create and submit to the FAA, engineering documents, drawings and illustrations.
3. Research documents for required data and support information.
4. Work with Team Leaders in customer support and technical roles, both on site and by phone.
5. Apply for FAA approval of West Star Aviation documents, as appropriate and under the appropriate Flight Standards District Office or Aircraft Certification Office.
6. Daily interaction at the aircraft with Team Leaders to assure completion of projects.
7. Assist with the FAA certification aspects of the Engineering department.
8. Any other job-related duties as assigned by supervisor or management.



Repair Station Manual

Chapter:	2
Doc. No.:	2.250
Effective Date:	01/JULY/2007
Revision No.:	Rev. 3
Page:	1 of 1

TITLE: **ENGINEER**

RESPONSIBILITIES:

The Engineer is directly responsible to the Engineering Manager for the performance of the Engineering department.

The responsibility of this position must have extensive knowledge of aircraft regulations and systems, preparation of FAA certification documents and engineering drawings to support company projects. Responsibilities will vary each day and will encompass projects as designated by the Engineering Manager. Will be required to work independently and to be involved in multiple projects at the same time. Unfailing integrity is a must. Will have some direct customer contact. Assisting Team Leaders and technicians in support of program and customer contact are critical.

DUTIES:

1. Technical and engineering assistance to Team Leaders and technicians.
2. Maintaining customer schedules and work quality.
3. Perform engineering analysis of data in support of Field Approvals and STC projects.
4. Creating and submitting engineering drawings and illustrations on CAD software.
5. Creating and submitting engineering documents using word processing software.
6. Participating in the evaluation, design, and implementation of expansion and promotion of the Engineering department operations.
7. Assisting with special projects within his area of expertise, such as preparation of bids.
8. Work independently of projects as assigned.
9. To help insure that the facilities occupied by the engineering department personnel are kept in a clean and orderly manner.
10. Assist with FAA certification aspects of Engineering Department functions.



Repair Station Manual

Chapter:	2
Doc. No.:	2.260
Effective Date:	01/JULY/2007
Revision No.:	Rev. 3
Page:	1 of 1

TITLE: **ENGINEER DESIGNER**

RESPONSIBILITIES:

The Engineer Designer is directly responsible to the Engineering Manager for the performance of the Engineering department.

This position requires a basic knowledge of aircraft regulations and systems, preparation of FAA certification documents and engineering drawings to support company projects. Responsibilities will vary each day and will encompass projects as designated by the Engineering Manager. Will be required to work independently and to be involved in multiple projects at the same time. Unfailing integrity is a must. Will have some direct customer contact. Assisting Team Leaders and technicians in support of program and customer contact are critical.

DUTIES:

1. Technical and engineering assistance to Team Leaders and technicians.
2. Maintaining customer schedules and work quality.
3. Perform engineering analysis of data in support of Field Approvals and STC projects.
4. Creating and submitting engineering drawings and illustrations on CAD software.
5. Creating and submitting engineering documents using word processing software.
6. Participating in the evaluation, design, and implementation of expansion and promotion of the Engineering department operations.
7. Assisting with special projects within his area of expertise, such as preparation of bids.
8. Work independently of projects as assigned.
9. To help insure that the facilities occupied by the engineering department personnel are kept in a clean and orderly manner.
10. Assist with FAA certification aspects of Engineering Department functions.



Repair Station Manual

Chapter:	2
Doc. No.:	2.270
Effective Date:	01/MAR/2016
Revision No.:	Rev. 11
Page:	1 of 2

TITLE: **NDT TEAM LEADER**

RESPONSIBILITIES:

The NDT Team Leader is directly responsible to the Aircraft Services Manager for the performance of the NDT department.

Responsibilities for this position are the management of a team in the NDT Department. To include customer contact and the responsibility to supervise and direct project flow. In addition to human resource skills, this position requires extensive knowledge of all NDT methods used by the company. This position also supervises the inspection of aircraft or related parts. This position also includes acting as the Radiation Safety Officer for the company. Assistance with work order processing, squawk approval and pricing to the customers are routine duties. Responsibilities will vary each day and will encompass projects as coordinated with the Aircraft Services Manager. Will be required to work independently and lead multiple projects. Will have direct customer contact.

DUTIES:

1. Coordination of NDT department schedules prior to and during the performance of all completions operations.
2. Directing all department personnel in the performance of their duties so that work is accomplished on schedule and in accordance with applicable Federal Aviation Regulations and repair station procedures.
3. Assisting managers to assure that NDT department personnel record the maintenance performed on maintenance forms and work orders on a daily basis.
4. Assisting managers in training NDT department personnel in the proper work practices and procedures, including observation of safety precautions during the performance of their duties.
5. Assure that NDT department personnel are properly trained and practice proper handling of parts during the accomplishment of maintenance in order to maintain adequate preservation of parts during the maintenance process
6. Assisting the Quality Assurance Manager in the maintenance and periodic calibration of precision tools and test equipment used by the department.
7. Participating in the evaluation, design, and implementation of expansion and promotion of the NDT department operations.
8. Assisting with special projects within his area of expertise, such as preparation of bids for paint and interior projects.
9. Ensure that proper entries are made into maintenance logs & work orders IAW 14 CFR part 43 and Operator/Air Carrier manuals.



Repair Station Manual

Chapter:	2
Doc. No.:	2.270
Effective Date:	01/MAR/2016
Revision No.:	Rev. 11
Page:	2 of 2

10. To insure that the facilities occupied by the NDT department personnel are kept in a clean and orderly manner.

The NDT Team Leader may delegate all duties assigned to any qualified assistant as necessary; however, such delegation does not relieve him/her of the overall responsibilities.



Repair Station Manual

Chapter:	2
Doc. No.:	2.280
Effective Date:	01/MAR/2016
Revision No.:	Rev. 11
Page:	1 of 1

TITLE: **MATERIALS CONTROL MANAGER**

RESPONSIBILITIES:

The Materials Control Manager is directly responsible to the General Manager for directing, planning, and supervising the overall operation of the Parts department of West Star Aviation.

DUTIES:

1. Develop, implement, and revise as required, procedures specifically aimed at ensuring that no unapproved parts go undetected.
2. Provide adequate training of all product support personnel for the purpose of identification and segregation of unapproved parts.
3. Planning, directing and training subordinates on policy and procedures of inventory management and control, including core and warranty procedure.
4. Planning, directing and supervising customer service and inventory control and disbursement to achieve overall goals and conformance with company policies and procedures.
5. Establishing and coordinating the interaction between the Parts department, other departments and vendors.
6. Preparing summary reports as to progress, purchase commitments, department budget forecasts and miscellaneous recommendations.
7. Implementation of internal programs; e.g., communications, training, work simplification, cost reduction, etc. for the Parts department.
8. Maintaining conformity with work rules, regulations, and safety procedures.
9. Setting and measuring performance for operations, staffing and scheduling.

The Materials Control Manager may delegate all duties assigned to any qualified assistant as necessary; however, such delegation does not relieve he/she of the overall responsibilities.



Repair Station Manual

Chapter:	2
Doc. No.:	2.290
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	1 of 1

TITLE: **PURCHASER**

RESPONSIBILITIES:

The Purchaser is directly responsible to the Materials Control Manager performance within the Purchasing department.

Responsibilities of this position require a basic knowledge of purchasing and inventory control with an ability to adapt with changing priorities. Responsibilities remain consistent but can change as assigned by the Materials Control Manager. Responsibilities include but not limited to entering and receipt of purchase orders placed, search OEM's and independent part sources for certified and traceable product.

DUTIES:

1. Place orders for the request of parts.
2. Coordinate with shipping on outside work requests.
3. Work with vendors to maintain traceability of parts
4. Work within the repair station manual guidelines to maintain certified and traceable parts.
5. Coordinate part status with requesting department or technician.
6. Process and maintain all records pertaining to each requisition.
7. Research and maintain stock requirements.
8. Any other job-related duties as assigned by supervisor or management.



Repair Station Manual

Chapter:	2
Doc. No.:	2.300
Effective Date:	01/MAR/2016
Revision No.:	Rev. 11
Page:	1 of 1

TITLE: **PARTS MANAGER**

RESPONSIBILITIES:

The Parts Manager is directly responsible to the Materials Control Manager for directing, planning, and supervising the overall operation of the Parts department of West Star Aviation.

DUTIES:

1. Manager Parts Inventory operations.
2. Work with all Managers as required to most effectively deploy material assets.
3. Work with appropriate department personnel to ensure efficient and accurate job sales and work processes.
4. Ensure quality and efficiency of all personnel and projects worked.
5. Maintain oversight the procedures specifically aimed at ensuring that no unapproved parts go undetected.
6. Assist Materials Control Manager in adequate training of all product support personnel for the purpose of identification and segregation of unapproved parts.
7. Planning, directing and training subordinates on policy and procedures of inventory management and control, including core and warranty procedure.
8. Planning, directing and supervising customer service and inventory control and disbursement to achieve overall goals and conformance with company policies and procedures.
9. Establishing and coordinating the interaction between the Parts department, other departments and vendors.
10. Preparing summary reports as to progress, purchase commitments, department budget forecasts and miscellaneous recommendations.
11. Implementation of internal programs; e.g., communications, training, work simplification, cost reduction, etc. for the Parts department.
12. Maintaining conformity with work rules, regulations, and safety procedures.
13. Setting and measuring performance for operations, staffing and scheduling.

The Parts Manager may delegate all duties assigned to any qualified assistant as necessary; however, such delegation does not relieve he/she of the overall responsibilities.



Repair Station Manual

Chapter:	2
Doc. No.:	2.310
Effective Date:	01/MAR/2016
Revision No.:	Rev. 11
Page:	1 of 1

TITLE: TRAINING COORDINATOR

RESPONSIBILITIES:

The Training Coordinator is directly responsible to the Quality Assurance Manager for the performance within the QA department.

Responsibilities include assisting the Quality Assurance Manager in coordinating the day-to-day operation of the West Star Aviation training program regarding scheduling and tracking.

DUTIES:

1. Maintain employee's training files and database to include structuring it to meet the company and FAA requirements.
2. Coordinate with department managers to schedule required training and enter that training once completed for all employees.
3. Maintain employee's training files either digitally or by paper.
4. Assist training instructors in setting up training classes to be performed.
5. Track company training expenditures.
6. Assist the Quality Assurance manager as directed.



Repair Station Manual

Chapter:	2
Doc. No.:	2.320
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	1 of 1

TITLE: **NETWORK ADMINISTRATOR/IT MANAGER**

Responsibilities:

The Network Administrator/IT Manager is responsible to the General Manager for the performance of duties in Maintaining the West Star Aviation computer network and associated computer hardware as assigned.

Duties:

1. Provide technical support to the IT specialist.
2. Direct strategic long-term goals, policies and procedures for the IT (Information Technology) department.
3. Maintain the West Star Aviation Network system via hardware and software updates and upgrades as required.
4. Assist all departments in the creation and maintenance of all Corridor reporting.
5. Maintain all West Star Aviation computer terminals and associated peripherals as required.
6. Assist the Technical Publications Coordinator in maintaining and revising all digital technical data for production.
7. Monitor the West Star Aviation network for the intrusion of potential viruses or outside entities trying to gain access to the network.
8. Assist the Quality Assurance Manager in maintaining all Corridor Permission profiles for the Corridor network.
9. Maintain and control all backups of the West Star Aviation network.
10. Any other job-related duties as assigned by the Chief Financial Officer.



Repair Station Manual

Chapter:	2
Doc. No.:	2.325
Effective Date:	01/MAR/2016
Revision No.:	Rev. 11
Page:	1 of 1

TITLE: **IT (INFORMATION TECHNOLOGY) SPECIALIST**

Responsibilities:

The IT Specialist is responsible to the Network Administrator/IT Manager for the performance of duties in Maintaining the West Star Aviation computer network and associated computer hardware as assigned.

Duties:

1. Provide computer, hardware & software, technical support to all West Star employee's as required.
2. Assist the IT Manager in maintaining the West Star Aviation Network system via hardware and software updates and upgrades as required.
3. Assist the IT Manager in maintaining all West Star Aviation computer terminals and associated peripherals as required.
4. Responsible for maintaining the West Star Aviation phone system and associated cellular devices.
5. Assist the IT Manager in monitoring the West Star Aviation network for the intrusion of potential viruses or outside entities trying to gain access to the network.
6. Assist the Quality Assurance Manager in maintaining all Corridor Permission profiles for the Corridor network.
7. Assist the IT Manager in the maintenance and control all backups of the Wes Star Aviation network.
8. Any other job-related duties as assigned by the IT Manager.



Repair Station Manual

Chapter:	2
Doc. No.:	2.330
Effective Date:	01/AUG/2019
Revision No.:	Rev. 14
Page:	1 of 1

TITLE: **TECHNICAL PUBLICATIONS CONTROLLER**

Responsibilities:

The Technical Publications Controller is responsible to the Quality Assurance Manager to ensure that all Technical Publications are maintained in a current condition.

Duties:

1. Monitor all Technical Publications within the Repair Station to ensure they are at the latest and most current revision.
2. Maintain Technical Publications data base.
3. Distribute and apply to any paper manuals, the latest revisions
4. Provide latest digital versions and access to the IT department to ensure the most current digital manuals are posted on the company internal Intranet.
5. Assist Managers and Team Leaders as required to assure that all information and publications are current and available to the appropriate personnel.
6. Any other job-related duties as assigned by the Quality Assurance Manager.

CHAPTER 3

REPAIR STATION OPERATIONAL REQUIREMENTS



Repair Station Manual

Chapter:	3
Doc. No.:	3.010
Effective Date:	01/AUG/2019
Revision No.:	Rev. 14
Page:	1 of 2

Title: **PERSONNEL REQUIREMENTS (14CFR §145.151)**

1.0 Purpose:

- 1.1 To define the minimum personnel requirements for conducting day-to-day operations at the West Star Aviation Repair Station.

2.0 Responsibilities:

- 2.1 Quality and Production management personnel shall ensure that the Repair Station maintains the levels and qualifications of personnel to perform the work for which the Repair Station is rated.
- 2.2 Note: Each certificated technician must follow the requirements of 14 CFR 65.89, Display of Certificate:
"Each person who holds a mechanic certificate shall keep it within the immediate area where he/she normally exercises the privileges of the certificate and shall present it for inspection upon the request of the Administrator or an authorized representative of the National Transportation Safety Board, or of any Federal, State, or local law enforcement officer".

3.0 Procedures:

- 3.1 The Repair Station shall provide adequate personnel to perform, supervise, and inspect the work for which Repair Station is rated.
 - 3.1.1 The total number and qualifications of personnel may vary based on workload. However, the Repair Station shall maintain sufficient levels and qualifications of personnel to keep up with volume of work in process and produce airworthy results.
- 3.2 Whenever possible, when the Repair Station employs apprentices/trainees, these personnel shall be integrated into groups of experienced workers.
 - 3.2.1 If an entire work group or crew consists of apprentices/trainees, no more than ten such personnel shall be assigned to the work group or crew, and each work group or crew shall be assigned it's own Supervisor.
- 3.3 Each person who is directly in charge of maintenance at the Repair Station, or who performs inspections for the Repair Station, shall be appropriately certificated in accordance with 14 CFR Part 65 as a mechanic or repairman.
- 3.4 The Repair Station shall employ a sufficient number of people with detailed knowledge of the maintenance functions and techniques that they perform and for which the Repair Station is rated.

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

- a. Twelve months documented experience with the procedure, method, function, or airframe, which the employee is working on.
- b. Satisfactory completion of written and/or practical examination for the procedure, method, function or airframe, which the employee is working on.
- c. Interview and acceptance of qualifications by the Repair Station Quality Assurance Manager or designee.
- d. Acceptance of qualifications by the Administrator.
- e. Any other criteria mutually acceptable to the Repair Station and Administrator.

Note: West Star Aviation's training program will be used to determine employee qualifications and knowledge.

3.5 Personnel Authorized to Approve an Article for Return to Service **14CFR §145.157**

3.5.1 Personal with this authorization must be certificated under Part 65.

3.5.2 Must be appointed by the Quality Assurance Manager as a Quality Control Inspector 1 (QC 1).

3.5.3 Personnel authorized to approve an article for return to service will be recommended by their supervisor, required training completed and approved by the Quality Assurance Manager. Personnel will not be approved to return an article to service unless indicated on the Inspector Authorization Card (WSAF 053A). For those individuals authorized to approve an article for return to service, this will be indicated within West Star Aviation's Inspector roster, (WSAF 009J).

3.6 Termination of Employment

3.6.1 Upon termination of employment, it is the responsibility of the employee to surrender his or her West Star Aviation Authorization card (WSAF 053A) and FAA issued "Repairman Certificate" to the Quality Assurance Manager. The "Repairman Certificate" must be returned so it can be forwarded back to the FAA.

Title: SUPERVISORY REQUIREMENTS (14CFR §145.153)

1.0 Purpose:

- 1.1 To define the supervisory requirements for conducting day-to-day operations at the West Star Aviation Repair Station.

2.0 Responsibilities:

- 2.1 Quality and Production management must ensure a sufficient number of supervisors to direct the work performed under the repair station certificate and operations specifications.

3.0 Procedures:

- 3.1 The supervisors must oversee the work performed by any individuals who are unfamiliar with the methods, techniques, practices, aids, equipment and tools used to perform maintenance, preventative maintenance or alterations.
- 3.2 Each Supervisor must be certificated under 14 CFR Part 65.
- 3.3 Each Supervisor must have a minimum of 18 months of practical experience in the work being performed.
- 3.4 Each Supervisor will be trained in or be thoroughly familiar with the methods, techniques, practices, aids, equipment and tools used to perform the maintenance, preventative maintenance or alterations.



Repair Station Manual

Chapter:	3
Doc. No.:	3.030
Effective Date:	01/AUG/2019
Revision No.:	Rev. 14
Page:	1 of 1

Title: ROSTERS (14CFR §145.161 & §145.209 (b))

1.0 Purpose:

- 1.1 To define procedures to maintain all rosters as well as employee summaries.

2.0 Responsibilities:

- 2.1 It will be the responsibility of the Quality Assurance Manager or designee to maintain and revise the repair station rosters.

3.0 Procedures:

- 3.1 This repair station shall keep a Personnel Roster for Managerial/Supervisory, Inspection & Approval for Return to Service personnel acceptable to the administrator. It will include the following:
- Name
 - Authorizations, if any
 - FAA Certification
 - FAA Certificate Number
- 3.2 An Inspector Roster (WSAF 009J) shall be maintained for all personnel performing inspection functions as Quality Control Level 1 & 2 and Quality Assurance Inspectors. The roster shall include the name, license number, and level of inspection authority for each inspector.
- 3.3 An Approval for Return to Service Roster (WSAF 009K) shall be maintained for all personnel performing Approval for Return to Service functions. The roster shall include the name, license number, and level of inspection authority for each inspector.
- 3.4 A Managerial/Supervisory Roster (WSAF 009A) shall be maintained for all supervisory and management personnel. The roster shall list the employee name, license number and title.
- 3.5 The Quality Assurance Department will maintain an Employment Summary (WSAF 052) form of each person listed on the WSAF 009J, WSAF 009K and WSAF 009A Rosters. This summary must contain enough information on each person to meet the requirements of FAR 145.161 (a)(4). The employment summaries will be listed according to classification, type of certificates held and certificate numbers (as applicable), job titles (where required).

The Repair Station shall not use any person to supervise maintenance or alterations or inspect work unless they have an Employment Summary on file and are listed on the appropriate Roster.

4.0 Revision Procedures

- 4.1 The Inspection Roster (WSAF 009J), Supervisory Roster (WSAF 009A) and Approval for Return to Service Roster (WSAF 009K) shall be updated within 5 business days to reflect employee termination, reassignment, duties or scope of assignment or addition of personnel as required by FAR 145.161 (b).



Repair Station Manual

Chapter:	3
Doc. No.:	3.040
Effective Date:	01/MAR/2016
Revision No.:	Rev. 11
Page:	1 of 2

Title: EQUIPMENT, MATERIALS & TOOLING REQUIREMENTS (14CFR §145.109 (a)(b)(c) & §145.209(c))

1.0 Purpose:

- 1.1 To define the minimum equipment, materials & tooling requirements for conducting day to day operations at the West Star Aviation Repair Station.

2.0 Responsibilities:

- 2.1 The General Manager and the Quality Assurance Manager shall ensure that the Repair Station maintains the minimum equipment, materials & tooling required to perform the work for which the Repair Station is rated and/or routinely performs.

3.0 Procedures:

- 3.1 The Repair Station shall possess and maintain in good working order all equipment, material & tooling required by 14 CFR Part 145.109, for each rating it holds and/or for each aircraft it routinely performs maintenance and/or alterations on.
- 3.1.1 All inspection and test equipment included in paragraph 3.1 shall be maintained and calibrated in accordance with Chapter 4 of the West Star Aviation Quality Control Manual.
- 3.1.2 All equipment, material & tooling required by paragraph 3.1 shall be located on the Repair Station premises and shall be under full control of the Repair Station. For the purpose of this procedure, full control shall mean integrated into the Repair Station's tooling control system.
- 3.1.3 In the event that the tooling or equipment required to maintain a particular article is not cost effective to purchase, West Star Aviation will rent the tooling or equipment. Upon receipt of this tooling or equipment, the Receiving Inspector will ensure that the calibration is current with all necessary documentation is available.
- 3.2 All equipment, material & tooling required by paragraph 3.1 shall be suitable for the intended function, and shall be the equipment, material & tooling recommended by the manufacturer or operator of the component/aircraft for maintaining or altering the applicable article.
- 3.2.1 The Repair Station may substitute equivalent equipment, materials & tooling for those recommended by the manufacturer or operator provided the equivalent equipment, materials & tooling are suitable for the intended function, and the equivalency is validated by airworthiness qualified inspection personnel assigned to quality assurance department, and is acceptable to the FAA.



Repair Station Manual

Chapter:	3
Doc. No.:	3.040
Effective Date:	01/MAR/2016
Revision No.:	Rev. 11
Page:	2 of 2

4.0 Special Equipment and Test Apparatus

- 4.1 The maintenance of aircraft and associated components may require the use of special equipment and test apparatus (i.e. test fixtures, jigs, tooling...).
- 4.2 West Star Aviation may purchase such special equipment from the original equipment manufacturer (OEM), purchase equivalent substitute equipment, or produce equivalent substitute equipment, if specifically allowed by the OEM.
- 4.3 Equivalent special equipment shall be capable of performing all tests and checking all parameters of the aircraft or component under test, to a level of accuracy equal to or better than the OEM supplied equipment.
- 4.4 When performing maintenance using substitute equipment, the person performing the maintenance shall assure that the substitute equipment will produce results equivalent to OEM provided equipment.
- 4.5 West Star Aviation shall evaluate each piece of special equipment, **not supplied by the OEM**, for equivalency to the OEM supplied item, prior to initial use. Equivalency may be established as follows:
 - 1) **TECHNICAL DATA**
West Star Aviation may use technical data (i.e. drawings, specifications, blueprints, pictures...) provided by the OEM, to create equivalent special equipment. If substitute equipment meets the OEM's standards and specifications with all respects regarding tolerances and accuracy, it may be used to perform maintenance.
 - 2) **FUNCTIONAL EQUIVALENCY**
West Star Aviation may use equivalent special equipment, without having technical data from the OEM, by comparing the results produced using the equivalent item against the results produced by the OEM supplied equipment. If substitute equipment produces results, which are at least as accurate as the OEM supplied equipment, it may be used to perform maintenance.
- 4.6 Each item of equivalent equipment shall be given a unique identification number. A record of the means of determining equivalency shall be kept on file. Any equivalent special equipment, which requires calibration, shall be regularly calibrated to a known standard as specified in Chapter 4 of the West Star Aviation Quality Control Manual.

CHAPTER 4

HOUSING & FACILITY REQUIREMENTS



Repair Station Manual

Chapter:	4
Doc. No.:	4.010
Effective Date:	01/AUG/2019
Revision No.:	Rev. 14
Page:	1 of 1

Title: **HOUSING AND FACILITY REQUIREMENTS (14CFR §145.103)**

1.0 Purpose:

- 1.1 To define Repair Station housing and facility requirements necessary to ensure all work performed complies with Federal Aviation Regulations and is completed in an airworthy manner.
- 1.2 The facility layouts for West Star Aviation in Grand Junction to include the "Addition Fixed Location" facilities are maintained by the Accountable Manager. The actual drawings depicting the facilities are kept in a separate document and can be located in the Accountable Managers office and on the company internal Intranet by clicking on the "Quality" tab.

2.0 Responsibility:

- 2.1 The Repair Station, and its management personnel, shall ensure that all work done is protected from weather elements, dust, and heat, and that its workers are protected to the extent that their work will not be impaired by the environment or their physical efficiency.

3.0 Procedures:

- 3.1 The Repair Station shall maintain suitable permanent housing for aircraft types listed on the FAA Operations Specifications.
- 3.2 If climatic conditions permit work to be performed outside, permanent work docks may be used so long as all other requirements of this section are met.
 - 3.2.1 Air conditioning and/or heating units shall be utilized as required to provide a stabilized work environment for Repair Station personnel inside of aircraft positioned outdoors.
- 3.3 All shop and assembly areas shall be located and arranged so as to not negatively impact in process or assembly work on adjacent or nearby aircraft.
 - 3.3.1 Careful attention shall be paid to controlling particulates (sawdust, metal cutting dust, etc.) when these operations are performed adjacent to or near aircraft in work.
- 3.4 All parts, spare parts, work in-process parts, and raw materials shall be stored and protected in a manner that will eliminate the possibility of contamination or damage.



Repair Station Manual

Chapter:	4
Doc. No.:	4.020
Effective Date:	01/MAR/2016
Revision No.:	Rev. 11
Page:	1 of 1

Title: **CHANGE OF LOCATION, HOUSING OR FACILITIES (14CFR §145.105)**

1.0 Purpose:

- 1.1 The purpose of this section is to describe the procedures that will be followed if location, housing or facilities are changed that could significantly affect the ability of a repair station to perform airworthy work.

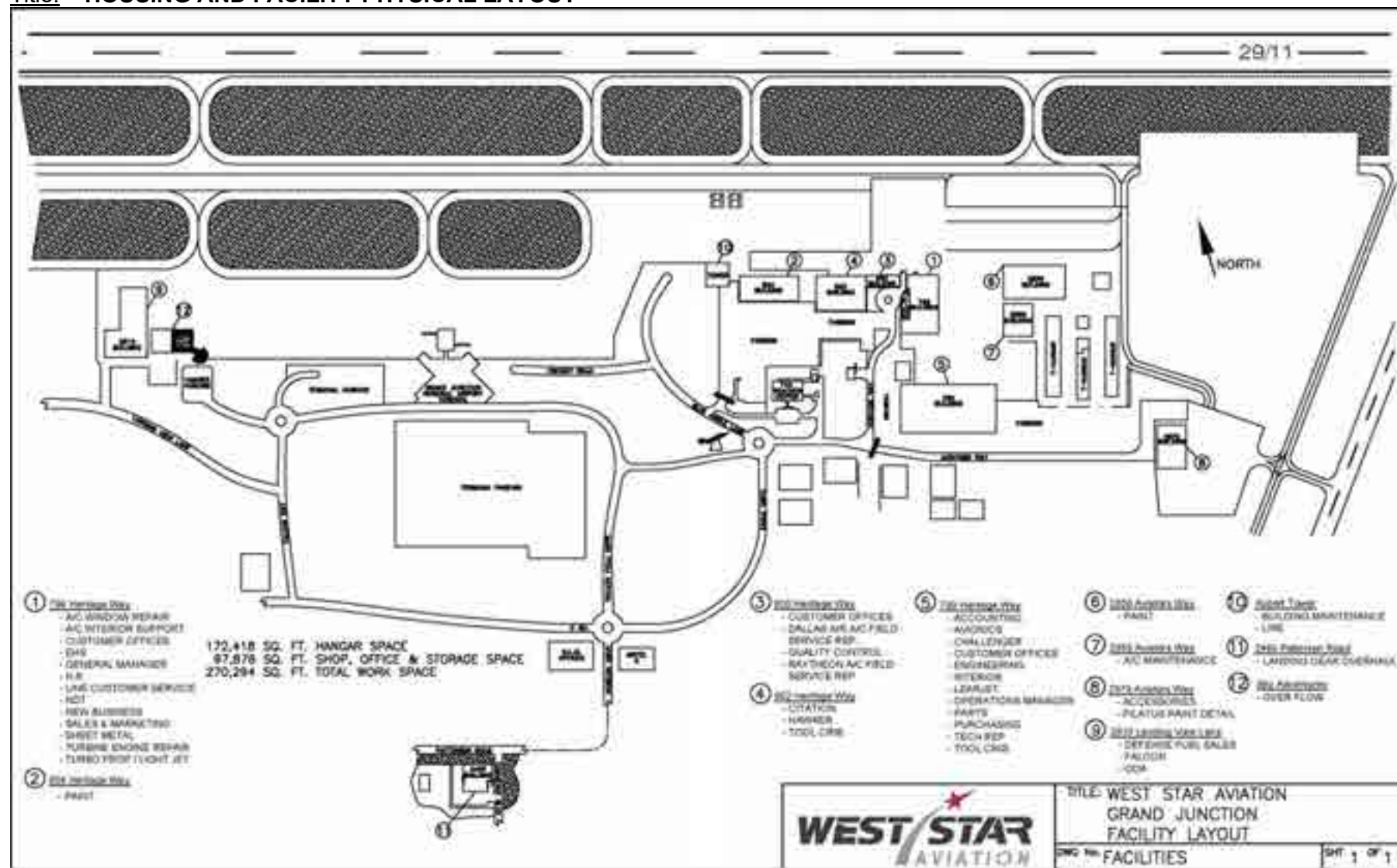
2.0 Responsibility:

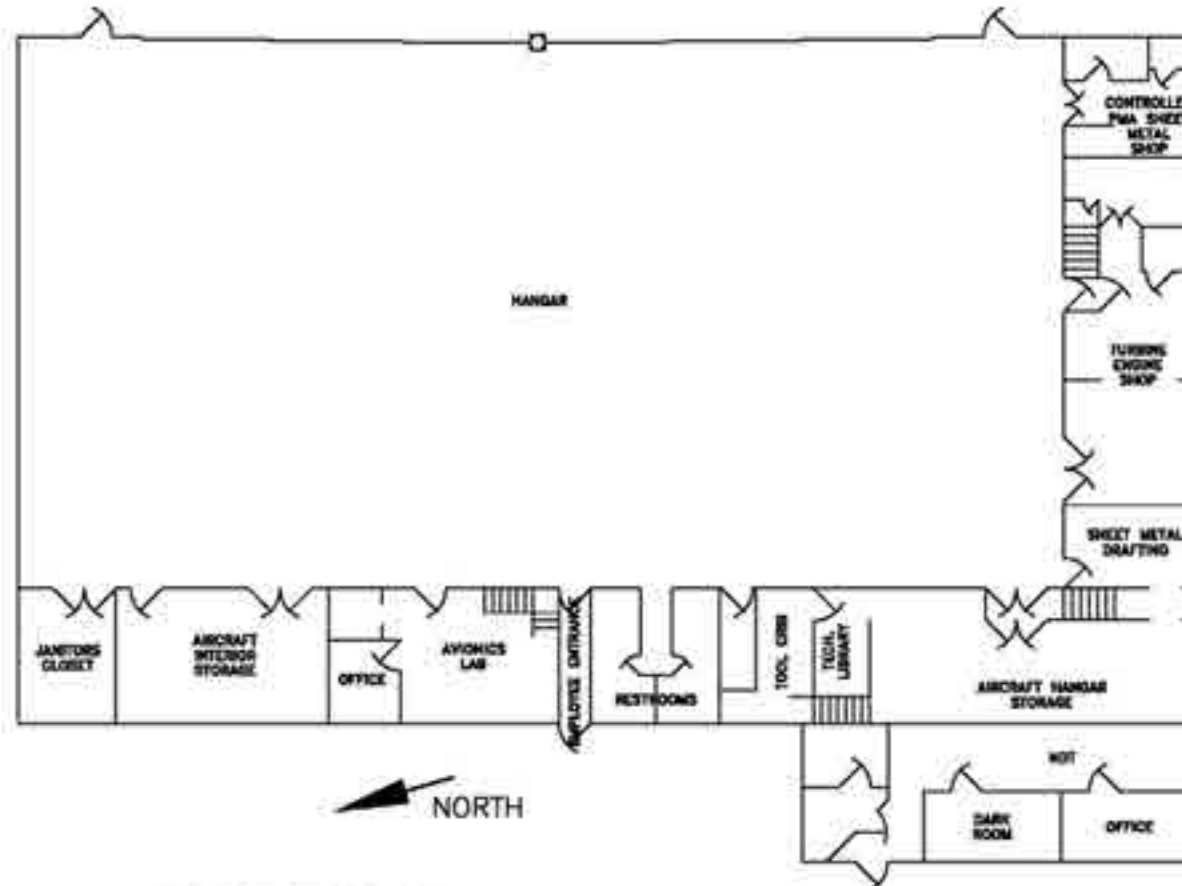
- 2.1 It will be the responsibility of the FAA Accountable Manager to assess the significance of the change and make the determination if it affects the ability to perform work in an airworthy manner. The result of this determination will be reflected in West Star Aviation Housing and facilities manual. This manual depicts the physical layout of the West Star Aviation complex and will be kept and revised within the Quality Department as a separate manual from the Repair Station/Quality Control manual.
- 2.2 West Star Aviation will comply with the requirements of 14CFR §145.105(b) by notifying the FSDO in writing.

3.0 Procedures:

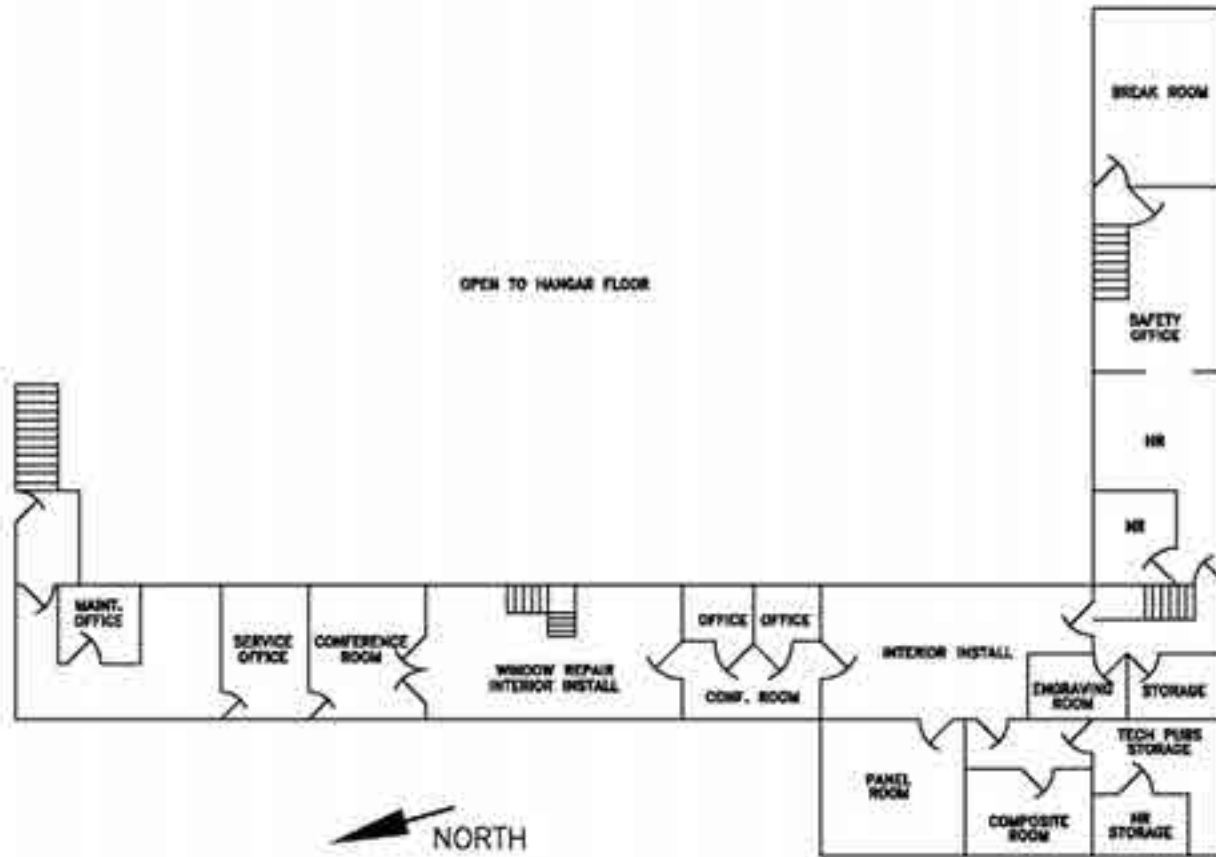
- 3.1 Whenever a change is made to the location, housing or facilities that could have a significant effect on the ability of the repair station to perform work in an airworthy manner, the Accountable Manager will initiate a draft revision to this manual.
- 3.2 The FAA Accountable Manager will decide which changes might have a "significant effect" on the ability of the repair station to accomplish its work in accordance with all applicable FARs. If determined to be significant, the revision must be approved by the Accountability Manager. If insignificant, the revision will be distributed as otherwise required by this manual.
- 3.3 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 acceptance.
- 3.4 After receiving FAA acceptance and any FAA-prescribed conditions or limitations that affect this repair station's work during the transition, the FAA Accountable Manager will ensure the final manual revision is created and is properly distributed.

Title: HOUSING AND FACILITY PHYSICAL LAYOUT





WEST STAR AVIATION 796 BUILDING
HANGAR & OFFICES FIRST FLOOR
REFER TO WEST STAR FACILITIES ① FOR LOCATION
(17,800 SQ. FT. HANGAR SPACE
22,118 SQ. FT. SHOP & OFFICE SPACE)

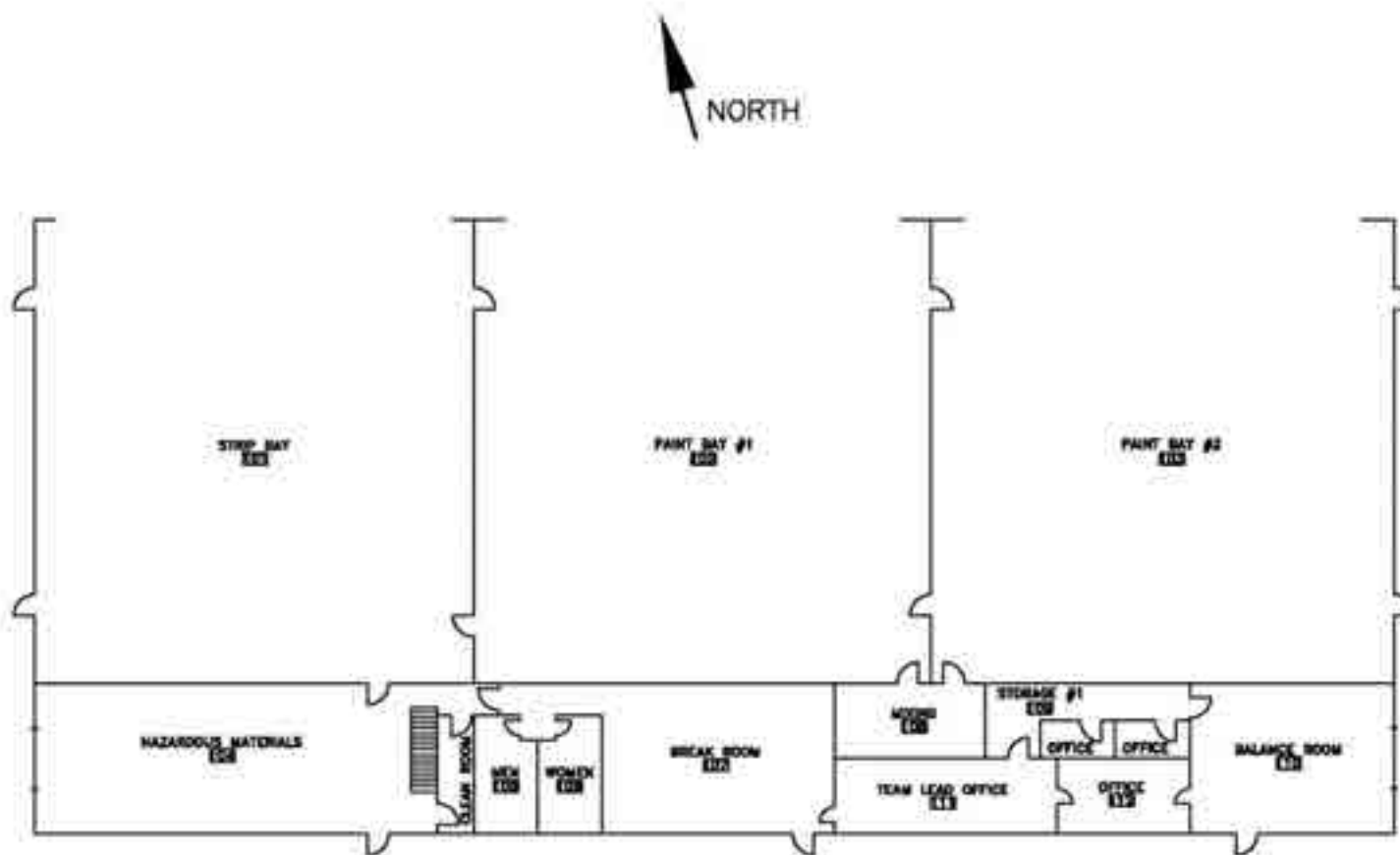


WEST STAR AVIATION 796 BUILDING
HANGAR & OFFICES SECOND FLOOR
REFER TO WEST STAR FACILITIES ① FOR LOCATION



Repair Station Manual

Chapter:	4
Doc. No.:	4.030
Effective Date:	01/01/20
Revision No.:	Rev. 15
Page:	4 of 19



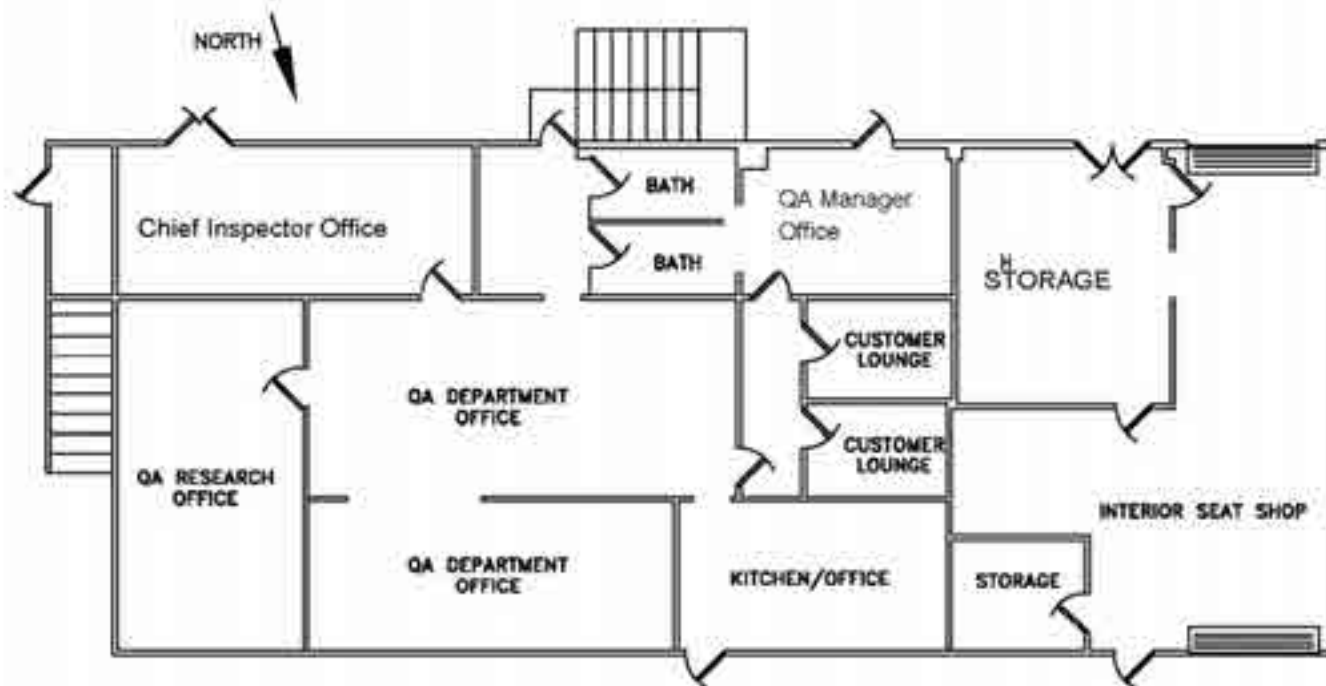
WEST STAR AVIATION B04 BUILDING
HANGAR & OFFICE SPACE
REFER TO WEST STAR FACILITIES ② FOR LOCATION
(16,200 SQ. FT. HANGAR SPACE
5,400 SQ. FT. SHOP & OFFICE SPACE)




TITLE: B04 BUILDING HANGAR
& OFFICE SPACE

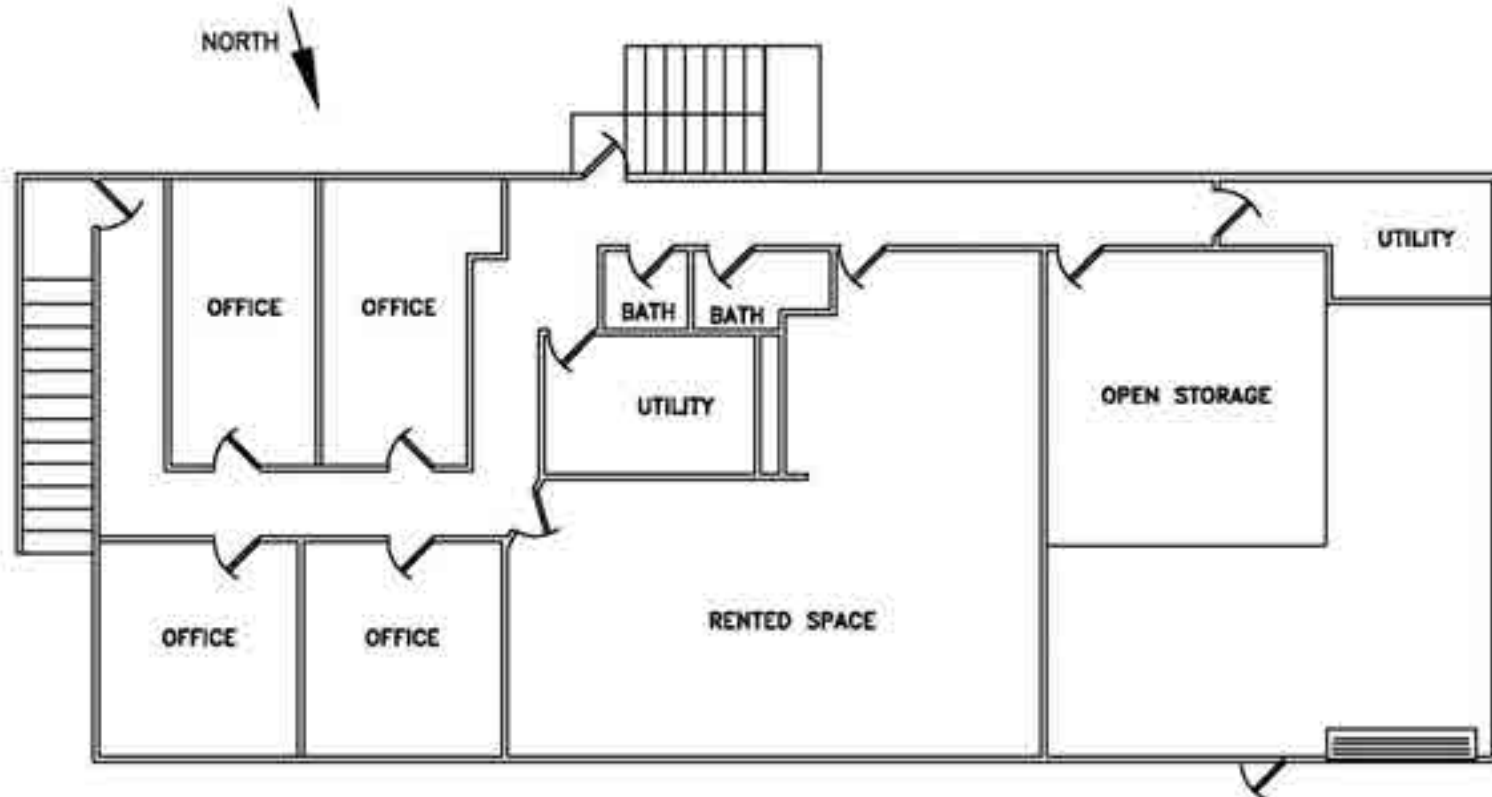
FIG. NO. FACILITIES 2

PAGE 1 OF 1



WEST STAR AVIATION 800 BUILDING
OFFICE SPACE FIRST FLOOR
REFER TO WEST STAR FACILITIES ③ FOR LOCATION
(3,840 SQ. FT. OFFICE SPACE)

	TITLE: 800 BUILDING OFFICE SPACE FIRST FLOOR	
	FIG NO: FACILITIES 3A	SHEET 1 OF 1

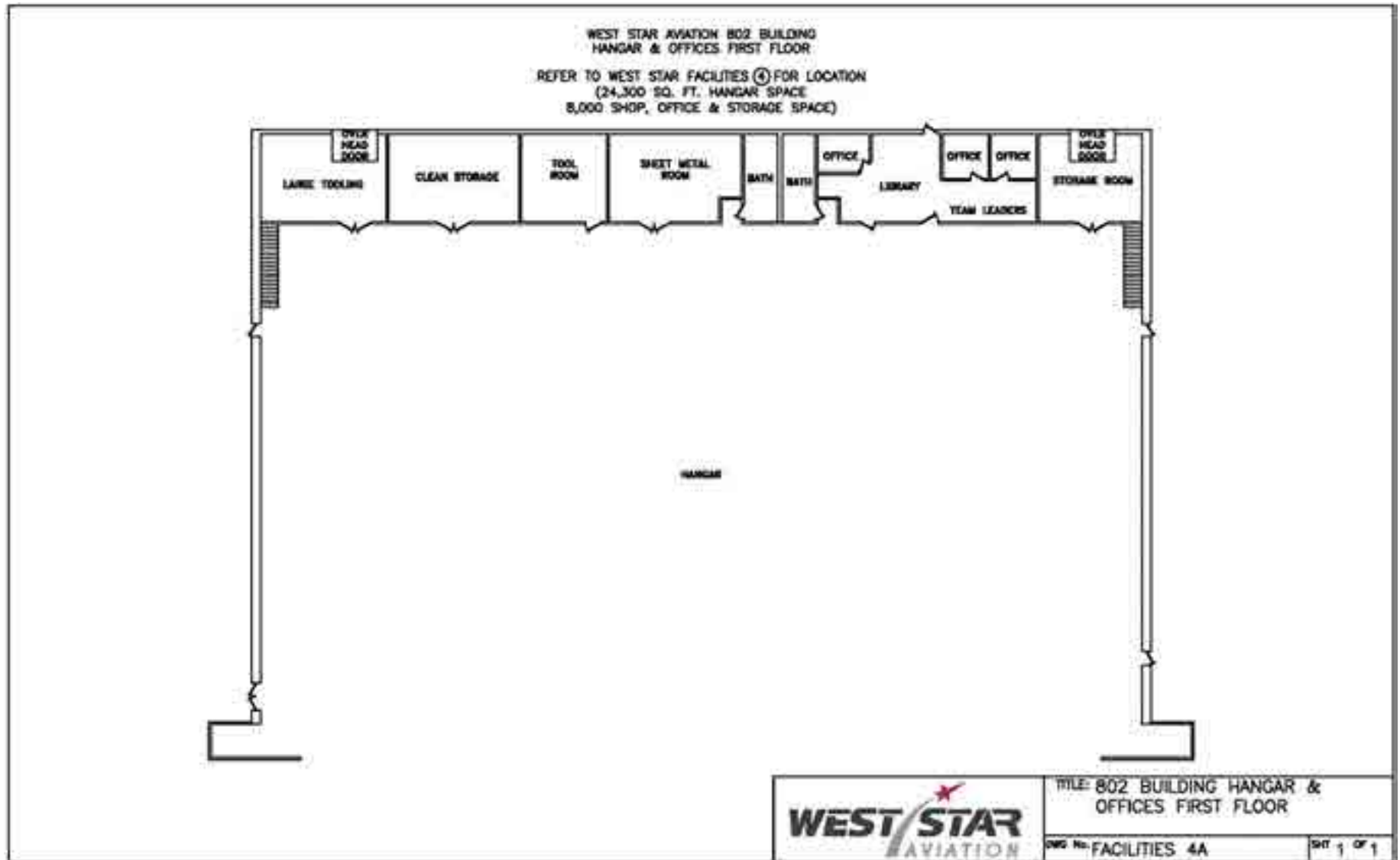


WEST STAR AVIATION 800 BUILDING
OFFICE SPACE SECOND FLOOR
REFER TO WEST STAR FACILITIES ③ FOR LOCATION
(3,840 SQ. FT. OFFICE SPACE)



Repair Station Manual

Chapter:	4
Doc. No.:	4.030
Effective Date:	01/01/20
Revision No.:	Rev. 15
Page:	7 of 19

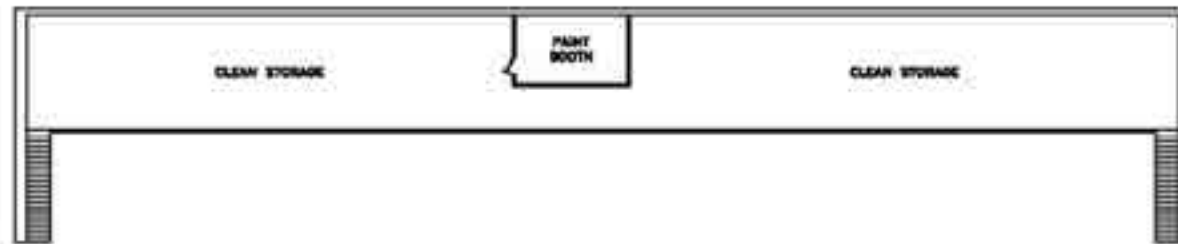




Repair Station Manual

Chapter:	4
Doc. No.:	4.030
Effective Date:	01/01/20
Revision No.:	Rev. 15
Page:	8 of 19

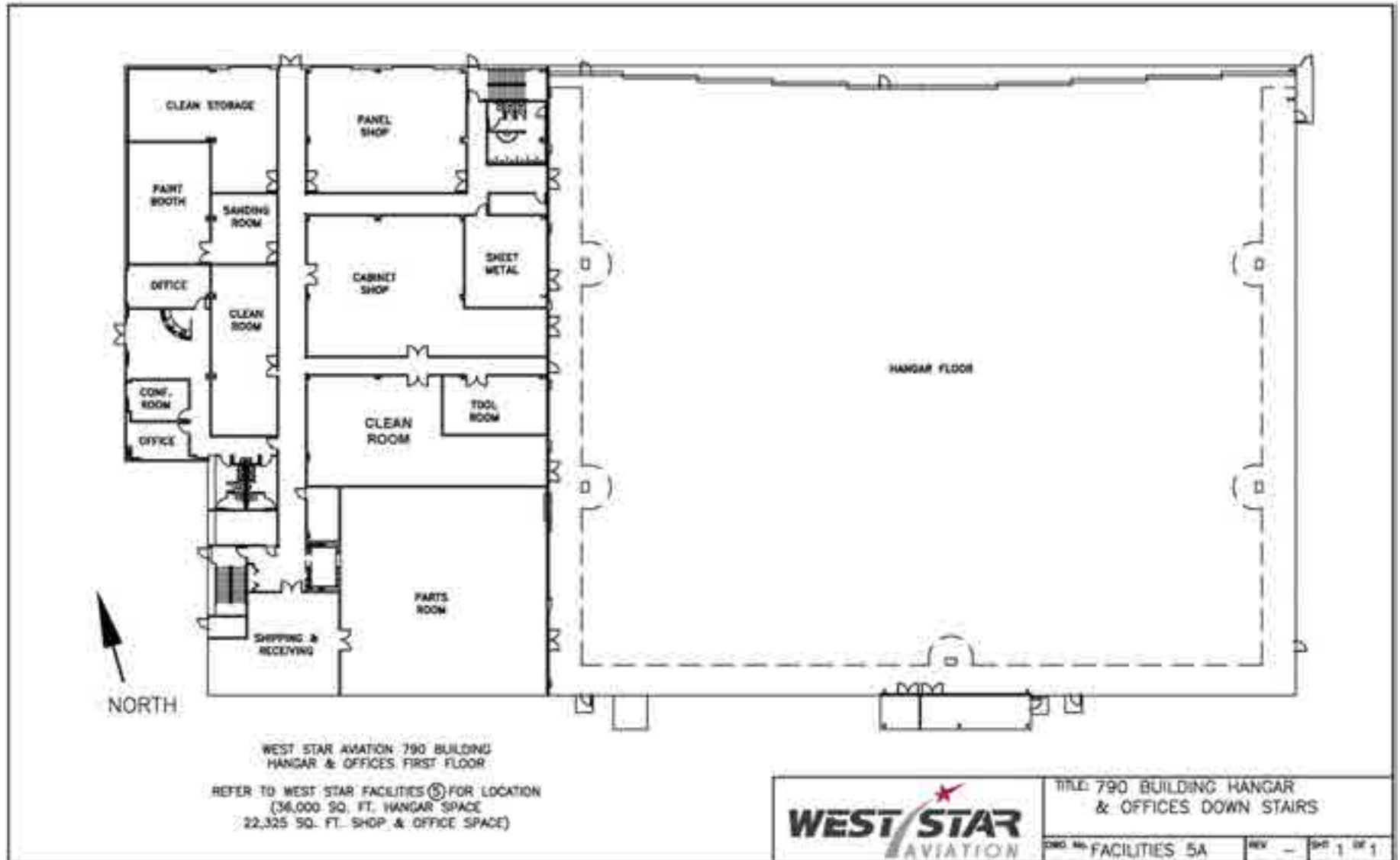
WEST STAR AVIATION 802 BUILDING
HANGAR & SECOND FLOOR
REFER TO WEST STAR FACILITIES ④ FOR LOCATION

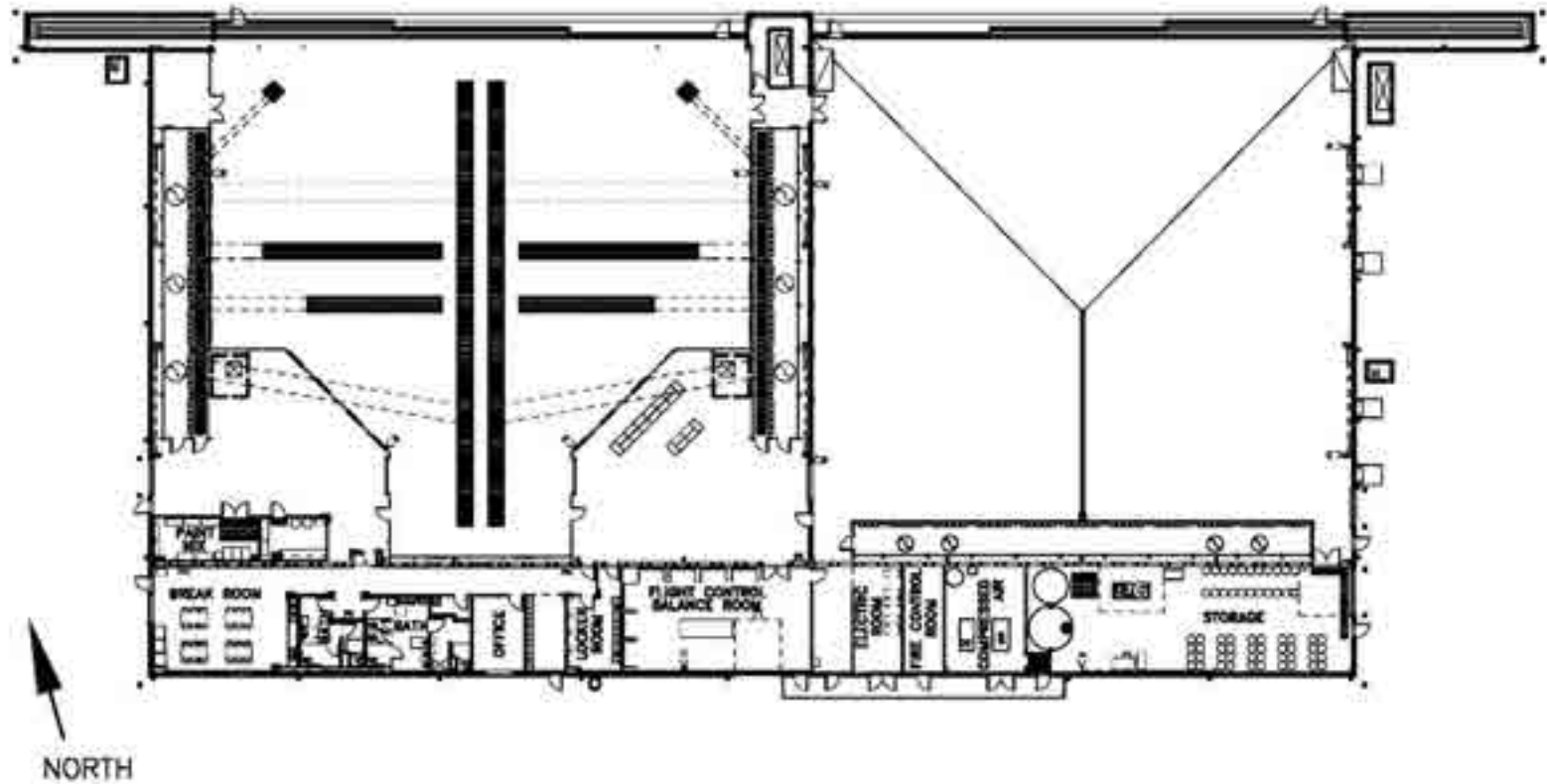


TITLE: 802 BUILDING HANGAR &
SECOND FLOOR

DOC No: FACILITIES 4B

SHEET 1 OF 1





WEST STAR AVIATION 2856 BUILDING
PAINT HANGAR
REFER TO WEST STAR FACILITIES 6 FOR LOCATION
(27,300 SQ. FT. HANGAR SPACE
6,825 SQ. FT. SHOP & OFFICE SPACE)



TITLE: 2856 BUILDING HANGAR
& OFFICE SPACE

DRG NO. FACILITIES 6

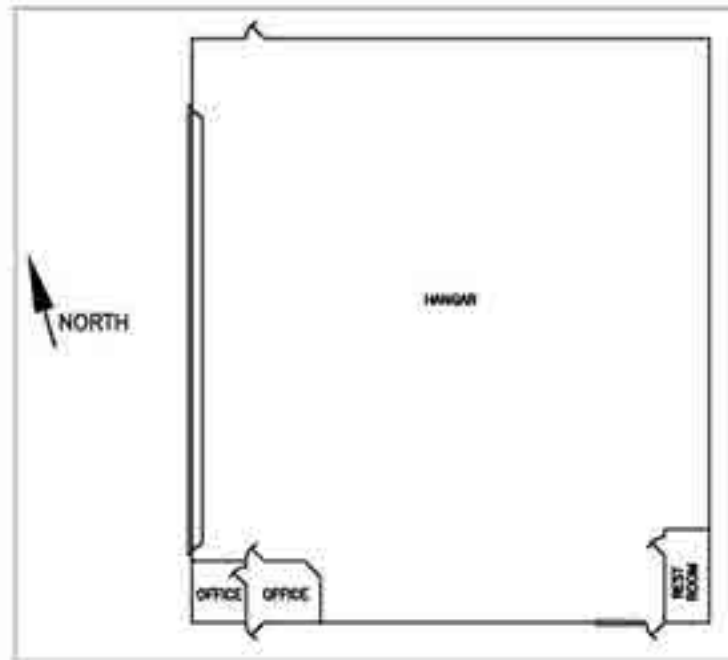
SHEET 1 OF 1



Repair Station Manual

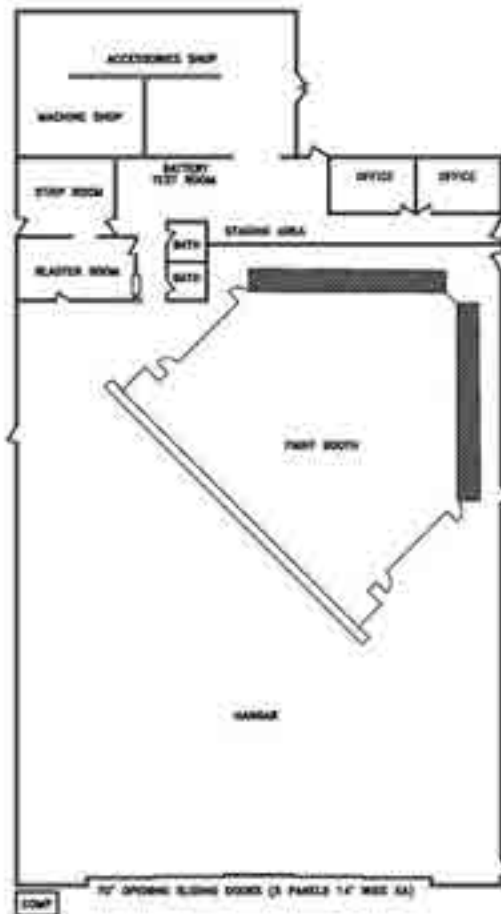
Chapter:	4
Doc. No.:	4.030
Effective Date:	01/01/20
Revision No.:	Rev. 15
Page:	12 of 19

WEST STAR AVIATION 285B BUILDING HANGAR
REFER TO WEST STAR FACILITIES ⑦ FOR LOCATION
13,000 SQ. FT. HANGAR SPACE



TITLE:	285B BUILDING HANGAR
DOC. No.	FACILITIES 7
SHEET	1 OF 1

WEST STAR AVIATION 2870 BUILDING
HANGAR & OFFICE SPACE FIRST FLOOR
REFER TO WEST STAR FACILITIES (B) FOR LOCATION
(11,305 SQ. FT. HANGAR SPACE
4,369 SHOP & OFFICE SPACE)



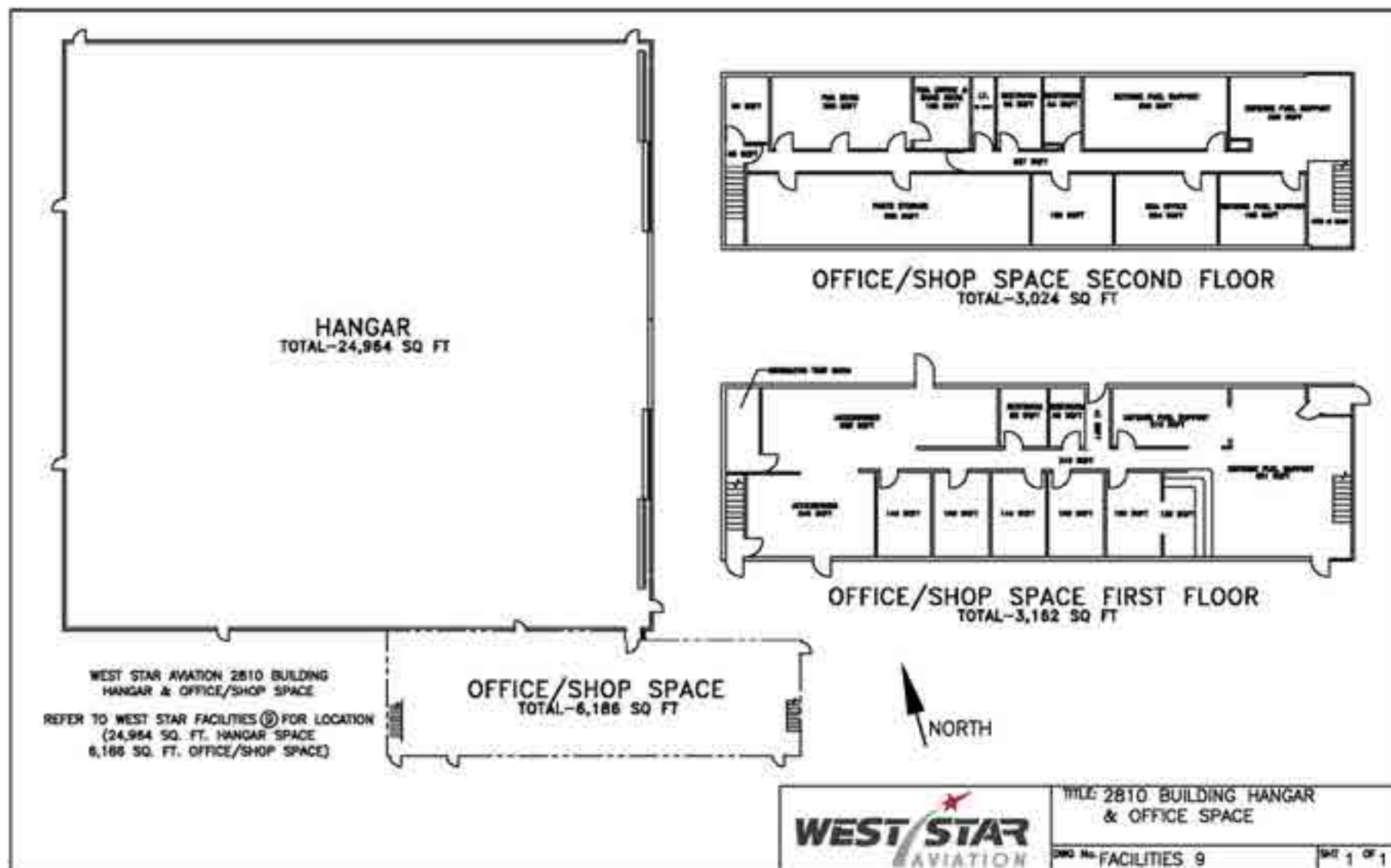
WEST STAR AVIATION 2870 BUILDING
HANGAR & OFFICE SPACE SECOND FLOOR
REFER TO WEST STAR FACILITIES (B) FOR LOCATION
(2842 SQ. FT. SHOP SPACE)

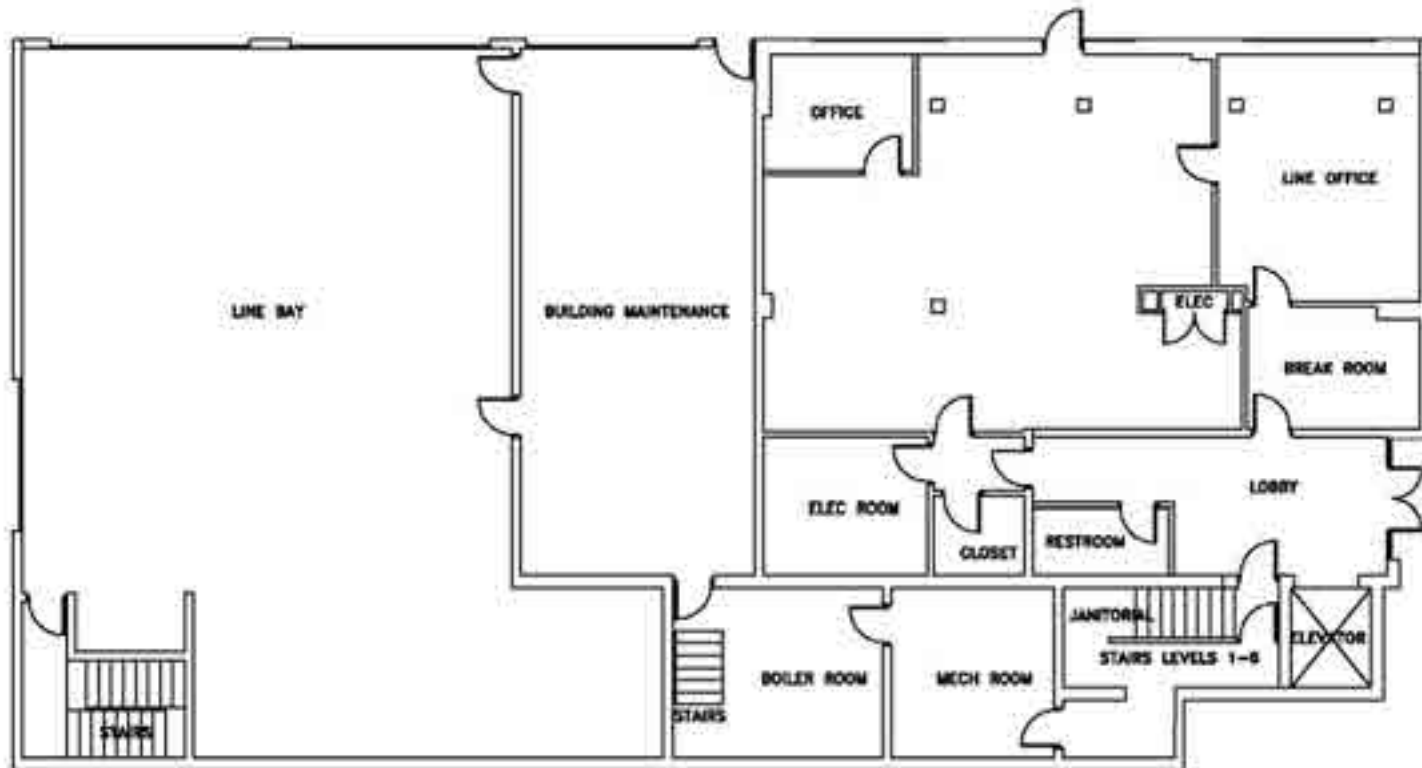




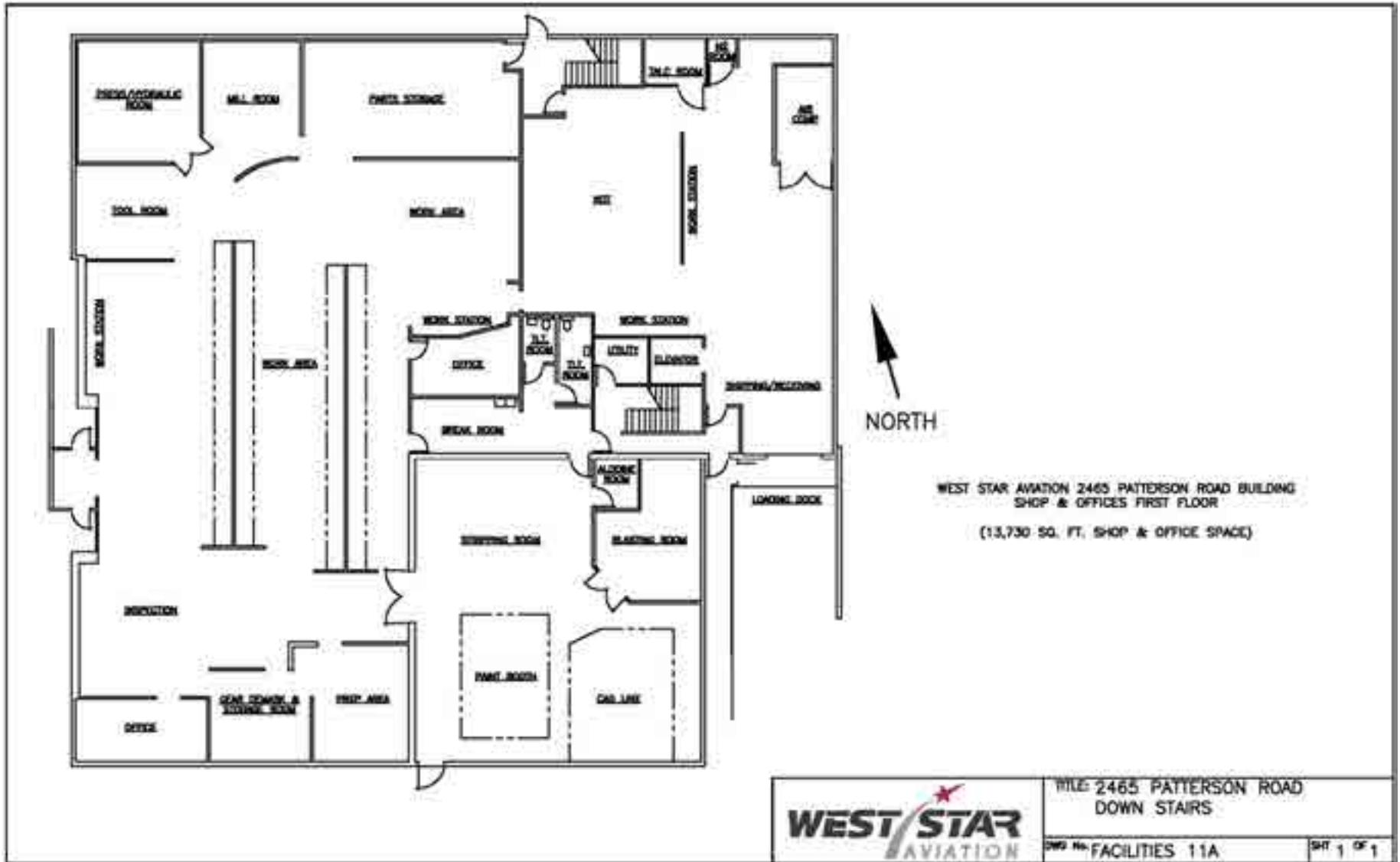
Repair Station Manual

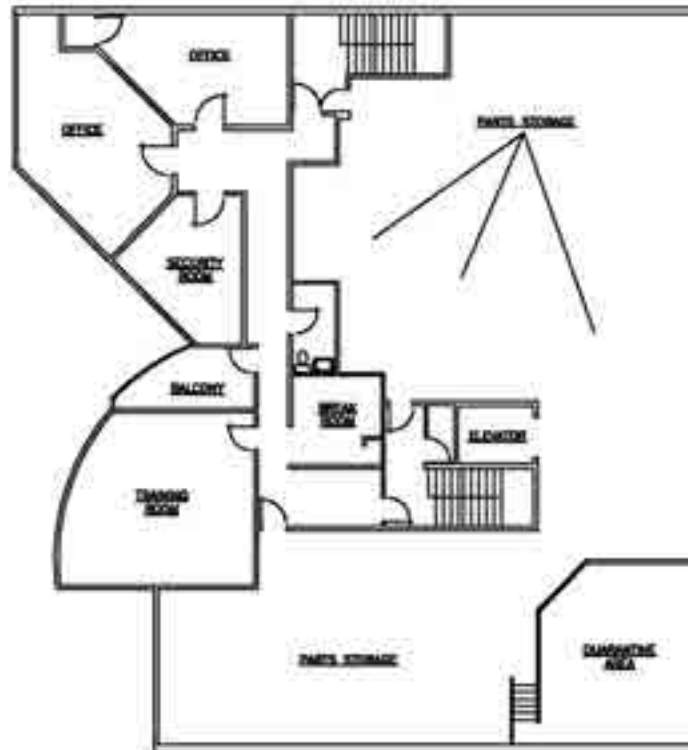
Chapter:	4
Doc. No.:	4.030
Effective Date:	01/01/20
Revision No.:	Rev. 15
Page:	14 of 19



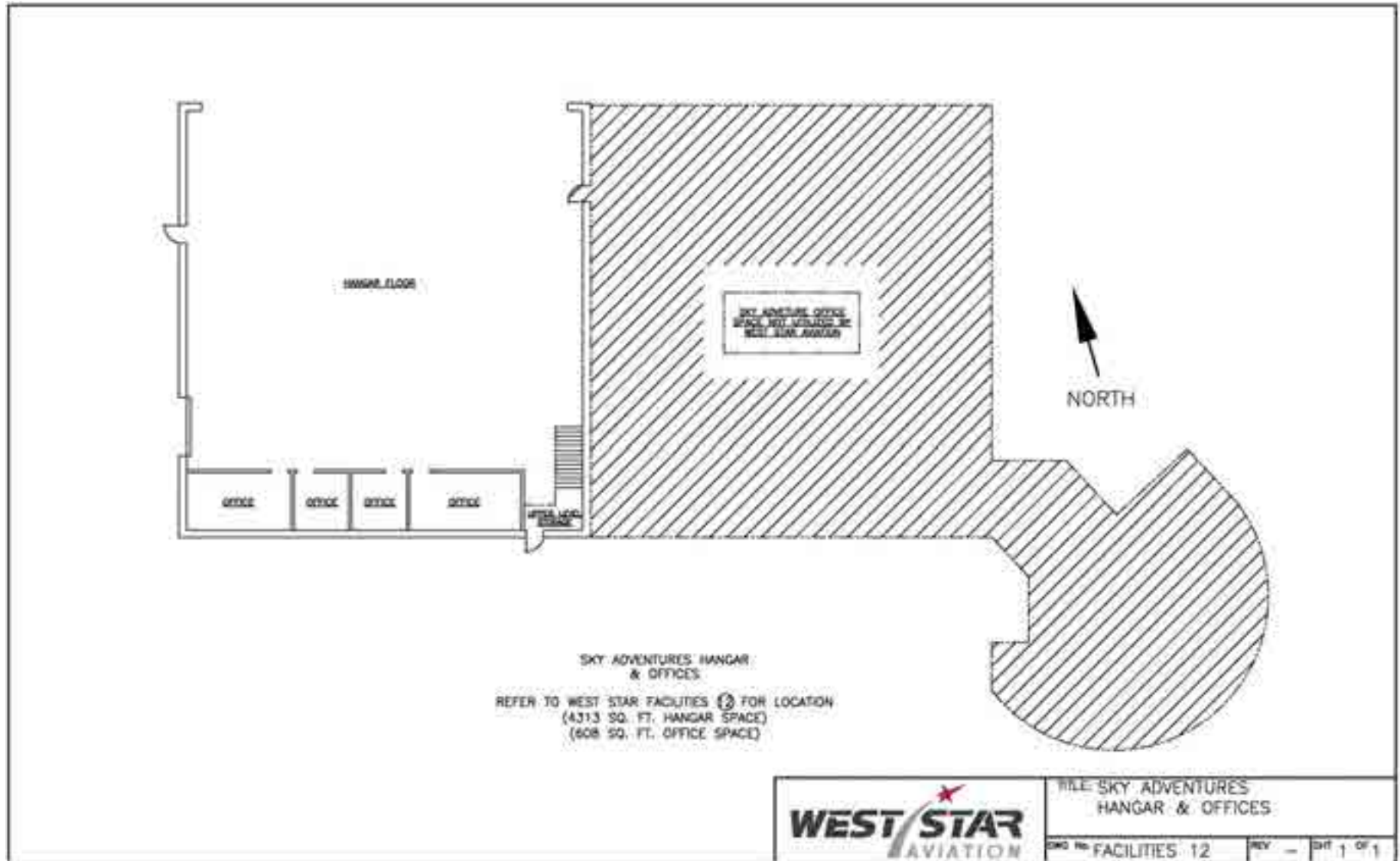


GJT TOWER LEVEL 1 WITH GARAGE SPACE





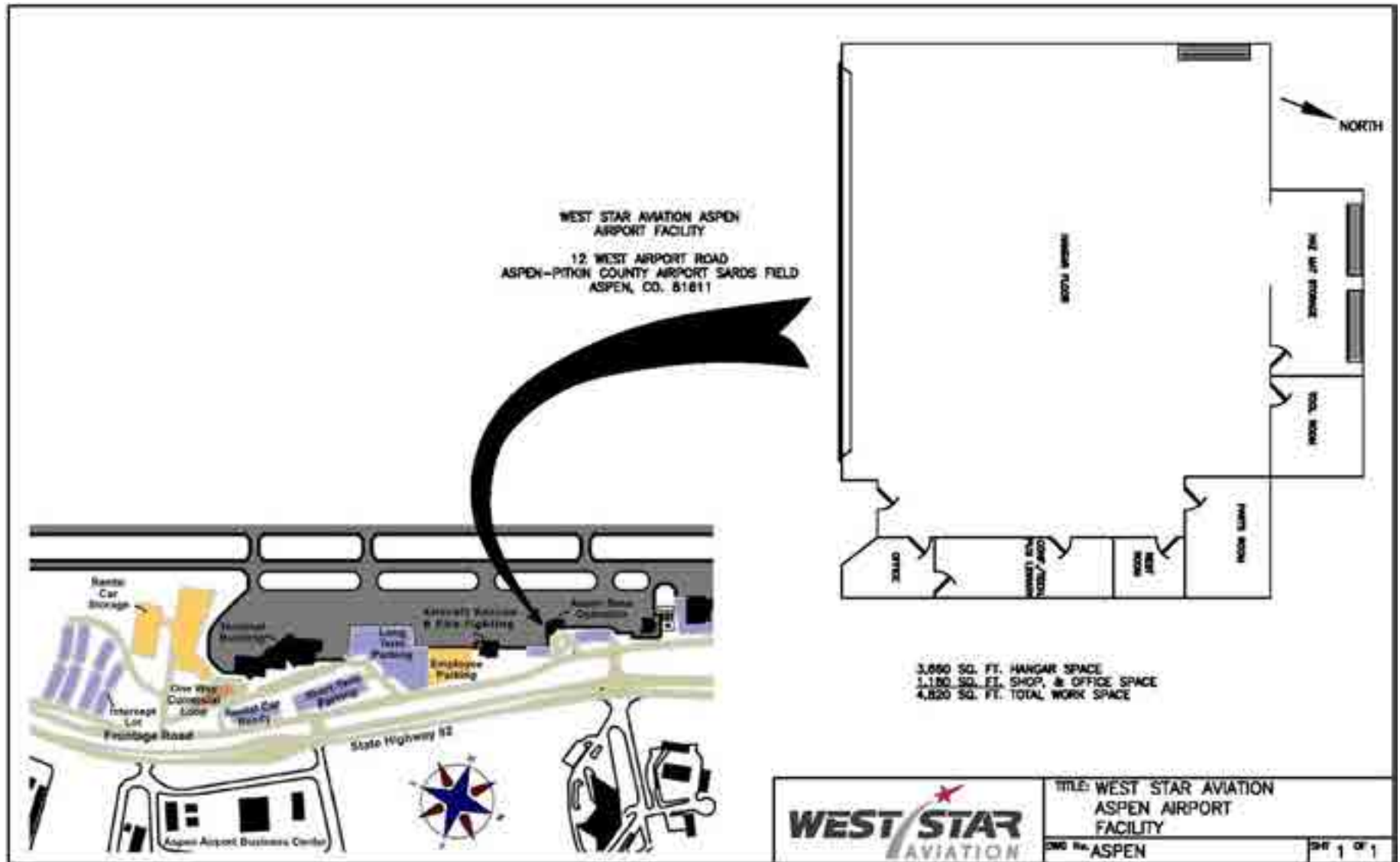
WEST STAR AVIATION 2465 PATTERSON ROAD BUILDING
SECOND FLOOR
(5600 SQ. FT. STORAGE & OFFICE SPACE)





Repair Station Manual

Chapter:	4
Doc. No.:	4.030
Effective Date:	01/01/20
Revision No.:	Rev. 15
Page:	19 of 19



CHAPTER 5

TRAINING PROGRAM



Repair Station Manual

Chapter:	5
Doc. No.:	5.010
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	1 of 1

Title: **TRAINING PROGRAM (14CFR §145.163 & §145.209 (e))**

In order to meet the requirements of 14CFR §145.163 a Training Program Manual has been created and approved by the Flight Standards District Office. The Training Program Manual is separate from the Repair Station and Quality Control Manual. This Training Program Manual contains the policies and procedures West Star Aviation uses to determine its training requirements and to develop its training program. The training program ensures each repair station employee has the knowledge and skills to capably perform assigned maintenance, preventive maintenance, inspections and alteration tasks. The training program content in this manual ensures West Star Aviation can respond to its employees' changing training needs.

The Training Program Manual sets forth the procedures for West Star Aviation to identify its training needs in a systematic manner, develop training and/or identify appropriate existing training, select the training methods, provide training, record training accomplishment, and measure the effectiveness of its training program.

A copy of the Training Program Manual and all revisions are provided to West Star Aviation certificate-holding district office (CHDO). The procedures for revising this document and submitting revisions to the FAA for approval are described in this document on page 6 and in the West Star Aviation RSM Doc. No. 1.020.

West Star Aviation uses a closed loop system to ensure that the training requirements for the company and employees are identified, training standards are established, training is provided, and the training program is revised as necessary. West Star Aviation training program consists of the following basic components:

- A training needs assessment to identify West Star Aviation overall training needs and individual employee training needs
- The method for defining areas of study and/or courses/lessons made available to employees
- The method for identifying training sources and methods available to employees for the areas of study, courses, and/or lessons
- The method of documenting employee qualifications and training
- The methods used to measure the effectiveness of the training program and to make changes as necessary

The Accountable Manager has the overall authority for West Star Aviation training program and will ensure West Star Aviation complies with all of the components of its training program. Any changes to the training program will be coordinated with the Accountable manager.

CHAPTER 6

CONTRACT MAINTENANCE PROVIDERS



Repair Station Manual

Chapter:	6
Doc. No.:	6.010
Effective	01/AUG/2017
Date:	Rev. 13
Revision No.:	1 of 3
Page:	

**TITLE: Qualifying Certificated and Non-Certificated Contract Maintenance Providers
(14CFR §145.209 (h) & §145.217)**

1.0 Purpose:

- 1.1 The purpose of this section is to describe a process for Qualifying Certificated and Non-Certificated Maintenance Contract Providers.

2.0 Responsibilities:

- 2.1 The FAA Accountable Manager or his designee shall be responsible for assuring that the provisions of this procedure are carried out.
- 2.2 The Materials Control Manager shall be responsible for assuring that all products and services used for returning aircraft to service are procured from subcontractors that have been qualified in accordance with this procedure.

3.0 Procedures:

- 3.1 Some maintenance functions that are an integral part of the maintenance being performed by West Star Aviation may be subcontracted to a contract maintenance provider approved by the FAA Accountable Manager. Such contractors are used on a part-time basis, as needed.
- 3.2 The maintenance functions that will or can be contracted to outside sources will be contained in a list approved by the FAA located in Appendix A of this manual.
- 3.3 This section does not apply to components or services received from FAA certificated vendors who have conducted final inspection and test of an assembled accessory, and issued acceptable/approved documentation, which approved the article for return to service.
- 3.4 To assist in ensuring parts ordered are appropriate for installation for use on aircraft, the FAA Accountable Manager will be responsible to maintain a list of Certificated and Non-Certificated Contract Maintenance providers, see example below on page 3 of 3 para. 5.4 of this document, and their associated ratings. The name, associated ratings and capabilities of each provider will be maintained in a dedicated file in the QA office. The Accountable Manager will conduct audits of the Certificated and Non-Certificated Maintenance Providers using WSAF 014A as indicated in Doc. No. 6.020 of this chapter.

4.0 Procedures for revising the Contract Maintenance Numerical Function List

- 4.1 Before adding or revising any contracted maintenance functions to its FAA-approved Contract Maintenance Numerical Function List, the repair station shall contact the FAA in a format acceptable to the administrator setting forth the type of maintenance function it wishes to accomplish by contract.
- 4.2 The repair station shall not contract any maintenance function to a Non-Certificated Maintenance Provider prior to obtaining FAA approval if the maintenance function is not listed on the West Star Aviation approved Function list located in Appendix A. FAA approval will be provided or in the case of an emergency, verbally. West Star Aviation will maintain and revise the contract list only upon approval from the Salt Lake City FSDO as indicated. Once the approval has been given, the contract list will be updated and submitted to the Salt Lake City FSDO for signature approval.



Repair Station Manual

Chapter:	6
Doc. No.:	6.010
Effective	01/AUG/2017
Date:	Rev. 13
Revision No.:	2 of 3
Page:	

- 4.3 Maintenance contractors are chosen for their ability to perform the maintenance, preventive maintenance or alteration service and their certificated or non-certificated status.

5.0 Procedure for Qualifying a Non-Certificated Contract Maintenance Provider

- 5.1 Non-certificated contractor maintenance providers are required to have a quality control system equivalent to West Star Aviations Quality 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 by supplying the vendor the appropriate material and documentation to accomplish the contract maintenance if it cannot be provided by the vendor in a manner satisfying all applicable 14 CFR requirements. When the work is completed by the contractor, the article will be subjected to a receiving and conformity inspection by West Star Aviation and will receive and approval for Return to Service either by issuing a yellow West Star Aviation Maintenance Release Tag (WSAF 2163) or FAA form 8130-3 prior to placing into West Star Aviation stock.
- 5.2 A list of contract maintenance facilities will be maintained in the inspection office in a manner acceptable to the administrator. This list will contain a Vendor Code, (Internal Use Only), and the name and address of the contracted facility, FAA ratings, FAA & EASA repair station number, maintenance function provided to West Star Aviation, and Approved date.
- 5.3 A sample of the Numerical Function Listing is as follows:

Note: The FAA approved Contract Maintenance Provider **Function** Numerical listing can be located in the Repair Station Manual Appendix "A".

1.	Metal plating or anodizing.
2.	Complex machine operations involving the use of planers, shapers, milling machines, etc.
3.	Precision grinding, honing, and lapping operations (including crankshaft, cylinder barrels, etc.)
4.	Heat treatment.
5.	Non-Destructive Testing (NDT)
6.	Plastic, Acrylic, Polly Carbonate etc. repair or manufacturing
7.	Hydrostatic test and inspection of pressurized gas cylinders.



Repair Station Manual

Chapter:	6
Doc. No.:	6.010
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	3 of 3

5.4 A sample of the Contract Maintenance Provider Listing is as follows:

Note: The Contract Maintenance Provider listing is located in West Star Aviation Inspection office.



CONTRACT MAINTENANCE PROVIDERS FAA and EASA

Code	Provider Name / Address	FAA Ratings	CRS # EASA #	Maintenance Function	Approved Date
ABLEN	ABLE ENGINEERING & COMPONENT SERVICES, INC. 2920 E CHAMBERS ST PHOENIX AZ USA	Limited Airframe, Limited Engines, Limited Accessory, Limited Nondestructive Inspection, Testing & Processing, Limited Specialized Services, Limited Rotor Blades, Limited Instruments, Limited Radio	A11ER100N EASA 145.4010	CAD Plating & Plating	8/31/2015
LEAC88	ACSS REPAIR AND OVERHAUL (L-3 Communications) 19810 NORTH 7TH AVE PHOENIX AZ USA	Limited Instruments, Limited Radio	L3Z8029X EASA 145.5441	TCAS Labels, Plates & Computer Software Upgrades. Test, repair, modify and/or overhaul specific components by manufacturer, model and part number per capabilities list.	4/30/2016
ADVA24	ADVANTAGE AVIATION TECHNOLOGIES II, LLC 201 REGAL ROW DALLAS TX USA	Limited Airframe, Limited Engines, Limited Landing Gear Components, Limited Accessory, Limited Nondestructive Inspection, Limited Specialized Services	GQER443L EASA 145.4863	Reveal Servos and Actuators	8/31/2014

CONTRACTED MAINTENANCE PROVIDER AUDIT PROCEDURES

1.0 Purpose:

- 1.1 This document defines the procedure whereby West Star Aviation establishes that its certificated and non-certificated contract maintenance providers are qualified to provide aircraft Maintenance, Repair, Inspection or alteration of acceptable quality.

2.0 Responsibilities:

- 2.1 The Quality Assurance Manager or his designee shall be responsible for assuring that the provisions of this procedure are carried out.
- 2.2 The Materials Control Manager shall be responsible for assuring that all articles and services used for returning aircraft to service are procured from contract maintenance providers that have been qualified in accordance with this procedure.

3.0 Procedures:

- 3.1 A database will be maintained by the Quality Assurance Manager or his designee, which summarizes the current, and past approval status of each contract maintenance providers evaluated under this procedure.

Table 3.1 lists the various possible approval status categories.

Table 3.1 Contract Maintenance Providers Approval Status Categories

Approval Category	Status Definition	Approval Codes
Approved	Survey was returned and evaluated by West Star Aviation approved.	A
Failed	Survey was returned and evaluated by West Star Aviation and failed.	F

- 3.2 The approval status of each contract maintenance provider will be made readily available to procurement personnel either through periodic reports from the database or by suitable coding on the Corridor Purchasing Department data tracking system.

4.0 DOCUMENTS

- 4.1 The contract maintenance provider Audit Form (WSAF 014A) will be used to establish acceptability of a contract maintenance providers qualifications. This form is mailed, e-mailed or faxed to the contract maintenance provider who fills it out and returns it to West Star Aviation for evaluation. An example of WSAF 014A can be located in the Quality Control Manual Doc. No. 5.090.



Repair Station Manual

Chapter:	6
Doc. No.:	6.020
Effective Date:	01/AUG/2019
Revision No.:	Rev. 14
Page:	2 of 2

- 4.2 The contract maintenance providers Audit Form (WSAF 014A) may also be used to assist West Star Aviation auditors when performing periodic on site audits of contract maintenance providers.

5.0 PROCEDURES

- 5.1 Upon notification by the Purchasing Department of the need to evaluate a contract maintenance provider, the Quality Assurance Manager or his designee will mail, fax or e-mail the contract maintenance providers a copy of WSAF 014A, Vendor Audit Form.
- 5.2 When returned, WSAF 014A will be evaluated by a QA Manager or designee for the acceptability of the responses in each contract maintenance provider category for which the contract maintenance provider is being evaluated.
- 5.3 The contract maintenance providers will be approved internally for those categories for which acceptable answers are provided and procurement personnel will be notified per section 3.2 of the contract maintenance providers corresponding approval codes. Ref. Table 3.1 located on pg. 1, Repair Station manual Doc. No. 6.020.
- 5.4 Approved contract maintenance providers status will last for 1 to 5 years from the date of receipt of an acceptable WSAF .014. Prior to the expiration of their approved status, the contract maintenance providers will be sent a current copy of the Contract Maintenance Providers Audit Form (WSAF 014A) to fill out and return. The WSAF 014A form will be evaluated and the contract maintenance provider status established.
- 5.5 Changes to the contract maintenance providers management, ownership, location, and/or quality system may require re-evaluation of the contract maintenance provider. Therefore, any such contract maintenance providers changes must be expeditiously reported to the Quality Assurance Manager.

CHAPTER 7

SELF EVALUATION PROGRAM



Repair Station Manual

Chapter:	7
Doc. No.:	7.010
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	1 of 2

Title: REPAIR STATION SELF AUDIT PROGRAM

1.0 Purpose: A Self Audit Program focuses on whether the stated procedures and standards are actually being followed and whether they are effective in meeting the overall goals for maintaining airworthy products within the repair station. The Audit process examines a sample of products to ensure they remain in compliance with 14 CFR Part 43, Part 145, and processes to verify that the end products meet all requirements, i.e. that the overall Repair Station system works.

2.0 Responsibilities:

2.1 West Star Aviation is responsible for ensuring that the Audit program is accomplished according to the objectives and guidance established by the Accountable Manager by:

2.1.1 The accomplishment of audits.

2.1.2 Providing support to responsible technical managers for the development of solutions to audit observations.

2.1.3 Completion of audit reports

3.0 Procedures:

3.1 It is acceptable to use personnel from one section/department to audit the work and products of another section/department in accordance with procedures of this audit program. Independence shall be established by ensuring that audits are not carried out by the personnel responsible for the function, procedure, or product being audited.

3.2 Overall responsibility for West Star Aviation's Audit program is assigned to the Accountable/Quality Assurance Manager. Any auditor reports directly to the Quality Assurance/Accountable Manager.

3.3 The individual selected as an auditor should have a thorough knowledge of the company's Quality System and its departmental relationships.

3.4 Audits will be conducted by West Star Aviation once per year as a single exercise or conducted in segments during a period of one year in accordance with the audit program contained in this manual. All applicable 14 CFR parts 43 and 145 provisions as detailed will be checked at least once per year against each primary product line.

3.5 Additional Fixed locations will be subjected to the same audits, as indicated in this manual.

3.6 The following forms will be used to carry out the audit program and examples can be found in Chapter 5 of the Quality Control Manual:

3.6.1 WSAF 015, Incident/Corrective Action Report.

3.6.2 WSAF 015A, Self Audit Schedule

3.6.3 WSAF 015B, Program Self Audit Checklist

3.6.4 WSAF 015C, Repair Station Self Audit Checklist



Repair Station Manual

Chapter:	7
Doc. No.:	7.010
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	2 of 2

- 3.7 If discrepancies are found as result of an audit, corrective actions will be derived from an analysis of the problem's extent and "root" cause to be sure that all affected activities or parts are identified. Then and only then will any immediate action required be taken. Interim actions required will be determined before the implementation of a permanent solution is initiated. All long term, permanent solutions (> 30 days) will be accompanied with a plan and timetable and be approved by the Accountable Manager before rectification is initiated.
- 3.8 The implementation of corrective actions will be monitored by the Quality Assurance/Accountable Manager through status updates/reports. The status report may be in the form of inter-office memo (e-mail) or in direct meeting with the Accountable Manager/Quality Assurance or designee as required. Corrective action implementation and/or rectification will be verified through the use of follow-up audits.
- 3.9 Audit records are confidential internal documents that are the property of West Star Aviation. Records of audits, corrective actions and results will be made available for the FAA and/or industry at the Accountable/Quality Assurance Managers discretion at West Star Aviation's business address during normal working hours. These records will be kept for 2 years.
- 3.10 At its discretion, West Star Aviation will hire an outside entity to conduct an audit. This will provide an unbiased approach to auditing the West Star Aviation facility and processes. The results of such an audit will be handled in the same manner as a West Star Aviation internal self/audit with determining a root cause and corrective action.



QUALITY CONTROL MANUAL

14CFR §145.211

West Star Aviation, LLC (DBA) West Star Aviation
(GJT)
796 Heritage Way
Grand Junction Regional Airport
Grand Junction, Co 81506
Federal Aviation Administration Repair Station
Certificate Number **WTXR173J**
&

WEST STAR AVIATION ADDITIONAL FIXED LOCATIONS

12 West Airport Road
Aspen-Pitkin County Airport/Sardy Field
Aspen, CO 81611
&
2465 Patterson Road
Grand Junction, CO 81505

Kevin T. Bostwick
Accountable Manager/Quality Assurance Manager

NOTE: ANY AND ALL FORMS, STAMPS OR TAGS REFERENCED IN THIS MANUAL CAN BE FOUND BY USING THE INDEX LOCATED IN APPENDIX B. WEST STAR AVIATION NUMBERS THEIR FORMS USING THE PREFIX OF, WSAF FOR INTERNAL CONTROL

TABLE OF CONTENTS

QUALITY CONTROL MANUAL POLICIES & PROCEDURES

NOTE: *If viewing this manual in a digital format, click on the individual line items below which are hyperlink to the document*

QUALITY CONTROL MANUAL TITLE PAGE

TABLE OF CONTENTS	i
LIST OF EFFECTIVE PAGES	ii

Chapter 1: QUALITY CONTROL SYSTEM

Title Page	1.000
Introduction and Basic Requirement for the Manual	1.010

Chapter 2: MATERIAL CONTROL

Title Page	2.000
Incoming Material and Receiving Inspection	2.010
Receiving Inspection	2.020
Suspected Unapproved Parts	2.030
Shelf Life Materials	2.040
Issuance of Parts and Materials from Inventory	2.050
Tagging and Identification of Parts	2.060
Rejected Parts Disposition	2.070
Life Limited Parts Disposition	2.080

Chapter 3: INSPECTION SYSTEM

Title Page	3.000
Work Order System Flow Using the Corridor Program	3.005
Inspection System Flow	3.010
Preliminary Inspections	3.0
Hidden Damage Inspection	4.0
In Process Inspection	5.0
Continuity of Inspection	6.0
Final Approval for Return to Service	7.0
Failed Inspection	8.0
Customer Required Inspection Items	9.0
Inspection Personnel Requirements	3.011
Inspection Stamps	3.012
Technical Data Control	3.013
Final Inspection and Approval for Return to Service of Maintained Articles	3.020
Major Repairs & Major Alterations	3.030
Critical Inspection Items	3.040
Corrective Action Procedures on Deficiencies (VDRP)	3.050
Work Performed for Operators Subject to 14CFR Parts 121, 125, 129, or 135	3.060
Required Inspection Items (RII) Performed for Certain Operators, Subject to Parts 121, 125, 129, or 135	3.065



QUALITY CONTROL MANUAL

Preface:	i
Doc. No.:	
Effective Date:	01/JAN/2020
Revision No.:	Rev. 15
Page:	2 of 2

Reports of Defects or Unairworthy Conditions	3.070
Qualifying and Surveilling Non-Certificated Person	3.080
Lock Out - Tag Out (LOTO) Procedure	3.090

Chapter 4: Tooling Calibration System

Title Page	4.000
Calibration System	4.010
Calibration Labeling	4.020
Calibration Intervals	4.030
Calibration for Multi-meters	4.040
Calibration General Requirements	4.050
Tool Control Program	4.060

Chapter 5: REPAIR STATION DOCUMENTATION

Title Page	5.000
Repair Station Forms	5.010
Repair Station Work Order Forms	5.020
Work Order Form Instructions for the Corridor System	5.021
Repair Station Return to Service Forms	5.030
Maintenance/Inspection Log Entries	5.040
Repair Station Tags	5.050
Repair Station Stamps	5.060
Repair & Modification Approval Form (WSAF 802)	5.070
Repair or Modification Approval Form Instruction	5.071
Disposition of Quarantined Parts Form (WSAF 041)	5.080
Contract Maintenance Provider Audit Form (WSAF 014A)	5.090
Online Service Difficulty /M or D Entry Form	5.100
Inspector Proficiency Check List	5.110
Inspection Authorization Card (WSAF 053A)	5.111
Suspected Unapproved Parts Notification (FAA From 8120-11)	5.112
Self-Evaluation Checklist	5.113
Self-Audit Schedule	5.113A
Program Self-Audit Checklist	5.113B
Repair Station Self-Audit Checklist	5.113C
Non-Conformance Write up & Corrective Action	5.114
Certificate of Calibration	5.115
Tools due for Calibration	5.116
The use and control of West Star Aviation form WSAF 043, 043A & 043B "Equipment & Removal & Installation List" (R&I sheets)	5.117
Owner/Operator Airworthiness Directive Statement	5.118
Away from Base Maintenance Release Form	5.119
Away from Base Check List	5.120
Inspection Stamp Receipt	5.121
Inspection Stamp Number Listing	5.122

Chapter 6: NON-DESTRUCTIVE TESTING (NDT)

Title Page	6.000
Nondestructive Inspection (NDI) Program	6.010



Chapter:	LOEP
Doc. No.:	ii
Effective Date:	01/JAN/2020
Revision No.:	Rev.15
Page:	1 of 2

Quality Control Manual

LIST OF EFFECTIVE PAGES

DOC NO	PAGES	Rev. Level	Rev. Date
QCM Title Page			
i	1	15	01/JAN/2020
	2	15	01/JAN/2020
ii	1	15	01/JAN/2020
	2	14	01/AUG/2019
1.000	1	3	01/JUL/2007
1.010	1	14	01/AUG/2019
2.000	1	3	01/JUL/2007
2.010	1	13	01/AUG/2017
	2	13	01/AUG/2017
2.020	1	14	01/AUG/2019
	2	14	01/AUG/2019
2.030	1	13	01/AUG/2017
2.040	1	14	01/AUG/2019
	2	14	01/AUG/2019
2.050	1	13	01/AUG/2017
2.060	1	13	01/AUG/2017
2.070	1	14	01/AUG/2019
	2	14	01/AUG/2019
2.080	1	13	01/AUG/2017
3.000	1	3	01/JUL/2007
3.005	1	14	01/AUG/2019
	2	14	01/AUG/2019
3.010	1	14	01/AUG/2019
	2	14	01/AUG/2019
	3	14	01/AUG/2019
	4	14	01/AUG/2019
3.011	1	15	01/JAN/2020
	2	15	01/JAN/2020
3.012	1	15	01/JAN/2020
3.013	1	15	01/JAN/2020
3.020	1	15	01/JAN/2020
3.030	1	14	01/AUG/2019
	2	14	01/AUG/2019
3.040	1	14	01/AUG/2019
	2	14	01/AUG/2019
	3	11	01/MAR/2016
3.050	1	11	01/MAR/2016
3.060	1	14	01/AUG/2019
	2	14	01/AUG/2019
3.065	1	13	01/AUG/2017
	2	13	01/AUG/2017
3.070	1	11	01/MAR/2016
3.080	1	11	01/MAR/2016
	2	11	01/MAR/2016
3.090	1	14	01/AUG/2019
	2	14	01/AUG/2019

DOC NO	PAGES	Rev. Level	Rev. Date
4.000	1	14	01/AUG/2019
4.010	1	14	01/AUG/2019
	2	14	01/AUG/2019
4.020	1	14	01/AUG/2019
4.030	1	14	01/AUG/2019
	2	14	01/AUG/2019
4.040	1	14	01/AUG/2019
4.050	1	14	01/AUG/2019
	2	14	01/AUG/2019
4.060	1	14	01/AUG/2019
	2	14	01/AUG/2019
5.000	1	3	01/JUL/2007
5.010	1	14	01/AUG/2019
	2	14	01/AUG/2019
5.020	1	13	01/AUG/2017
	2	13	01/AUG/2017
	3	13	01/AUG/2017
	4	13	01/AUG/2017
	5	13	01/AUG/2017
5.021	1	14	01/AUG/2019
	2	14	01/AUG/2019
	3	14	01/AUG/2019
	4	14	01/AUG/2019
5.030	1	13	01/AUG/2017
	2	13	01/AUG/2017
	3	13	01/AUG/2017
	4	13	01/AUG/2017
	5	13	01/AUG/2017
5.040	1	14	01/AUG/2019
	2	14	01/AUG/2019
	3	14	01/AUG/2019
	4	14	01/AUG/2019
	5	14	01/AUG/2019
	6	14	01/AUG/2019
5.050	1	13	01/AUG/2017
	2	13	01/AUG/2017
	3	13	01/AUG/2017
	4	13	01/AUG/2017
	5	13	01/AUG/2017
	6	13	01/AUG/2017
	7	13	01/AUG/2017
	8	13	01/AUG/2017
	9	13	01/AUG/2017
	10	13	01/AUG/2017
5.060	1	15	01/JAN/2020
	2	15	01/JAN/2020
5.070	1	14	01/AUG/2019
5.071	1	14	01/AUG/2019



Chapter:	LOEP
Doc. No.:	ii
Effective Date:	01/JAN/2020
Revision No.:	Rev.15
Page:	2 of 2

Quality Control Manual

LIST OF EFFECTIVE PAGES

DOC NO	PAGES	REV. LEVEL	REV. DATE
5.080	1	13	01/AUG/2017
5.090	1	13	01/AUG/2017
5.090	2	13	01/AUG/2017
	3	13	01/AUG/2017
5.100	1	6	01/JUN/2010
5.110	1	15	01/JAN/2020
	2	15	01/JAN/2020
5.111	1	11	01/MAR/2016
5.112	1	3	01/JUL/2007
5.113	1	13	01/AUG/2017
	2	13	01/AUG/2017
5.113A	1	13	01/AUG/2017
5.113B	1	13	01/AUG/2017
	2	13	01/AUG/2017
5.113C	1	13	01/AUG/2017
5.114	REMOVED		
5.115	1	13	01/AUG/2017
5.116	1	14	01/AUG/2019
5.117	1	14	01/AUG/2019
	2	14	01/AUG/2019
	3	14	01/AUG/2019
	4	14	01/AUG/2019
	5	14	01/AUG/2019
5.118	1	14	01/AUG/2019
5.119	REMOVED		
5.120	1	13	01/AUG/2017
5.121	1	15	01/JAN/2020
5.122	1	15	01/JAN/2020
6.000	1	9	01/MAR/2014

6.010	2	11	01/MAR/2016
-------	---	----	-------------

West Star Aviation Approval: Accountable Manager

Printed: **Kevin T. Bostwick**

Signed: _____
Signature on file in the QA Department

Date: **01/JAN/2020**

FAA FSDO Acceptance of: Principal Inspector

Printed: _____

Signed: _____
Signature on file in the QA Department

Date: _____

CHAPTER 1

QUALITY CONTROL SYSTEM INTRODUCTION



Chapter:	1
Doc. No.:	1.010
Effective Date:	01/AUG/2019
Revision No.:	Rev. 14
Page:	1 of 1

QUALITY CONTROL MANUAL

Title: **QUALITY CONTROL MANUAL INTRODUCTION (14CFR §145.211)**

- 1.0 Purpose: This quality control manual includes a description of the policies and procedures that will be used by this repair station to meet all requirements of a Quality Control system.
- 2.0 Responsibilities:
- 2.1 All Repair Station Key Personnel are required to be thoroughly familiar with the requirements of this manual and the applicable FAA Regulations.
- 2.2 The Individual Hangar libraries will have a hard copy of the manual to include, department head supervisors which all technicians will have access to including the electronic version located and accessed on the company intranet. There will be additional copies maintained in the inspection office when a West Star Aviation technician is tasked to work away from base. This Quality Control Manual will be combined with the Repair Station Manual in one binder along with the current EASA and Canadian Supplements. These manuals will be tracked as one. A list of manual assignments by individual or location will be maintained in the Quality Assurance Department.
- 2.3 Manual holders are responsible for maintaining their assigned manuals to current revision status, and for ensuring that all personnel under their supervision have access to and are familiar with the contents of the manual and adhere to its provisions, to include the electronic version located and accessed on the company intranet.
- 3.0 Procedures:
- 3.1 This manual will describe the inspection system, material control, contract maintenance and the use of repair station documentation.
- 3.1.1 All West Star Aviation personnel while performing any maintenance activities for the repair station, regardless of the location where the maintenance is being performed will strictly adhere to the procedures listed in this manual.
- 3.1.2 All maintenance, including inspections performed by West Star Aviation, shall be accomplished in accordance with the manufactures current inspection standards.
- 3.2 This manual contains the repair station's quality control policies and procedures and the Quality Control (QC) system to permit this repair station to properly approve work performed on an article for return to service.
- 3.2 The maintenance, preventive maintenance, or alteration of civil aviation articles will be performed in accordance with the applicable Title 14 Code of Federal Regulations Part (14 CFR). The repair station will not maintain or alter any article for which it does not hold an appropriate rating.
- 3.3 West Star Aviation will make all required records available to both the NTSB and FAA personnel. West Star Aviation maintains its required records for a minimum of two years and is located in Building 790 upstairs.
- 4.0 Manual Distribution, Control and Revision Processes 14CFR §145.211 (c)(4)
- 4.1 The revision process for the Quality Control Manual will be accomplished in accordance with the Repair Station Manual, Chapter 1 Doc. No.: 1.020.

CHAPTER 2

MATERIAL CONTROL



QUALITY CONTROL MANUAL

Chapter:	2
Doc. No.:	2.010
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	1 of 2

Title: INCOMING MATERIAL AND RECEIVING INSPECTION (14CFR §145.211 (c)(1)(i))

1.0 Purpose:

- 1.1 To ensure the airworthiness of components, accessories, appliances and hardware that will be installed on aircraft and to define responsibilities, requirements and procedures governing articles and materials received by the Repair Station.

2.0 Responsibilities:

- 2.1 The Materials Control Manager is responsible to determine that incoming materials, hardware, parts, components, equipment and other products, intended for installation on aircraft, are subject to a receiving inspection.
- 2.2 The Materials Control Manager may delegate this inspection function to Product Support department personnel identified as Receiving Inspectors on the repair station roster. The Quality Assurance Manager must provide adequate training to the personnel who perform these inspections for the repair station.

3.0 Procedures:

- 3.1 Receiving inspections are normally accomplished when parts are received into the shipping / receiving area of the Product Support Department. Special care must be taken to assure that parts, which do not enter the Repair Station in this manner, are subject to a receiving inspection. Following are examples of such situations:
- 3.1.1 Parts received by production personnel, (e.g. after hours and weekends), will be accepted only by a receiving inspector. Production personnel must coordinate their parts needs to the Production Manager for possible receiving inspection support.
- 3.1.2 Parts purchased by production personnel, from outside sources (i.e. customers), which are intended for installation on aircraft. The person purchasing such parts shall assure that the Repair Station places the parts into quarantine prior to introduction to the Repair Station's controlled inventory or prior to installation. Only a QA Inspector may release such parts from quarantine. If the part is released from quarantine, the QA Inspector shall perform and document the Receiving Inspection.
- 3.2 All incoming units, parts, components and materials shall be inspected for quality, quantity, conformity to dimensions or specifications (as applicable), conformance to part number, serial number, requested specification, purchase order number, state of preservation contamination and airworthiness standards.
- 3.3 Products purchasing agents ordering parts intended for installation or use on aircraft will request the manufacturing certification from the parts supplier, on all parts not ordered directly from a Type or Production Certificated manufacturer.
- 3.4 To assist in ensuring parts ordered are appropriate for installation for use on aircraft, the Quality Assurance Manager will maintain a list of **"Certificated and Non-Certificated Contract Maintenance Providers"** IAW the Repair Station manual chapter 6, (Contract Maintenance Providers). Non-Certificated Maintenance Providers will be subject to an annual audit via West Star Aviation form WSAF 014A. The audit will be conducted by the Quality Assurance Manager using this form as indicated in Chapter 6 of the Repair Station Manual.



QUALITY CONTROL MANUAL

Chapter:	2
Doc. No.:	2.010
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	2 of 2

-
- 3.5 All products will be inspected for compliance to the purchase order. Raw stock shall have a material spec sheet. Product inspection shall include, but not be limited to; identification, damage and age control. Traceability must be established for all articles. Parts received with documentation traceable to a recognizable source certifying conformance to 14 CFR § 21.9 and where authenticity of the part can be established, constitutes acceptable certification, for example: Certificate of Conformance or FAA form 8130-3.
- 3.6 The parts receiving inspector will determine the manufacturer of all aircraft parts and materials that are intended for installation on any certificated aircraft by reviewing the documentation provided with the parts for FAA approved parts manufacturer's documentation.
- 3.7 The inspector, through provided documentation, will determine whether the part or material meets the requirements of 14 CFR § 21.9. If the part conforms, it will be accepted and a record of the inspection will be made on the applicable packing slip by using the Receiving Inspection stamp.
- 3.8 The part is then received and logged into the repair station parts inventory. If it is determined that the part does not conform to the requirements of 14 CFR § 21.9 or the conformity status is questionable, it will be segregated. Form WSAF 041 (Disposition of Quarantined Parts) will be filled out as required and kept with the part until the QA department determines disposition.
- 3.9 The part will remain segregated and tagged until the Quality Assurance Manager, or his designee, determines the conformity status and its proper disposition. In all cases, the presence of a receiving stamp and the initials of the receiving inspector or the Quality Control Inspector signifies acceptance of a part.
- 4.0 Customer Supplied Materials
- 4.1 It shall be the responsibility of the customer to provide certifications or maintenance release tags as required, with the material being supplied.
- 4.2 Customer supplied parts will subjected to the same receiving inspections as any other part ordered by West Star Aviation. If it is not practical for the part to be brought to the parts room, a receiving inspector will come to where the part is located.
- 4.3 All paperwork will be brought to the parts room to be appropriately processed into the Corridor system.
- 4.4 Customer supplied parts shall be placed in a Quarantined area until released by a QA inspector.
- 4.5 Customer supplied material that is rejected by receiving inspection will be identified and segregated from acceptable materials. Customer will be promptly notified to correct problem.



QUALITY CONTROL MANUAL

Chapter:	2
Doc. No.:	2.020
Effective Date:	01/AUG/2019
Revision No.:	Rev. 14
Page:	1 of 2

Title: **RECEIVING INSPECTIONS**

1.0 Purpose:

- 1.1 To ensure the airworthiness of components, accessories, appliances and hardware that will be installed on aircraft and to define responsibilities, requirements and procedures governing articles and materials received by the Repair Station.

2.0 Responsibilities:

- 2.1 It will be the responsibility of the Receiving Inspector to follow the guidelines of this section.

3.0 Procedures:

- 3.1 New components manufactured under a type or production certificate, or in accordance with Technical Standard Order (or similar FAA approved technical data), or components that have been rebuilt by the manufacturer to production specifications, requires a visual receiving inspection.
- 3.2 Any repaired or overhauled components received from an FAA certified repair station which are identified as serviceable components (yellow tagged) do not normally require more than a visual receiving inspection before being accepted into the Repair Station Inventory.
- 3.3 Repaired components that are received from other than an FAA certified repair station, in addition to the normal receiving inspection, will be segregated and tagged with a "Repairable Part" tag, Form WSAF 2161.
- 3.4 The Quality Assurance Manager, or his designee, will be notified and the part will remain segregated and tagged until the Quality Assurance Manager, or his designee, has performed the functional checks and tests necessary and has approved the component for return to service.
- 3.5 The approval for return to service will be complete when a Quality Assurance or Quality Control Inspector has issued the "Maintenance Release" tag, Form WSAF 2163, for the component before being placed into inventory.

NOTE: Functional checks and tests shall be performed in accordance with instructions contained in the appropriate manufacturer's publications. However, if such specific instructions are not available, functional check requirements will be determined by the Quality Assurance Manager and documented on a work order to provide a means of recording compliance. If suitable test facilities are not available in the repair station, components may be functionally checked in the aircraft. If an aircraft test bed is used to test components, the aircraft must be able to test all of the component manufacturer's test parameters. If the aircraft cannot perform all of the tests required by the manufacturer, then the components will be sent to the manufacturer or a certificated repair station that has the required test equipment to perform the tests.



QUALITY CONTROL MANUAL

Chapter:	2
Doc. No.:	2.020
Effective Date:	01/AUG/2019
Revision No.:	Rev. 14
Page:	2 of 2

- 3.6 The Quality Assurance Manager may request a functional check of any component overhauled or repaired outside of West Star Aviation.
- 3.7 Once accepted into inventory, all parts, product, and materials are identified with a bar code sticker. The sticker provides identification of the parts origin and the purchase order information associated.
- 3.8 In the case of large quantity items for which singular identification is not practical such as screws, rivets, bolts etc, the sticker will also identify the count or number of parts associated with that purchase order. The container for those items is identified and will remain the only container open for that part number until each piece has been issued.

4.0 SHIPPING DAMAGE

- 4.1 Materials that have suffered shipping damages or are otherwise unacceptable will be tagged using an "Unairworthy Part" tag (Form WSAF 2162). The Quality Assurance Manager, Chief Inspector or Quality Assurance Inspector will be notified of the damaged part to assist in providing guidance in reaching a final determination on the disposition of the damaged part. The receiving inspector may refer any incoming materials of questionable acceptability or origin to the Quality Assurance Manager for assistance and guidance in reaching a final determination.



QUALITY CONTROL MANUAL

Chapter:	2
Doc. No.:	2.030
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	1 of 1

Title: **SUSPECTED UNAPPROVED PARTS**

1.0 Purpose:

- 1.1 To provide guidelines to the receiving inspector for the disposition of suspected unapproved parts.

2.0 Responsibilities:

- 2.1 The proper disposition of suspected unapproved parts will be the responsibility of the receiving inspector.

3.0 Procedures:

- 3.1 Whenever an aircraft part has been purchased and received by the repair station and is suspected to be unapproved by the receiving inspector, the suspected part and associated documents will be immediately quarantined and the QA department will be notified.
- 3.2 In the event the part is determined to be suspect the QA department will execute FAA form 8120-11. Reporting is accomplished in accordance with FAA Advisory Circular 21-29 or its latest revision.
- 3.3 Upon completion of the requirements of FAA Advisory Circular 21-29 as revised, the Salt Lake City FSDO must be notified and be given the opportunity to conduct an investigation as required.

Title: SHELF LIFE MATERIALS

1.0 Purpose:

- 1.1 To provide guidelines to receiving inspectors for proper identification of shelf life items.

2.0 Responsibilities:

- 2.1 The proper disposition of shelf life items will be the responsibility all receiving inspectors

3.0 Procedures:

3.1 Shelf Life limited product:

- West Star Aviation inventory software can accept only two methods of entering shelf life data into the system.
 - One method is using the cure date indicated on the product. With this method the shelf life has to be known in order for the system to calculate the proper expiration date. Known shelf life is first entered into the part master under the general tab. This entry is made in days only, i.e. 60 quarters = 5475 days. Then the cure date for individual lot numbers are entered, the system will then calculate the expiration date. Labels can then be printed with the expiration date and be attached to the product.
 - Method two is used when the expiration date is indicated on the product. With this method first enter the numeral 1 only in the shelf life field under the general tab in the part master. Then enter the expiration date by individual lot numbers. Labels can then be printed with the expiration date and be attached to the product.
- Inspect part (s) for shelf life limitations.
- As with these products it will depend on the vendor, as to which vendor will recognize life limited parts. Not all vendors consider the same materials life limited. Some vendors are more aggressive with their shelf life limited product programs.
- Most chemicals, adhesives, sealant, lubricants, etc. West Star Aviation uses or will use are shelf life sensitive.
- Some rubber products such as gaskets, hoses, seals, etc, are also life limited.
- Some complete units, such as fuel pumps, fuel controls, etc. and in some cases some instruments are life sensitive; components within the assembly will be time sensitive. The vendor normally notes these.
- With this type of part, these units will also be serialized. Both shelf life and serial number will have to be verified.
- During visual inspection of part, look on the container or paperwork for 'cure date', 'manufacture date', 'use by date' or 'functionally check after' stickers or stamps.
- All date information written on paperwork must be noted as to what type of information, i.e., cure date, manufacture date, use by date, shelf life, etc.

- For product with a date other than an expiration date, notify the purchaser who will contact the manufacture or distributor to obtain data stating the life limit of the product. These documents will then be filed at a central location within each parts room, specific to each production department's usage. And a note attached to the part number stating shelf life; date of entry and initials of who entered the note will be entered into the computer system.
- Some product have a life limit but only when it is opened. This product when sold must be marked with a red sharpie as to the date it was sold on the lid of the container by the person issuing it to the technician. These products will not require the indicator on the part record to indicate that it is shelf life sensitive, however a note explaining the shelf life and how to properly identify the container when sold must be entered into the computer system.
- Upon completion of receiving inspection and pertinent shelf life data noted on vendor paperwork, the receiving inspector will receive the product along with either the cure date or expiration date, (as described in the first three paragraphs), into the computer system, which will generate a lot number bar code label that will contain the expiration date of the product.
- A Shelf Life report will be run the first work day of each new week indicating what product has expired by lot number. This report will be distributed to parts department personal and any materials or parts determined to be outdated will be removed from inventory, adjusted out of the system and disposed of as directed by the Director of Environmental Health and Safety Manager to be in compliance with all federal environmental regulations.

- 4.0 The Team Leader or designee (QC Inspector status is not required), will inspect his/her assigned flammable-consumable locker weekly to ensure no shelf life items have expired. If an item is found expired, it will be disposed of in the appropriate colored plastic barrels found throughout the hangar floor.



QUALITY CONTROL MANUAL

Chapter:	2
Doc. No.:	2.050
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	1 of 1

Title: **ISSUANCE OF PARTS AND MATERIALS FROM INVENTORY**

1.0 Purpose:

- 1.1 To provide guidelines to receiving inspectors for proper issuance of parts and materials from inventory.

2.0 Procedures:

- 3.1 Once through the receiving inspection, inventory parts and supplies are segregated and protected in the storeroom to eliminate possible contamination or damage. Only parts and supplies that have been through the receiving inspection required by this manual will be issued for a job.
- 3.2 While issuing parts and materials for use on aircraft and for related maintenance, product support personnel shall handle the parts and materials so as to prevent damage and possible contamination, as applicable. Also, any parts issued to the floor will have the appropriate documentation accompany the part so the technician may place this documentation into the work order, for example 8130.3, statement of conformities, etc.
- 3.3 As previously discussed, all incoming parts and material are subjected to receiving inspection. Any parts, which do not pass receiving inspection, are tagged (WSAF 2162) and placed in the lock-up cage by the Receiving Inspector to await disposal or return to vendor. A copy of West Star Aviation form WSAF 041 "Disposition of Quarantined Parts" shall accompany each quarantined part, which fails a receiving inspection. Segregation and identification ensures that these parts or materials are not used or installed on aircraft, engines, or components undergoing maintenance by the repair station.
- 3.4 For shelf life limited materials the red circular adhesive label or marking by permanent red marker provide a visual warning to product support personnel, technicians and inspectors to check the expiration date. Any materials or parts determined to be outdated will be removed from inventory, adjusted out of the system and disposed of as directed by the Director of Environmental Health & Safety to be in compliance with all federal environmental regulations.
- 3.5 Customer supplied parts are to be subjected to the same receiving inspection as any other part ordered and received by West Star Aviation.



QUALITY CONTROL MANUAL

Chapter:	2
Doc. No.:	2.060
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	1 of 1

Title: TAGGING AND IDENTIFICATION OF PARTS

1.0 Purpose:

- 1.1 This repair station, for segregation and identification of articles, uses the following tags:

FORM #	COLOR	USE	SIGNED BY:
WSAF 026	Orange Sheet	Placed on the glareshield or attached to the side of the aircraft at the start of maintenance by production personnel. Removed once all department work orders are cleared through QA for OCF or DELIVERY.	QA Inspector
WSAF 2161	Green	Used to identify units or parts that require repairs and or testing in order to determine airworthiness	All Technicians
WSAF 2162	Red	Used to identify parts determined to be unairworthy and rejected.	Quality Control Inspector
WSAF 2163	Yellow	Used when approving appliances and components not attached to and aircraft, engine or propeller for return to service.	Quality Control Inspector
WSAF 2164	Grey	Used to identify the origin of serviceable parts that are in a state of disassembly within the repair station undergoing maintenance. May be attached to the table or cabinet that contains such parts.	All Technicians
WSAF 2167	Blue	Used to identify core units or parts with a Warranty value that is to be returned to originator for warranty consideration/value.	All Technicians

- 1.2 Detailed instructions and examples of all tags used by the repair station may be found in Chapter 5 of this manual.

NOTE: The use of all tags requires that all blocks be filled in. If the information is not available or is not relevant, "N/A" will be used in those blocks. Do not use the back of any tag for the identification of any part associated with an aircraft. Use the front of a tag relevant to its need for identification or status.



QUALITY CONTROL MANUAL

Chapter:	2
Doc. No.:	2.070
Effective Date:	01/AUG/2019
Revision No.:	Rev. 14
Page:	1 of 2

Title: **REJECTED PARTS DISPOSITION**

1.0 Purpose:

- 1.1 The purpose of this document is to prescribe the methods and practices for the handling and disposition of rejected aircraft parts by West Star Aviation.

2.0 Responsibilities:

- 2.1 All personnel involved in the disposal of unsalvageable aircraft parts shall be familiar with the contents of this document.
- 2.2 Team leaders and/or Lead Technicians shall assure that rejected parts are handled, labeled, and disposed of according to this document. Team leaders will also be responsible for ensuring that customers have access to their parts before disposal. This is for customer satisfaction purposes; i.e. "Proof" that said parts are indeed unairworthy, and will be disposed of accordingly.
- 2.3 Department Managers have final responsibility for insuring that rejected parts are disposed of according to this Certified Procedure.
- 2.4 The Quality Assurance Manager shall ensure that no unsalvageable or expired life-limited parts and materials will be released to any person or organization who may end up placing the parts and materials back into actual use, due to the criticality of the part, material failure, and the potential safety threat.

3.0 Procedures:

- 3.1 Parts may be "Red Tagged" by a Repair Station Inspector with the appropriate West Star Aviation Red Tag, (WSAF 2162), clearly marked with the following information:
 - a) Work Order Number
 - b) Part Name
 - c) Part Number
 - d) Serial Number
 - e) Removed By
 - f) Date Removed
 - g) "N" Number
 - h) Reason for Rejection
- 3.2 Each rejected part will either have it's own red tag, or will be placed in a bin that will be tagged and marked (e.g. "Rejected parts only") by the Team Leader. The Registration Number and Work Order Number shall be marked on the bin. In either case, rejected parts will be segregated from approved parts.

3.3 Method of Disposal

3.3.1 Rejected parts are labeled, “red-tagged”, collected, placed in a secure area, where they will be segregated from serviceable items, destroyed, (to prevent the possibility of future use), and disposed of accordingly.

3.3.2 Destruction of parts may be accomplished in several different ways:

- 1) Grinding;
- 2) Burning;
- 3) Melting;
- 4) Removal of a major lug or other integral feature;
- 5) Permanent distortion of parts;
- 6) Cutting a hole with a cutting torch or saw; or sawing into several small pieces.

Note: Destruction is not limited to any of the practices mentioned above.

3.3.3 It should also be noted that some rejected/life-limited parts might be released for legitimate non-flight uses, including training and education, research and development, or for non-aviation applications. In these cases, destruction may not be appropriate. The following methods will be used to prevent misrepresentation:

- 1) PERMANENTLY marking or stamping the parts, subparts, and material as “NOT SERVICEABLE”, or “UNAIRWORTHY”.
- 2) Removing original part number identification.
- 3) Removing data plate information.

3.4 Final disposal of rejected parts

3.4.1 Rejected parts will be removed from service area.

3.4.2 They are then stored in a quarantined area, which is segregated from approved parts by the Team Leader or designee. Only personnel involved in the actual destruction and final disposal of the rejected parts shall have access to this quarantined area.

3.4.3 Upon completion of the work scope, the rejected parts will be offered to the customer at which time he will be informed that he has final responsibility of the disposition.

3.4.4 If the customer refuses, the rejected parts are then destroyed and disposed of according to this section.



QUALITY CONTROL MANUAL

Chapter:	2
Doc. No.:	2.080
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	1 of 1

Title: **LIFE LIMITED PARTS DISPOSITION**

1.0 Purpose:

- 1.1 The purpose of this document is to prescribe the methods and practices for the handling and disposition of life limited parts.

2.0 Responsibilities:

- 2.1 All personnel responsible for the temporary or permanent removal of life limited parts from type-certificated aircraft shall be familiar with the contents of this document.
- 2.2 Team leaders and/or Lead Technicians shall assure that life limited parts are handled, labeled, or disposed of according to this document.
- 2.3 The Quality Assurance Manager shall ensure that no unsalvageable or expired life-limited parts will be released to any person or organization who may end up placing the parts back into actual use, due to the criticality of the part, material failure, and the potential safety threat.

3.0 Procedures:

- 3.1 If the life limited part is to be removed temporarily to facilitate maintenance, the part must be identified by using the West Star Aviation Gray Tag, (WSAF 2164 Identification Tag) and clearly marked as indicated in the Quality Control Manual Doc. No. 5.050 para. 3.9. If the life limited part is removed with numerous other parts and placed in a container, on a table or in a cabinet, the identification tag would not be required. However, the table, cabinet or container must be clearly identified with the aircraft information from which the part was removed.
- 3.2 If the life limited part is to be removed for repair, it shall be tagged using the West Star Aviation Green Tag, (WSAF 2161 Repairable Part Tag) and clearly marked as indicated in the Quality Control Manual Doc. No. 5.050 para 3.6. Then forwarded to the parts room for disposition to a vendor for repair, overhaul or exchange.
- 3.3 Life limited parts may be "Red Tagged" by a Repair Station Inspector with the appropriate West Star Aviation Red Tag, (WSAF 2162 Un-airworthy Part), clearly marked as indicated in the Quality Control Manual Doc. No. 5.050 para 3.7. If the part is tagged in this manner, the procedures indicated in the Quality Control Manual, (Rejected Parts Disposition) Doc. No. 2.070 must be followed.
- 3.4 All life limited parts must be handled in such a way that the preservation of the life history of the part is maintained. This must be accomplished with clear and concise documentation.

CHAPTER 3

INSPECTION SYSTEM

Title: WORK ORDER SYSTEM FLOW USING THE CORRIDOR PROGRAM

1.0 Purpose:

- 1.1 To define sequence and methods to be followed within the Repair Station to ensure a structured Work Order system in the Corridor program. The Corridor system is a windows-based program that manages customer-related information including aircraft maintenance records, parts/services requests, sales orders, and billing. These records are organized through a system of process modules and related data entry windows.

NOTE: West Star Aviation, during the course of maintenance, inspections and/or alterations will use Electronic Signatures for individual Squawk/Step sign offs and approval for return to service on the work order. Ref: Appendix C of this manual for Electronic Signature procedures. When direct access to the Corridor system is not possible such as working away from the fixed location, refer to the Repair Station Manual Doc. No. 1.030 para. 3.2.

2.0 Procedures:

- 2.1 Sales department will create a work order quote based on customer's request of maintenance, repair or alteration.
- 2.2 The customer accepts or declines items on the quote.
- 2.3 Aircraft arrives and the Central Billing office will create a work order directly from the quote in the Corridor system or create a work order for work scopes that are not scheduled and therefore would not come from a quote. The Billing Office will always work with the Program Managers and Team Leads to ensure the work order is complete from the quoting process.
- 2.4 Squawks/Steps are generated in the Corridor system based on customer incoming and/or inspection findings.
- As an option, when discrepancies are discovered, the technician will use WSAF 018, "Inspection Job Aid" form as a way to initially record discrepancies. Once the discrepancies have been imputed from this form into the Corridor work order system, WSAF 018 will be discarded.
- 2.5 Parts and services are requested through the Corridor system to the purchasing department.
- Parts in stock: Request is filled by purchasing and part is delivered to the production floor.
 - Parts not in stock: Request is made to purchasing; part is ordered, received, approved through receiving inspection and delivered to the production floor.
 - Services: Request is made and filled by the purchasing department. Part serviced is received, approved through receiving inspection and delivered to the production floor.
- 2.6 Discrepancies are signed off, inspected and functionally tested as required by authorized personal.
- 2.7 All documents will be organized appropriately and protected at the aircraft by all technicians. All parts traceability documents, i.e. 8130-3's and C of C's will have the Corridor Squawk or step number written in the upper R/H corner if the document is in a portrait format or the lower R/H corner if it is in a Landscape format of the document to provide a means of organization for the work order file and customer.

NOTE: All maintenance/inspection tracking cards, i.e. CAMP, Avtrak or CMP will be required to have the squawk number written on them as well, based on customer request.

-
- 2.8 Quality Assurance Inspectors verify content, accuracy and compliance to appropriate reference data of each squawk/step to include ensuring that all documents in support of the entire work scope are organized and in place for the work order digital file and the customer. Once satisfied, the Quality Assurance Inspector will “Double Inspect” the squawk or Step as required.
- 2.9 Depending on the work scope and once Quality Assurance is satisfied, an approval for return to service squawk or “Work Order Closure Statement” will be generated in the Corridor System to be signed off by a Qualified Inspector. This squawk will be located under the “Quality Assurance” Item within the work order.
- 2.10 A log entry will be generated from the content of the work order as required, signed off by a Qualified Inspector and the original log entry(s), parts traceability, FAA form 337's, etc. will be given to the owner/operator in paper hard copy, digital via a thumb drive or both.
- 2.11 All original, log entries, parts traceability, Inspection check lists, FAA form 337's, etc. will be digitally scanned into the West Star Aviation computer network as indicated in Appendix C, para 4.0 of this manual to include a digital version of the Work Order detail report. The digital Work Order detail report will constitute a signed copy of the work order. This digital data package will constitute the archived documented work scope kept for a minimum of 2 years.

Title: **INSPECTION SYSTEM FLOW**

1.0 Purpose:

- 1.1 To define sequence and methods to be followed within the Repair Station to ensure inspection continuity & quality.

NOTE: West Star Aviation, during the course of maintenance, inspections and/or alterations will use Electronic Signatures for individual Squawk/Step sign offs and final return to service on work orders. Ref: Appendix C of the Repair Station Manual for Electronic Signature procedures. When direct access to the Corridor system is not possible such as working away from the fixed location, refer to the Repair Station Manual Doc. No. 1.030 para. 3.2.

2.0 Responsibilities:

- 2.1 When the customer approves work to be accomplished by the repair station by signing off the Work Order Quote the Work Order Quote will become the work order in the Corridor work order system. In the event a Work Order Quote has not been generated the Central Billing office or Team Leader will open the work order in the Corridor system. In any event the Corridor system will automatically generate a work order number.
- 2.2 As required by 14 CFR91.409(e) & (f), the owner operator is required to select an inspection program and document that selection in the maintenance records to include the name and address of the person responsible for scheduling the inspections required by the program. In the event that the maintenance record is not available or the customer is not able to provide the program to conduct the inspection, West Star Aviation will always use the most current available technical data to conduct any and all maintenance and inspection requirements.
- 2.3 A single Maintenance Release Sheet (WSAF 026) will be issued for each aircraft. Use of the WSAF 026 sheet can be found in the West Star Aviation Quality Control Manual Doc. No. 5.050.
- 2.4 All work orders will be closed and accounted for by the Quality Assurance department prior to aircraft or component work scope completion.
- 2.5 QA audits and accountability will be ongoing.
- 2.6 Active aircraft records will be maintained in the Quality Assurance department until the aircraft departs.
- 2.7 Upon completion of any work scope all original log entries, parts traceability, Inspection check lists, FAA form 337's, etc. will be digitally scanned into the West Star Aviation computer network as indicated in Appendix C, para 4.0 of this manual to include a digital version of the Work Order detail report. The original documents will be provided to the customer as required. The digital Work Order detail report will constitute a signed copy of the work order. This digital data package will constitute the archived documented work scope kept for a minimum of 2 years, in accordance with 14CFR 145.219.
- 2.7.1 Prior to approval for return to service, all work documents will be reviewed for proper and sufficient signoff by wet or digital signature.
- 2.8 QA or QC inspectors as required shall perform all inspection functions contained in this chapter.

3.0 Preliminary Inspections

- 3.1 All items to undergo Maintenance, Inspection or Alteration will be given a preliminary inspection prior to starting work. This inspection will be to determine the state of preservation and to note any obvious defects to include compliance of all applicable Airworthiness Directives. A functional test may be performed as part of the preliminary inspection if deemed appropriate. Any discrepancies resulting from this inspection will be recorded on the work order within the Corridor work order system. This Preliminary Inspection will be created and signed off in the Corridor Work Order System in the form of a squawk.

NOTE: Verification of applicable Airworthiness Directives will be accomplished during the course of manufacture recommended inspection(s), Overhauls and repairs. In the event the owner/operator does not provide the aircraft maintenance log books because he/she is unable or unwilling so that West Star Aviation can conduct a research of the applicable Airworthiness Directives within those maintenance logs, West Star Aviation will provide to the owner/operator West Star Aviation form WSAF 028 to be signed by a certificated person responsible for the maintenance of the aircraft or component. In summary, by filling out and signing this form the owner/operator is taking responsible for the following statement:

***“As authorized by (registered owner) _____,
I certify that all applicable, Airworthiness Directives are current and up-to-date on the aircraft or component”.***

An example of WSAF 028 can be found in the Quality Control Manual Doc. No. 5.118

4.0 Hidden Damage Inspection (14CFR 145.211(c)(1)(iii))

- 4.1 Prior to starting work on an aircraft, engine, component, or accessory that has been involved in an accident, the aircraft, engine, component, or accessory will be subjected to a hidden damage inspection.
- 4.2 This inspection will search for hidden damage in areas adjacent to the known damaged areas and/or in the case of deterioration, a thorough review of all similar materials or equipment in a given system or structural area.
- 4.3 The scope of this inspection will be governed by the type of unit involved with special consideration given to previous operating history, malfunction or defect reports, service bulletins and airworthiness directives applicable to the unit involved.
- 4.4 The Quality Control Inspector who performs this inspection is responsible for recording all discrepancies found on the work order. The performing inspector will sign off the hidden damage inspection on the work order indicating completion of the hidden damage inspection.

5.0 In Process Inspection

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

- 5.2 When a record of an inspection by dimension or test is required by the applicable technical data, the results will be recorded in the appropriate section or form and included in the repair station's documentation. The inspections shall be recorded with a wet signature, initials or digital signature on the document.
- 5.3 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.
- 5.4 Whenever RII's are performed only inspectors appropriately trained and authorized under the particular air carrier/commercial operator's program will be authorized to perform required inspections for that customer. Those inspectors will be specified by name and occupational title. The air carrier/commercial operator will provide the RII list/Roster, which will be controlled by the Quality Assurance Manager.
- 5.5 All inspections maintenance and alterations not completed due to work interruptions will be properly completed prior to approving a product or article for return to service.

6.0 Continuity of Inspection

- 6.1 All forms, upon which work performed is recorded, have been designed to show the wet signature, initials or digital signature of the technician or repairman who performs or supervises the work as well as the wet signature, initials or digital signature of the Quality Control Inspector who accepts/approves the work.
- 6.2 For work in process on a specific item, all required inspections shall be performed, such that the final inspection, to determine airworthiness, does not require disassembly of the item. This will be accomplished by a Quality Control or Quality Assurance Inspector verifying that specified procedures required during assembly, modifications or repairs were followed and those inspections including NDT, tests, calibrations and "Ok to Close". When an "Ok to Close" is required for the work performed, it will be the responsibility of the Quality Control or Quality Assurance Inspector to inspect all areas that have been opened up, for any reason, before it is closed. All necessary FAA approved/accepted methods or techniques will be used to ensure the airworthiness of the area or component being inspected prior to "Ok to Close". When an "Ok to Close" inspection is accomplished, it will be documented. This will be accomplished within the West Star Aviation "Equipment Removal & Installation List, (R & I sheet WSAF 043) the West Star Aviation Work Order system, (Corridor) and any other West Star Aviation or OEM form as required.
- 6.3 In order to ensure inspection continuity, a turnover log, or logs, will be kept in a location(s) determined by the Director of Maintenance. A digital version of a turnover log is authorized as long as all technicians using the digital turnover log knows its specific location and use on the West Star Aviation computer network. The turnover log(s) will be used at shift change whenever face to face briefing and discussion is not possible in order to brief the incoming inspector regarding the status of inspection or maintenance tasks currently in work. The vacating Quality Control Inspector completes the turnover log at the end of the shift. The information entered will be identified by aircraft registration number and will include the details of specific inspection tasks that have been started but not completed. Additionally, a Quality Assurance Inspector signs off the "Double Inspect" of the squawk by electronic signature in the Corridor work order system to indicate satisfactory review of work order content for continuity of inspection.

-
- 6.4 The continuity of inspection shall only be accepted upon the Quality Department's verification of completion of the preliminary, hidden damage and final inspection.
- 6.5 Aircraft for which a second shift is not intended, a shift turn over log is not required.
- 7.0 Final Approval for Return to Service
- 7.1 Upon completion of inspection(s), West Star Aviation will create maintenance log entries showing in detail the inspections accomplished, repairs accomplished as a result of those inspections either within a log entry or FAA form 337 if the repair is major. These maintenance log entries will meet all the requirements as indicated in 14CFR Part 43.
- 8.0 Failed Inspection
- 8.1 In the event an article does not meet the manufactures requirements for airworthiness as a result of an inspection, the OEM manuals will be reviewed for repair to include direct parts replacement. If none is found, with the assistance of the QA department, production will develop a repair, the QA inspector will determine if the repair is major or minor. In the event it is major, QA will consult with the engineering department to pursue repair approval through a DER and issuance of a FAA form 8110-3 or field approval through the local FSDO office.
- 9.0 Customer Required Inspection Items (RII) 14CFR Part 135 - ONLY.
- 9.1 The customer will furnish the Repair Station a list of RII items, their maintenance inspection instructions and/or forms for these items. Only appropriately certificated individuals who have been properly trained by the Part 135 Operator, qualified and authorized may be utilized to inspect these items. The air carrier or commercial operator must designate personnel who are authorized to inspect Required Inspection Items. The mechanic assigned to an RII task shall have such inspector witness all required phases of the operation. West Star Aviation's RII procedure will be followed unless directed otherwise by the operator. Refer to West Star Aviation Quality Control Manual Doc. No. 3.065 for the RII procedure.
- 9.2 All inspections, maintenance and alterations not completed due to work interruptions will be properly completed prior to approving an article for return to service.

Title: INSPECTION PERSONNEL REQUIREMENTS (14CFR §145.155)

1.0 Purpose:

- 1.1 To define the inspection personnel requirements for conducting day-to-day operations at the West Star Aviation Repair Station.

2.0 Responsibilities:

- 2.1 Quality and Production management must ensure a sufficient number of inspectors to inspect the work performed under the repair station certificate and operations specifications.

3.0 Procedures:

- 3.1 Inspection personnel are required to be thoroughly familiar with all inspection methods, techniques and equipment used in their area of responsibility to determine the airworthiness of an article undergoing maintenance, repair or alterations. All personnel must also maintain proficiency in the use of various types of inspection aids to be used for inspection of the particular items undergoing inspection. Current specifications involving inspection tolerances, limits and procedures as set forth by the manufacturer of the product undergoing inspection and other forms of inspection information such as FAA airworthiness directives, manufacturers' bulletins, etc., shall be maintained and made available to all inspection personnel.

- 3.2 Inspection personnel should be considered proficient in their inspection duties assigned within 90 days, if that duty was accomplished within the previous 90 days.

3.3 INSPECTOR PROFICIENCY

- 3.3.1 Quality Assurance and Quality Control Inspector proficiency will be assured by evaluations using WSAF 012, "Inspector Proficiency Checklist". See Quality Control Manual Doc. No. 5.110 for an example and the use of this check list.
- 3.3.2 This Check List will be used by an Evaluator that will have direct oversight of an Inspector performing their inspection duties when practical or by one on one interview.
- 3.3.3 The Evaluator can be the Quality Assurance Manager, Chief Inspector, Quality Assurance Inspector or Quality Control Inspector.
- 3.3.4 The Evaluations will be conducted:
- Initial - When a technician first becomes a QA or QC Inspector.
 - Recurrent - Annually depending on the proficiency of the inspector in the previous year, this may be shortened or increased at the discretion of the QA Manager or Chief Inspector.
 - Remedial – When it is found the current inspector is deficient in his/her inspection practices.

- 3.4 Inspection personnel assigned to Repair Station Operations are required to familiarize themselves with FAA regulations applicable to such operations with particular emphasis on the following:

- 14CFR Part 21 Certification Procedures For Products and Parts
- 14CFR Part 23 Airworthiness Standards: Normal, Utility and Acrobatic Category Airplanes.
- 14CFR Part 25 Airworthiness Standards: Transport Category Airplanes
- 14CFR Part 27 Airworthiness Standards: Normal Category Rotorcraft
- 14CFR Part 29 Airworthiness Standards: Transport Category Rotorcraft
- 14CFR Part 33 Airworthiness Standards: Aircraft Engines
- 14CFR Part 35 Airworthiness Standards: Propellers
- 14CFR Part 39 Airworthiness Directives
- 14CFR Part 43 Maintenance, Preventive Maintenance, Rebuilding and Alteration
- 14CFR Part 45 Identification and Registration Marking
- 14CFR Part 65 Certification: Airmen Other Than Flight Crew- members
- 14CFR Part 91 General Operating and Flight Rules
- 14CFR Part 121 Certification and Operations: Domestic, Flag, and Supplemental Air Carriers and Commercial Operators of Large Aircraft
- 14CFR Part 125 Certification and Operation Rules for Certain Large Airplanes
- 14CFR Part 133 Rotorcraft External-Load Operations
- 14CFR Part 135 Air Taxi Operators and Commercial Operators
- 14CFR Part 137 Agricultural Aircraft Operations
- 14CFR Part 145 Repair Stations

- 3.5 No person may perform inspection functions without a West Star Aviation Authority (WSAF 053A) form approved by the QA Manager.
- 3.6 No person may perform inspections for which they are not authorized, as indicated on the Repair Station Authority Card, (WSAF 053A).
- 3.7 Supervisors considering Technicians for either a Quality Control Level 1 or Level 2 authority must inform their intentions of either authority to the Quality Assurance Manager or Chief Inspector. At that time, an interview between the QA Manager or Chief Inspector and the technician will be set up. In that meeting, the technician's aviation work history, personnel and training file will be reviewed. The following are required to be considered for a Quality Control Level 1 or 2 authority:
- Must be certificated under 14 CFR Part 65 as an Airframe & Powerplant Mechanic or a Repairman. Inspection authority given to a Repairman will only be for the area of Limitations issued on the Repairman Certificate.
 - WSAF 1100 series Individual Employee Needs Assessment form must be established within the Technician's Training File.
 - Must show documented training for the area of inspection authority being requested. This can be done by accessing WSAF 157 OJT report form through the corridor system or be supported by training documents located in their training file.
 - Complete with a passing grade of 80% or better on the most current Repair Station/Quality Control Manual, EASA exam.
 - Have a minimum of 18 months experience in the area for which the Inspection authority is being sought for a QC Level 2 Inspector.
 - Have a minimum of 12 months experience as a QC Level 2 Inspector to be considered for a QC Level 1 Inspection authority.
 - To be considered for a QC Level 1 Inspection authority, the technician must read and understand FAA order 8130.21 as revised, (Procedures for Completion of FAA form 8130-3, Airworthiness Approval Tag) and Advisory Circular 43.9 as revised (Instructions for Completion of FAA form 337). Once read and understood, a printed copy of the first page of these documents will be signed and dated by the technician and provided to the Training Coordinator to be placed in the training file.
 - In the interview with the QA Manager and the Chief Inspector the technician will be directed as to the expectations of a QC Inspector to include the following:
 - When conducting the duties of a QC Inspector, the technician will do so with ensuring the airworthiness of the Product or Article first.
 - Ensure the Work Order represents the condition of the aircraft at all times in the area of their responsibilities.
 - Ensure that all Discrepancies and Resolutions within the work order are clear, concise and meet all the requirements of this manual and the FAA regulations.
 - Ensure all Work Order supporting documentation is accurate, complete and turned into the QA department in a timely manner.
 - Ensure the technician completely understands the definition of Airworthiness as, an aircraft is airworthy as long as it meets in Type Design or properly altered condition and is in a condition for safe operation.
 - Once all the above objectives and requirements have been met, the QA Manager or Chief Inspector along with the technician will sign WSAF 053A form. Once signed, it will be issued to the technician authorizing him/her as a QC Inspector with limitations of inspection authority indicated on the form.

Title: INSPECTION STAMPS (14CFR §43.9)

1.0 Purpose:

- 1.1 To provide a process for the use and control of inspection stamps.

2.0 Responsibilities:

- 2.1 The following inspector positions will be issued inspection stamps and it will be their responsibility to understand and follow the process below:

- Quality Assurance Manager
- Chief Inspector
- Quality Assurance Inspector
- Quality Control Inspector Level 1
- Quality Control Inspector Level 2
- Receiving Inspector

3.0 Procedures:

3.1 Inspection Stamp Use

- 3.1.1 INITIALS - The inspection stamps will be used on all work scope support documentation in place of initials. Examples of work scope supporting documentation:

- WSAF 026 – Maintenance Tag
- WSAF 043 – Equipment Removal & Installation List
- Inspection and procedural checklists
- Maintenance tracking cards, i.e. CMP, CAMP, etc.
- Maintenance log entries
- Maintenance Tracking Reports (MTR's)
- Part 121 and Part 135 documentation if accepted by the operator.

- 3.1.2 SIGNATURES – Return to Service documents such as Maintenance Log Entries, Maintenance Tracking Reports (MTR's), Part 121 & Part 135 documents, & 8130-3's will require signatures. In these cases, a signature will be placed on the document as required. In addition, the inspection stamp will be applied next to the signature to provide a means in identifying the signatory. Some Maintenance Tracking Cards, CMP & CAMP require signatures on the individual cards. Stamps can be used in place of signatures as long as the operator accepts that process.

3.2 Inspection Stamp Control

- 3.2.1 Inspection Stamps will be numbered sequentially and will have the same format across all Inspector titles. The Stamps will be in blue ink and refillable either in the QA Department or Parts window. See example:



- 3.2.2 Inspection Stamps will be issued by the Quality Assurance Manager or Chief Inspector. Upon initial issuance, the Inspector will be required to complete WSAF 034, Inspection Stamp Receipt and be returned to the QA department to be electronically filed.
- 3.2.3 Ownership of the Inspection stamp will be recorded on WSAF 034A, Inspection Stamp Number Listing. This listing will be posted on the company Intranet under the Quality tab to be utilized to identify the Inspector.
- 3.2.3 If a stamp is lost or damaged beyond use, this will be immediately reported to the Quality Assurance Manager or Chief Inspector.

- 3.2.4 Lost Stamps – The Inspector that lost the stamp will be issued a new stamp that has a number in the next sequence. The inspector will be required to complete WSAF 034. If after 60 days, a stamp remains lost, the corresponding stamp number will be permanently removed from the system and that number cannot be used again just as if it was damaged beyond use. If the stamp is located within 60 days from first being reported lost, that stamp will be returned to the Quality Assurance Manager or Chief Inspector to be placed at the end of sequence to be used again.
- 3.2.5 If a stamp is lost or destroyed, and the QA Manager or Chief Inspector is not available to issue a new stamp, wet initials are still acceptable until which time a new stamp can be issued.
- 3.2.6 Upon termination of employment, an employee that had been issued an inspection stamp is required to surrender the inspection stamp to Human Resources during the termination process procedure. Human Resources will then forward that stamp onto the Quality Assurance Manager or Chief Inspector to be placed at the end of the sequence to be used again.



Quality Control Manual

Chapter:	3
Doc. No.:	3.013
Effective	01/JAN/2020
Date:	Rev. 15
Revision No.:	1 of 1
Page:	

Title: **TECHNICAL DATA CONTROL (14CFR §145.109 (d))**

1.0 Purpose:

- 1.1 To ensure that all technical data used at this repairs station for the purpose of Approval for Return to Service is current to the latest revision.

Note: Back up personnel for the Technical Data Program, to ensure compliance with this manual, has been assigned to any Quality Assurance inspector within the inspection department.

2.0 Responsibilities:

- 2.1 It is the responsibility of the Quality Assurance Manager to ensure that all technical data required is current.
- 2.2 West Star Aviation will not begin work on any product or article unless the technician has the current applicable technical data to perform any given work scope for the purpose of approval for return to service. Technical data used by West Star Aviation will be acceptable to the Administrator by the use of OEM Technical Publications, Advisory Circulars, etc. In the case of Major Repairs or Alterations, refer to West Star Aviation Quality Control Manual Doc. 3.030 para. 4.6.
- 2.3 All technical data or technical information not controlled will be marked as, "UNCONTROLLED or for "REFERENCE ONLY".

3.0 Procedures:

3.1 Paper Technical Library

- 3.1.1 For each department, the Technical Publications Coordinator will maintain the technical library in a current condition.
- 3.1.2 The Technical Publications Coordinator will insert revisions into the paper manuals, as the new revisions become available.
- 3.1.3 The Technical Publications Coordinator will notify the Program Managers and Team leads via email when the new revisions have been posted in the manuals.
- 3.1.4 Libraries include manufacturer's service/maintenance manuals, service letters, service bulletins, airworthiness directives, 14CFR's, manufacturer's overhaul manuals and installation manuals for aircraft engine or components to be repaired, overhauled, or altered as authorized by the repair station operation specifications.
- 3.1.5 Subscriptions to revisions for such technical manuals will be purchased and maintained.
- 3.1.6 Manual status will be maintained using a computer database. Verification of subscription status currency will take place each twelve months by the Quality Assurance Manager or designee utilizing the computer data base as a means to notify production personnel at the beginning of each month which manuals are coming due within the next 30 days of that month.
- 3.1.7 Federal aviation regulations, aircraft and equipment manufacturer's inspection and maintenance standards will be the primary reference for work performed by this repair station.

3.2 Electronic Technical Library

- 3.2.1 Reference Appendix C para. 5.0 of this manual for policies and procedures.
- 3.2.2 In the event a technician must print data from the electronic technical library, that printed data is considered uncontrolled and can only be used for the work scope it was originally printed for, and must be discarded at the end of that work scope. There will be no storing of this data for follow on work scopes. All West Star Aviation printers used for printing technical data for the purpose of approval for return to service will be labeled as follows, "ALL TECHNICAL DATA MUST BE DISCARDED AFTER USE". Use is defined as: Upon completion of Approval for Return to Service" for the work scope the technical data was first printed for.



QUALITY CONTROL MANUAL

Chapter:	3
Doc. No.:	3.020
Effective Date:	01/JAN/2020
Revision No.:	Rev.15
Page:	1 of 1

Title: FINAL INSPECTION AND APPROVAL FOR RETURN TO SERVICE OF MAINTAINED ARTICLES (14CFR § 145.211 (vii))

- 1.0 Purpose:
- 1.1 To establish a means of ensuring that the maintained, inspected or altered article, and all associated paperwork and log entries are complete and accurate prior to final release of the article per the requirements of 14CFR Part 43.
- 2.0 Responsibilities:
- 2.1 It is the responsibility of the Quality Assurance and Quality Control Inspector surveilling and ultimately completing the work order package to ensure that all documentation is complete, accounted for and that the maintenance log entries meet the requirements of 14CFR Part 43.9 & 43.11 and have been reviewed and signed by the Quality Control Inspector responsible for the work scope and then place the maintenance log entries into the aircraft, engine, APU or propeller log books as directed by the operator.
- 2.2 Advisory Circular 43.9, 14CFR 43.9 (a)(1) and 91.417(a)(1)(i) requires that the Maintenance record entry include, "A description of the work performed". **The description should be in sufficient detail to permit a person unfamiliar with the work to understand what was done, and the methods and procedures used in doing it.** To provide for this contingency, the rule permits reference to technical data acceptable to the administrator in lieu of making a detailed entry. In addition to the Maintenance record entry, the expectation is that the "Description of the work performed" as indicated above will be accomplished on all entries within the work order, (Corridor) system as well.
- 2.3 West Star Aviation uses multiple forms in the process of conducting maintenance and inspections. These forms supplement the work order and ultimately the maintenance log entries. All forms used, must be complete with no open areas requiring a technicians or inspectors initials or signature. In the event a particular item within these forms is not applicable to the work scope, "N/A" will be placed in the appropriate space normally requiring the initials or signature. Using a line/arrow to sign off multiple applicable line items is **not permissible** on any form.
- 3.0 Procedures:
- 3.1 The Quality Assurance Manager will designate personnel of the Repair Station who are authorized to make entries in the aircraft log and/or provide the aircraft a final inspection and approval for return to service per the requirements of 14 CFR Part 43. Each individual who is authorized must be properly certificated per the requirements of 14 CFR Part 65 and be authorized by the Quality Assurance Manager or Chief Inspector as a Quality Control Level 1 Inspector. The Quality Assurance Manager will maintain a "Return to Service" roster, (WSAF 009) of authorized personnel updating it as necessary to reflect any personnel changes and additional capabilities acquired by listed personnel.
- Note: Reference the Quality Control Doc. # 3.010 for more detailed description of the Inspection and final approval for return to service procedures.
- 3.2 In the event an Operational Check Flight, (OCF) is required by 14 CFR §91.407(b) to complete the inspection/ repair/modification or the operator requests it, accomplish the following:
- 3.2.1 The work order and all applicable supporting documentation will be completed for the purpose of the OCF to include an approval for return to service via maintenance log entries **or by entering and signing off an approval for return to service statement within the work order under the Quality Assurance item.**
- 3.2.2 After completion of the OCF, **with the exception of an adjustment needed for a particular system**, any discrepancies found during the OCF will be documented in the Corridor work order system following the last Quality Assurance Item prior to the OCF to distinguish the discrepancy as one discovered during the OCF, **such the need for a parts replacement.**
- 3.2.3 Once the OCF discrepancies have been corrected, an additional "Quality Assurance" Item will be created in Corridor following the last squawk discovered as a result of the OCF and at a minimum, a work order closure statement will be applied to the Quality Assurance Item via a squawk.
- 3.2.4 An approval for return to service via maintenance log entries documenting the OCF squawks will be created as required.
- 3.3 The West Star Aviation work order as well as any maintenance log entry shall, at a minimum will indicate:
- 3.3.1 Make reference to only the specific work performed by West Star Aviation.
- 3.3.2 State that the work was properly completed in accordance with the appropriate instructions for continued airworthiness or maintenance instructions manual or other FAA approved/accepted data.
- 3.3.3 State insofar as the work performed by West Star Aviation, no known un-airworthy condition exists and is approved for return to service in accordance with 14 CFR §43.9 for maintenance or 14 CFR §43.11 for inspections.
- 3.3.4 Both 14 CFR §43.9 & §43.11 require signatures. For West Star Aviation those technician's signatures are authorized by the Quality Assurance Manager or Chief Inspector and can be located in the Return to Service roster (WSAF 009).
- Note:** It should be emphasized that West Star Aviation shall only be responsible for the Approval for Return to Service of the work performed.



QUALITY CONTROL MANUAL

Chapter:	3
Doc. No.:	3.030
Effective Date:	01/AUG/2019
Revision No.:	Rev. 14
Page:	1 of 2

Title: **MAJOR REPAIRS AND MAJOR ALTERATIONS (14 CFR §43 Appendix A)**

1.0 Purpose:

- 1.1 The purpose of this section is to address the requirement for Major Repairs and Alterations.

2.0 Responsibilities:

- 2.1 It will be the responsibility of all repair station personnel to use only FAA-approved technical data when it accomplishes a major repair or major alteration as required in 14CFR §145.201.
- 2.2 The following personnel have the authority to classify a repair/alteration as Major or Minor:
- Accountability Manager/Quality Assurance Manager
 - Chief Inspector
 - Quality Assurance Inspector

3.0 Procedures:

- 3.1 The personnel stated in para. 2.2 of this document will refer to 14 CFR Parts 1 and 43 (Appendix A) as guidance to determine if a repair/alteration is classified as major or minor.
- 3.2 Records of major alterations will be made on FAA Form 337 and major repairs as required. As requested by the owner/operator and allowed by 14 CFR Part 43 Appendix B para (b), Major Repairs can be recorded in the work order and a maintenance log entry instead of FAA Form 337. Completion of FAA Form 337 will be accomplished using Advisory Circular 43.9, as revised.
- 3.3 After completion, the original FAA Form 337 shall be supplied to the customer. A copy will be made part of the work order package for the repair station records, and a copy will be forwarded to:
- Federal Aviation Administration Aircraft Registry
Mike Monroney Aeronautical Center
PO Box 25504
Oklahoma City, OK 73125
- 3.4 Those personnel authorized to have approval for return to service of a major repair or alteration by signing block 7 of the FAA Form 337 can be found in the repair station "Return to Service Authority" Roster (WSAF 009K), and the Repair Station Authority card (WSAF 053A) issued to each inspector. (Ref. forms index in Appendix B of this manual).

4.0 Major Repair or Alteration development/approval process and document control:

- 4.1 All repairs and alterations will be determined major or minor and classified as such by one of the above stated personnel in para. 2.2.
- 4.2 The classification shall be accomplished using West Star Aviation form WSAF 802 (Ref QCM Chapter 5, Doc. # 5.070 for a form example and Doc. # 5.071 for form instructions).
- 4.3 The personnel listed in para. 2.2 of this document may return the WSAF 802 after review to the technician if insufficient information is contained on the form.
- 4.4 WSAF 802 will be generated by production for all projects containing repairs or alterations. If in doubt, production will contact QA and coordinate the need of a WSAF 802. This includes projects that already have an STC available.
- 4.5 The WSAF 802 will be reviewed by QA to classify the work scope as major or minor and then it will be forwarded to engineering by scanning it and placing it in an WSAF 802 folder within the aircraft network file on the "Q" drive. This includes WSAF 802's that are generated for **minor** repairs and alterations as well.



QUALITY CONTROL MANUAL

Chapter:	3
Doc. No.:	3.030
Effective Date:	01/AUG/2019
Revision No.:	Rev. 14
Page:	2 of 2

- 4.6 Once reviewed, the QA Inspector will notify Engineering by email that the WSAF 802 is in the folder for them to extract and review.
- 4.7 Engineering will work with Production for the design. If Production needs Engineering on the production floor or in a meeting regarding discussion about the design, production will contact QA to ensure they are involved in the design process.
- 4.8 Engineering will generate drawings and place them in the aircraft folder on the "Q" drive in a folder named "Drawings".
- 4.9 Engineering will contact the appropriate QA Inspector and the QA Inspector Admin. Assistant via email with an indication that the drawings are in the folder. Engineering will not issue drawings to production directly from their department. They will all be issued from QA.
- 4.10 QA will issue the drawings to the appropriate Production Lead by way of the QA Inspector Admin. Assistant printing an Original 11 x 17 and no more than two 8 1/2 x 11 working copies if requested. The QA Inspector Admin. Assistant will stamp the 11 x 17 drawings as "Original" and the 8 1/2 x 11 "Copy" and they will be logged out with a log out sheet maintained by the QA Inspector Admin Assistant.
- 4.11 The QA Inspector will contact the production Team Lead to release the drawings. This goes for established STC data packages as well.
- 4.12 Production will complete the Repair or Alteration via the drawings provided.
- 4.13 If the Repair or Alteration cannot be accomplished by the current drawing, Production will work with QA on the changes needed within the drawing indicated by notations written on the drawing in red or better known as redlines.
- 4.14 QA, with Production will review the redlines. If redlines were placed on the copies that were distributed, Production must transfer those redlines to the original 11 x 17 drawing. Once satisfied, QA will sign and date the "Original" drawing, at which time Production will submit the redlines to the appropriate engineering personnel and work with them on the final drawing. If Production submits redlines to engineering without a QA sign off, Engineering will request the production personnel to contact QA for the final red line review and signature. Until then, Engineering will not be able to move forward on revising the drawings based on the redline changes. Coordination is a must on this part to ensure the process is not delayed that would cause a delay in the delivery. Red lines that need to be submitted during the project must be coordinated with QA as well. Contact QA ASAP on this to ensure no delays.
- 4.15 Final drawing will be submitted to the appropriate FAA Designee for approval as required.
- 4.16 After the aircraft has been approved for return to service, Production will return all drawings back to QA to be logged in, at which time they will be forwarded to Engineering for storage. This does not include drawings for established STC's that have been purchased or received from West Star Aviation in East Alton, IL (ALN).
- 4.17 Approved data for Major Repairs and Alterations will be in the form of FAA form 337 field approval, (Block 3 sign off by FSDO approving the data), OEM Service Bulletins, FAA DER issued 8110-3's, Supplemental Type Certificates (STC), Airworthiness Directives, Alternate Means of Compliance (AMOC) and/or OEM technical publications if so indicated as being FAA approved. West Star Aviation will include within the archived work order package a copy of the FAA approval.

Note: Technicians requesting approvals for repairs or alterations using the WSAF 802 form may consult with engineering for appropriate content of the form before submission to the QA department.



QUALITY CONTROL MANUAL

Chapter:	3
Doc. No.:	3.040
Effective Date:	01/AUG/2019
Revision No.:	Rev. 14
Page:	1 of 3

Title: **CRITICAL INSPECTION ITEMS**

1.0 Purpose:

- 1.1 This document defines those maintenance and inspection items that require inspection by a Category I Quality Control Inspector or Quality Assurance Inspector. These items are defined as critical inspection items. The position of Category I QC Inspector is also defined in West Star Aviation Repair Station Manual Chapter 2, Doc. No. 2.090.

2.0 Responsibilities:

- 2.1 All West Star Aviation technicians shall be familiar with the contents of this document.
- 2.2 The Quality Assurance Manager shall determine which items are classified as Critical Inspection Items.

3.0 Procedures:

- 3.1 The following maintenance/inspection actions require sign off in the Corridor work order system by a Category I Quality Control Inspector or Quality Assurance Inspector prior to approval for return to service:

All Chapters - Major repairs and major alterations.

ATA 08 – Leveling and Weighing

- Aircraft Reweigh

ATA 21-Airconditioning/Pressurization

- Replacement of major components
- Final functional test after replacement

ATA 24 - Electrical Power

- Major repairs and major alterations of electrical systems

ATA 27 - Flight Controls

Installation, major repair, and rigging of the following (on the aircraft):

- Flight control structural repairs
- Installation and/or rigging of primary control surfaces (ailerons, elevators, rudders) including control and actuating system
- Tabs, trim actuators, stabilizers
- Trailing edge flaps, spoilers, leading edge devices, and adjustable actuators and jackscrews

ATA 28 - Fuel System

- Fuel cell “OK to close” and leak check after repair or panel installation
- Fuel quantity indicating system calibration

ATA 29-Hydraulic Power

- Hydraulically driven component replacement
- Final Leak Checks

ATA 32 - Landing Gear

- Rigging of the landing gear normal extension, retraction, and alternate extension system and functional check when required
- Gear operational check after repair or overhaul of components.
- Installation of landing gear assembly and functional check after installation or when landing gear structural components changed (does not include wheels and brakes).
- Installation or adjustment of nose wheel steering system components

ATA 49 - Auxiliary Power Unit

APU Installation Including:

- Mounts, hardware, controls, and connections
- Clearance and condition of clamp, tubes, wiring
- Final run-up and leak check after APU installation and/or major component change.

ATA 52 – Doors

- Completed major structural repairs and completed major structural alterations
- Installation and rigging of the outward (non-plug type) pressurized compartment doors

ATA 53 – Fuselage

- Completed major structural repairs and completed major structural alterations

ATA 54 - Nacelles/Pylons

- Completed major structural repairs and completed major structural alterations

ATA 55 – Stabilizers

- Completed major structural repairs and completed major structural alterations
- Installation of leading edge when that installation requires a test flight.
- Inspection and installation of stabilizer attachment hardware

ATA 57 – Wings

- Completed major structural repairs and completed major structural alterations.
- Installation of leading edge when that installation requires a test flight.
- Inspection and installation of wing attachment hardware

ATA 61-Propellers

- Rigging and installation

ATA 71 - Power Plant

Engine Installation Including:

- In-process engine build-up inspection
- Pylons, mounts, hardware, controls, and connections
- Clearance and condition of clamp, tubes, wiring, and cowling
- Run-up and leak check after major component change or engine installation.
- Return to service after major component change or engine installation.



QUALITY CONTROL MANUAL

Chapter:	3
Doc. No.:	3.040
Effective Date:	01/AUG/2019
Revision No.:	Rev. 14
Page:	3 of 3

ATA 72 – Engines

- Fan installation including fan blade replacement

ATA 73 - Engine Fuel Control

- Fuel control installation
- Fuel nozzle installation
- Fuel pump installation

ATA 76 - Engine Controls

- Installation and/or rigging of engine control rods, cables, quadrants, and linkages
- FADEC installation

ATA 78 - Exhaust

- Installation and/or rigging of thrust reversers (Does not include deactivation of thrust reverser assemblies)

4.0 Critical Inspection Requirements

4.1 Critical Inspections may be performed by appropriately qualified Category I Inspectors or Quality Assurance Inspector with the following exceptions:

- May not perform a Critical Inspection if he or she has performed maintenance on the portion of the project that requires a Critical Inspection.

4.2 Completion of a Critical Inspection shall be documented and signed off by a Category I Inspector or Quality Assurance Inspector in the following way:

- When a squawk has been determined to require a Critical Inspection sign off the Category 1 inspector or Quality Assurance Inspector will sign off by way of wet signature/initial or electronic signature within the Corridor work order system.
- By completing and signing the appropriate portions of the proper Critical Inspection Item Checklist form for the aircraft, engine, or component being inspected.



QUALITY CONTROL MANUAL

Chapter:	3
Doc. No.:	3.050
Effective Date:	01/MAR/2016
Revision No.:	Rev. 11
Page:	1 of 1

Title: CORRECTIVE ACTION PROCEDURES ON DEFICIENCIES (14CFR § 145.211 (ix))
(Voluntary Disclosure and Reporting System, AC 00-58 as revised)

1.0 Purpose:

1.1 To establish a means of ensuring corrective action for deficiencies.

2.0 Responsibilities:

2.1 It is the responsibility of the Quality Assurance Manager to determine when a corrective action is appropriate. Either, prior to the work being approved for return to service or after the work has been completed and approved for return to service.

3.0 Procedures:

3.1 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.

3.2 The process will be reviewed to ensure that the improper work was not the result of a deficiency in the process instructions(s), 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 Accountability Manager.

3.3 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.

3.4 The repair station's Quality Assurance Manager will determine whether the apparent deficiency is contrary to the regulations and report the apparent regulatory deficiency to the FAA Flight Standards District Office (FSDO) Principal Inspector (PI) under the Voluntary Disclosure Reporting Program (VDRP) contained in Advisory Circular 00-58 as revised.

3.4.1 In the event the Accountable Manager is unavailable, the General Manager or Director of Maintenance will be responsible in the determination of an apparent regulatory deficiency.

3.4.2 When an apparent regulatory deficiency is suspected, this must be reported to the FSDO PI ordinarily within 24 hours of that determination.

3.4.3 Initial notification to the FSDO is expected to be accomplished using the VDRP Web-based system. If this is not practical, to maintain the 24 hour requirement, then the initial notification can be in the form of a phone call or email. If a phone call or email is utilized for the initial notification, as soon as it becomes practical, the VDRP system will be used to detail the apparent regulatory deficiency at the following web site:

<https://av-info.faa.gov/vdrp/>



QUALITY CONTROL MANUAL

Chapter:	3
Doc. No.:	3.060
Effective Date:	01/AUG/2019
Revision No.:	Rev. 14
Page:	1 of 2

**Title: PROCEDURES FOR WORK PERFORMED FOR CERTAIN OPERATORS,
Subject to 14CFR Parts 121, 125, 129, or 135 (14CFR §145.205)**

1.0 Purpose:

- 1.1 To define requirements to be used to ensure compliance with certain operators.

2.0 Responsibilities:

- 2.1 When this repair station performs maintenance, preventive maintenance, or alterations for air carriers or commercial operators holding a 14CFR Part 121, 125 or 135 or 129 certificate, it will do so only with the technical data and methods appropriate to that operator's FAA-approved program. This includes any "routine" and "non-routine maintenance."
- 2.2 If the repair station determines that a deviation from the operators program is required, the repair station must notify the operator immediately. This includes technical data used for repairs or alterations. The repair station should concur with the operator that they have no technical objections to that deviation.
- 2.3 If a repair or alteration is not covered in the manufacturer's manuals, then the repair station will make a determination if the repair or alteration is major or minor as outlined in the QCM Doc. No. 3.030 with concurrence from the operator. When FAA approved data must be obtained for a Major Repair or Alteration, the air carrier/air operator will provide this approval or give concurrence to West Star Aviation to obtain it.
- 2.4 If the repair station is providing maintenance using an Airworthiness Directive with an alternative method of compliance (AMOC) within the AD, the repair station will provide documentation that the AMOC is FAA approved to the operator, which is typically in the form of a letter from the ACO approving the AMOC.
- 2.5 West Star Aviation will provide all training documentation required by the operator.
- 2.6 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:
- 2.6.1 Ensuring that all air carrier and commercial operator customers are aware of the Repair Station & Quality Control manuals and procedures used to perform and record maintenance on articles sent for maintenance, preventive maintenance or alteration.
- 2.6.2 Documenting in the Work Order Package any special instructions received from the air carrier or commercial operator to perform and record maintenance, preventive maintenance or alteration on its articles and for retention and disposition of all associated documents.
- 2.6.3 Asking all new air carrier or commercial operator customers to provide on its purchase or repair order the exact information to be used in recording and performing maintenance, preventive maintenance or alteration on its behalf;
- 2.6.4 Keeping a record of all communications between West Star Aviation and the owner/operator in the work order file.
- 2.7 In addition, through audits by the air carriers and commercial operators, this repair station will ensure continued compliance with the customer's requirements with respect to record retention, training of personnel and other matters covered by the customer's maintenance manual procedures.



QUALITY CONTROL MANUAL

Chapter:	3
Doc. No.:	3.060
Effective Date:	01/AUG/2019
Revision No.:	Rev. 14
Page:	2 of 2

- 2.8 If there is any question as to what technical data is to be used at any time during performance of work, it will be brought to the attention of the Director of Maintenance for resolution with the customer.
- 2.9 Each aircraft owner/operator will provide West Star Aviation with a list of RII inspection items. West Star Aviation's RII procedure will be followed unless directed otherwise by the operator. Refer to West Star Aviation Quality Control Manual Doc. No. 3.065 for the operator RII procedures to include the operator required RII, Return to Service training requirements.
- 2.10 Inspectors performing RII inspections for air carriers or commercial operators must be specifically designated by name and title as RII qualified by the owner/operator. The decision regarding any inspection may not be countermanded except by inspection unit, supervisory personnel or by administrative personnel having overall responsibility for both the inspection unit and maintenance functions. The override must be brought to the attention and approved by the owner/operator.
- 2.11 West Star Aviation will meet the air carrier/air operator requirements for periodic inspection and calibration of precision tools, measuring devices, and test equipment. Acceptance of these requirements by the air carrier/air operator can be accomplished by way of West Star Aviation completing the air carrier/air operator Vendor Audit form or any other means acceptable by the air carrier/air operator.
- 2.12 In the event of work interruption, West Star Aviation technicians will always ensure that the work order represents the condition of the aircraft or component at all times.
- 2.13 West Star Aviation, as directed by the air carrier/air operator, will complete all required work forms, job cards, and detailed procedures for performing inspections and other maintenance.
- 2.14 West Star Aviation will perform required inspections as indicated in the air carrier/air operator General Maintenance Manual (GMM) unless otherwise directed by the air carrier/air operator.
- 2.15 Required Inspection Items (RII) for required inspections will be identified by the air carrier/air operator by way of their internal procedures and applicable forms. West Star Aviation's RII procedure will be followed unless directed otherwise by the operator. Refer to West Star Aviation Quality Control Manual Doc. No. 3.065 for the RII procedure.
- 2.16 When provided by the air carrier/air operator, West Star Aviation will have a copy, in the form of an air carrier/air operator completed vendor form that provides acceptance of all West Star Aviation's programs, and West Star Aviation's standard operating procedures (SOP) to ensure all maintenance is performed in accordance with the air carriers/air operator's Continuous Airworthiness Maintenance Program (CAMP).
- 2.17 The air carrier/ air operator will be informed via phone or email of all contracted out work.

Quality Control Manual

Title: Required Inspection Items (RII) Performed for Certain Operators, Subject to Parts 121, 125, 129, or 135 (14CFR §145.205).

Note: This document will be followed in its entirety unless otherwise directed by the operator.

1.0 Purpose:

- 1.1 The FAA defines Required Inspection Items (RII) as any maintenance procedure, repair, or alteration that if improperly performed or if performed with incorrect parts or materials, could result in a failure, malfunction, or defect endangering the safe operation of the aircraft. Required Inspection Items must be inspected by a properly trained and operator authorized RII Inspector.

2.0 Responsibilities:

- 2.1 All work must follow the Operator's Maintenance Program and applicable sections of its' General Maintenance Manual. These maintenance instructions will be provided by the owner / operator and maintained current throughout the tenure of the aircraft while undergoing maintenance.
- 2.2 All maintenance personnel authorized to approve the work of others or sign a maintenance release are required to be thoroughly familiar with Required Inspection Items provided by the operator.
- 2.3 Only Quality Control Level 1 Inspectors will be eligible to be operator authorized RII Inspectors and authorized for approval of return to service. The operator authorization will be accomplished by specific operator training to the requirements of their General Maintenance Manual. The Quality Assurance Manager, Chief Inspector or Quality Assurance Inspector will notify the operator whom is eligible from the West Star Aviation Inspector roster. They will receive the operator provided GMM training and then the operator will provide a West Star Aviation an authorized roster of RII Inspectors and Approval for Return to Service.
- 2.4 Authorized personnel performing a required inspection must witness the critical steps of a maintenance procedure, repair, or alteration and verify its proper completion. Although Required Inspection Items must be inspected by an RII Inspector, the mechanic performing the work and the person observing the work are equally responsible for the proper completion and ultimate airworthiness of the aircraft.
- 2.5 If a mechanic is performing required inspections in addition to other maintenance, preventative maintenance, or alterations, he/she shall organize his/her workload to separate the required inspection functions from the other maintenance.
- 2.6 Before any aircraft can be released for service after maintenance requiring RII Inspection, it will be inspected by an Operator authorized RII Inspector. All RII items must be inspected in accordance with, were applicable, the aircraft Continuous Airworthiness Maintenance Program, and manufacturer's specifications and/or approved technical data.

3.0 Procedures:

- 3.1 Only properly trained and qualified Inspectors identified by the Quality Assurance Department of the operator and West Star Aviations Quality Assurance Manager whom have been provided training from a 14CFR Part 121, 125, 129 and 135 Operator and properly documented will be granted RII Authority for that operator.

Quality Control Manual

- 3.2 A list of West Star Aviation authorized Return to Service inspectors will be maintained by the Quality Assurance Manager on the Return to Service Roster Form WSAF 009K. This list will be used to show all of the West Star Aviation inspectors that are eligible to be an RII Inspector. Final authority of a RII Inspector will come from the operator as required.
- 3.3 An RII Inspector must hold a valid FAA Airframe and Powerplant Certificate or Repairman's Certificate and be given special RII inspection training by the operator. The RII Inspector's training record must document and fully substantiate qualifications to inspect Required Inspection Items.
- 3.4 The RII inspection must be accomplished in accordance the Operators GMM, aircraft Continuous Airworthiness Maintenance Program, aircraft maintenance manual, and/or other approved procedures and must be extensive enough to verify that the work was properly performed and meets airworthiness standards.
- 3.5 No person may perform a Required Inspection if that person also performed the work required to be inspected.
- 3.6 RII Inspection Items will normally be inspected with the mechanic present who has accomplished the work. While performing the duties of the RII inspector, it is understood that the individual represents West Star Aviation's Inspection Department and is performing duties under the control and authority of the Manager of Quality Assurance.
- 3.7 Below is typical of what an operator would require for documenting RII Items. All Required Inspection Items will be identified as follows in the West Star Aviation work order, supporting documentation as required by the operator.
 - 3.7.1 In a manner whereby the item is clearly identified as a Required Inspection Item usually by typing "RII" adjacent to the discrepancy within Corridor Work Order System.
 - 3.7.2 As soon as a discrepancy is documented, it must be reviewed by the RII Inspector or Lead Mechanic on duty to determine if it is an RII item as defined by the operator.
 - 3.7.3 Once an item has been identified as RII and corrective action accomplished, the Technician will sign the "Sign Off" in Corridor and the authorized RII Inspector will sign the "Inspected" in Corridor and once the QA Inspector is satisfied with work order content, parts traceability, were applicable and impute the event line onto a maintenance log entry, he/she will sign the "Double Inspect" in Corridor.
 - 3.7.4 All maintenance personnel who receive eligibility authority to perform RII inspections will receive notice of their authority, limitations, and responsibilities from the Quality Assurance Manager.
 - 3.7.5 The RII authority is not a blanket inspection authority. If at any time, the holder feels unqualified to perform the inspection or requires additional aid in determining the airworthiness of the aircraft, the RII Inspector will make this request known to the Quality Assurance Manager or designee as soon as possible. The Director of Maintenance and Quality Assurance Manager will ensure that all technical aids and instructions are made available to the person performing the inspection.



QUALITY CONTROL MANUAL

Chapter:	3
Doc. No.:	3.070
Effective Date:	01/MAR/2016
Revision No.:	Rev. 11
Page:	1 of 1

Title: REPORTS OF DEFECTS OR UNAIRWORTHY CONDITIONS (14CFR §145.221)

1.0 Purpose:

- 1.1 To define procedures used when generating and reporting defects or malfunctions found on an aircraft or accessory.

2.0 Responsibility:

- 2.1 The Quality Assurance Manager or designee, is responsible for completing Malfunction/Defect Reports in accordance with 14CFR Part §145.221 on the appropriate forms. Such reports will be submitted to the Administrator and the operator within 96 hours after discovery.
- 2.2 It is the responsibility of any mechanic or inspector to report immediately any and all defects or malfunctions found on an aircraft or accessory at West Star Aviation to the Quality Assurance Manager.

3.0 Procedures:

3.1 Online-Service Difficulty / M or D Entry Form

- 3.1.1 Prior to initiating MDR/SDR reports for 14CFR Part §121, §125 or §135 Operators, QA will consult with that Operators Quality Representative to determine whether West Star Aviation or the Operator is to file the report. West Star Aviation will fill out the MDR/SDR regardless and document on the report who was the Quality Representative that sent in the report along with date and time.
- 3.1.2 When West Star Aviation is responsible for the filing, West Star Aviation will report to the FAA within 96 hours after it discovers any serious defect in, or other recurring unairworthy condition of an aircraft, power plant, or propeller, or any component thereof. The report will be made utilizing the Online Service Difficulty Report site, describing the defect or malfunction completely without withholding any pertinent information. Two copies of the online entry form will be printed. One copy will be kept in the QA department and the second will be forwarded to the FSDO. The use of this form is self explanatory on the Web site:
<https://av-info.faa.gov/SDRX/Secured/Login.aspx>

Note: See the QA Manager for the user name and password to login into this site

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

NOTE: A sample of the online form can be located in the Quality Control Manual Doc. No.5.100.



QUALITY CONTROL MANUAL

Chapter:	3
Doc. No.:	3.080
Effective Date:	01/MAR/2016
Revision No.:	Rev. 11
Page:	1 of 2

Title: **QUALIFYING AND SURVEILLING NON-CERTIFICATED PERSONS (14CFR §145.211)**

1.0 Purpose:

- 1.1 Establishing a means to qualify and provide surveillance of non-certificated persons who perform maintenance, prevention maintenance, or alterations for the repair station within or outside the facility.

2.0 Responsibility:

- 2.1 The Quality Assurance Manager is responsible to ensure that any non-certificated persons who perform maintenance, preventative maintenance or alteration for the Repair Station are either directly supervised or qualified through West Star Aviation's audit process.

3.0 Procedures:

3.1 Qualifying Non-Certificated persons

- 3.1.1 The Director of Maintenance is responsible for making the determination of employing non-certificated persons at this repair station by review of past work or educational history and the interview process.
- 3.2.1 Once hired by this repair station, the non-certificated person will be assigned to a Supervisor/Team Lead who is responsible for that person's continual supervised familiarization with Repair Station policy and procedures, which will be accomplished by reference of internal policy data, on the job training and testing.
- 3.2.2 If, at a time determined by the non-certificated persons Supervisor/Team Lead, that person is capable of performing the duties required of that person by this repair station, that person would be considered qualified to perform that specific work as assigned.
- 3.2.3 It will be the responsibility of the non-certificated person's Supervisor/Team Lead; to perform surveillance and record activities to ensure the person is progressing in his/her familiarization and training.
- 3.2.4 Depending on the task assigned and proficiency of a non-certificated person, that person will be considered qualified within 90 days.
- 3.2.5 The non-certificated person(s) will be encouraged to acquire their certification as indicated in 14CFR Part 65. This will be required for them to become an inspector.

Note: 14 CFR 65.101, (a)(5)(i) requires 18 months of practical experience to be eligible for a repairman certificate.



QUALITY CONTROL MANUAL

Chapter:	3
Doc. No.:	3.080
Effective Date:	01/MAR/2016
Revision No.:	Rev. 11
Page:	2 of 2

4.1 Qualifying Non-Certificated facilities

4.1.1 Qualifying Non-Certificated facilities will be accomplished as indicated in the West Star Aviation Repair Station Manual Doc. No. 6.020.

Title: LOCK OUT – TAG OUT (LOTO) PROCEDURE

1.0 Purpose:

- 1.1 To ensure before any technician performs any servicing, check out or maintenance on an aircraft where the unexpected start-up of ground support equipment (GSE), aircraft systems or the release of stored energy could occur and cause injury to personnel or damage to aircraft the aircraft systems or GSE must be isolated from the energy source.

NOTE: GSE or aircraft systems could be powered using the following:

- Electrical
- Hydraulic
- Air/nitrogen
- Mechanical Springs
- Ionizing and non-ionizing radiation
- Chemical
- Thermal

2.0 Responsibility:

- 2.1 It will be the responsibility of all production personnel to consider that if any aircraft system has been disabled/defeated during the course of maintenance and that system depends on electrical, hydraulic, air or any other outside source from GSE or aircraft onboard equipment to operate, this LOTO procedure will be followed. Program Managers and Team Leaders will ensure this procedure is being followed with the Quality Assurance Manager, Chief Inspector and Quality Assurance Inspectors providing oversight.

3.0 Procedures:

3.1 Lock Out – Tag Out

- 3.1.1 Technicians will be equipped with the knowledge of aircraft onboard systems or GSE as required. This will be accomplished by understanding how the aircraft systems and GSE operate, reviewing all necessary manuals and how the aircraft or GSE is connected to power sources.
- 3.1.2 If an aircraft system is rendered inoperative during a maintenance task, the outside power required to operate that system will be “tagged out” by filling out and affixing the “DO NOT OPERATE” tag to that power source. The tag will be affixed as close as possible to the controls of the GSE equipment or the connection point of that GSE equipment to the aircraft, which ever provides the best visual aid showing the GSE is locked out.



- 3.1.3 Each Team Leader will be issued a Circuit Breaker lock out kit(s), which contains circuit breaker collars and warning tags. In addition to tagging the GSE or aircraft power with the "DO NOT OPERATE TAG", the system circuit breaker will be pulled and collared using as many collars and warning tags as necessary to lock out the affected system. This kit must be inventoried prior to aircraft approval for return to service to ensure all collars and warning tags are accounted for.



- 3.1.4 The technician responsible for filling out and affixing the "DO NOT OPERATE TAG" or any other Lock Out device will document the system that was Locked Out & Tagged Out on the WSAF 037, Lock Out Tag Out Recording sheet. This sheet can be affixed to the side of the aircraft as close to the cabin door as possible. If this is not practical or the Recording Sheet must be removed from the aircraft, it will be placed in the Equipment Removal & Installation sheet binder. An example of WSAF 037 and instructions to fill it out can be found on page 3 of this LOTO procedure.
- 3.1.5 If the "DO NOT OPERATE" tag is located on GSE or the aircraft, that system must not be operated until the person that placed their name on the tag is contacted and that person has given the ok to operate that system via the WSAF 037 sheet. In the event that person is unavailable, a supervisor will make the final determination of system operation, remove the tag and document the completion of the Lock Out Tag out on WSAF 037.
- 3.1.6 A supply of the DO NOT OPERATE TAG's will be located at each computer station on the production floors and in the Avionics department.



QUALITY CONTROL MANUAL

Chapter:	4
Doc. No.:	4.000
Effective Date:	01/AUG/2019
Revision No.:	Rev. 14
Page:	1 of 1

CHAPTER 4

TOOL CONTROL PROGRAM



QUALITY CONTROL MANUAL

Chapter:	4
Doc. No.:	4.010
Effective Date:	01/AUG/2019
Revision No.:	Rev. 14
Page:	1 of 2

Title: **CALIBRATION SYSTEM (14CFR §145.211 (vii))**

1.0 Purpose:

- 1.1 To specify procedures for controlling the accuracy of measuring and test equipment, (M&TE), and measurement standards so as to assure their reliability. Any tool used to measure, test, repair, or inspect must be calibrated. To ensure compliance of ISO 10012-1:1992(E) (previously known as MIL-STD-45662A) & Federal Aviation Regulation requirements.

Note: Back up personnel for the Calibration Program to ensure compliance with this manual, has been assigned to any Quality Assurance inspector within the inspection department.

2.0 References:

- 2.1 The following documents were used in the preparation of this procedure:
- **ISO 10012-1: 1992(E)** Quality Assurance requirements for measuring equipment
Part 1: Metrological confirmation system for measuring equipment
Dated 1993-05-01-as revised.
 - **ANSI/NCSL Z540-1-1994** American National Standard for Calibration – Calibration Laboratories
Measuring and Test Equipment – General Requirements
Dated -as revised.
 - **West Star Aviation Quality Control Manual** as revised.

3.0 Procedures:

- 3.1 Any tool, gauge, device, meter, etc. which relays data to the user by means of a dial, digital read out, meter, needle, number, etc. shall be evaluated for the requirement to be calibrated. The following criteria shall be used to evaluate such precision gauges or tools for calibration.
- 3.1.1 Every device described in 3.1, used to determine eligibility for return to service, of any aircraft, aircraft engine, or aircraft component shall be calibrated. Any item described in 3.1 used for the final setting of any aircraft, engine, or component, prior to return to service, shall be calibrated.
- 3.1.2 Any device as described in 3.1 used to set, adjust, test, measure, check, calibrate, etc. an aircraft, engine or component, during maintenance or inspection, which has a specified tolerance or range, shall be calibrated. Examples of words or symbols which denote a tolerance or range are \pm , $<$, $>$, \geq , less than, greater than, at least, minimum, maximum, within, before, after, etc.
- 3.1.3 Following is a partial list of items that always require calibration. Torque wrenches, tire and strut gauges, cable tension meters, fuel system calibration devices, devices used to check control surface deflection angles, aircraft weighing scales, engine stretch fixtures, cylinder compression test gauges, etc.

- 3.1.4 If a device is not used as described in 3.1.1 through 3.1.3, calibration is not required. Examples of such devices are meters, gauges, etc., **which are used for trouble shooting purposes only**. **Extreme caution must be exercised to ensure that such devices are never used in a situation requiring a calibrated device.**
- 3.1.5 Some devices with no read-out capability may still require calibration. Any tool or gauge **must be calibrated if the device has internal components, which if not properly calibrated, will affect the information gathered using that device.** An example is an electrical system breakout box, with no meters, dials, etc, but with known internal resistances. If the value of the internal resistance changes, the device will impart incorrect information. Such an item would require periodic calibration of the internal resistance.
- 3.1.6 Any tool as described in 3.1 which is purchased by West Star Aviation or a Technician as new will be considered in calibration for one year from the date of calibration, not the purchase date indicated on the manufacturers Certificate of Calibration, unless it is to be used as a Master Calibration device and the new device comes from the manufacturer indicating it had been calibrated to a NIST standard. If this cannot be provided, West Star Aviation, will have the tool calibrated to a NIST standard.
- 3.1.7 If the certificate of calibration from the manufacturer shows more than 30 days prior to purchase date, the tool will be calibrated before being put into service.
- 3.1.8 Any tool purchased by West Star Aviation described in 3.1, which is intended to be used as a Master Calibration device will be calibrated to a NIST standard and quarantined to be used as a Master Calibration device only.

A tool must also be calibrated if it has components, which if not properly calibrated, will adversely affect the quality of the product produced using that tool. An example of such a tool is a terminal crimper, which will fabricate inadequate electrical connections if the dies are not within specified dimensions.



QUALITY CONTROL MANUAL

Chapter:	4
Doc. No.:	4.020
Effective Date:	01/AUG/2019
Revision No.:	Rev. 14
Page:	1 of 1

Title: **CALIBRATION LABELING**

1.0 Purpose:

- 1.1 To specify procedures for labeling of measuring and test equipment, (M&TE). Any tool used to measure, test, repair, or inspect must be labeled in accordance with the following procedure.

2.0 Labeling Procedures:

- 2.1 All items described in paragraph 3.0 of this document shall be placarded, labeled or other wise marked for calibration purposes.
- 2.2 All items that require calibration, as previously defined, shall be marked in a manner that will endure the normal use of the device for the period of calibration. The marking will include at least the **date at which calibration is next due**. Additionally, a Corridor bar code sticker will be printed and affixed to the tool.
- 2.3 Tools requiring calibration will have a letter "C" as a suffix to a 2, 3 or 4 number identifier. The letter "C" will identify the tool as requiring calibration. If the letter "C" is not present, the tool does not require calibration. In addition, some tools will have a letter designation preceding the two, three or four number identifier to indicate its use in a particular department. For example: L325C is a tool requiring calibration, (C) and is used in the Lear program, (L). This marking shall be permanent or shall be maintained in a viable and legible manner.
- 2.4 In the case of instruments, tools, gauges that require calibration before each use, but do not require periodic calibration, the device shall be labeled with exactly the following words' "**CALIBRATE BEFORE EACH USE**". Examples of such devices are NDT instruments that must be calibrated with a specific standard appropriate to each inspection. Such marking shall be permanent or shall be maintained.
- 2.5 All items described in Quality Control Document 4.010 para 3.1.4 which are not calibrated, shall be labeled in a manner that is visible and legible. Such items shall be marked or labeled with exactly the following words, "**REFERENCE ONLY**". No items so labeled may be used for any purpose defined in 3.1.1 through 3.1.3 of this document. This marking shall be permanent or maintained.
- 2.6 In some instances, it may be desirable to label/identify those instruments and tools that do not require calibration. Examples of such items are those tools with no read-out devices. Such items shall be marked or labeled with exactly the following words, "**NO CALIBRATION REQUIRED**". Care must be exercised when labeling such tools. No tool shall be labeled in this manner without the approval of a Quality Assurance Inspector. The information in Quality Control Document 4.010 para 3.1.5 must be considered.
- 2.7 In some instances, a precision gauge or tool may be marked or labeled with exactly the following words, "**CALIBRATION LIMITED TO**". This label may be used when a device is only calibrated for a portion of the readout range, or if the calibration accuracy is limited. For example, a gauge may be limited to $\pm 4\%$ accuracy, or a 0 to 1000 psi gauge is only used (and calibrated) in the 0 to 500 psi range. This label shall be used in conjunction with a normal "Cal. Due" sticker.



QUALITY CONTROL MANUAL

Chapter:	4
Doc. No.:	4.030
Effective Date:	01/AUG/2019
Revision No.:	Rev. 14
Page:	1 of 2

Title: **CALIBRATION INTERVALS**

1.0 Purpose:

- 1.1 To specify guidelines for the interval requirements of measuring and test equipment, (M&TE). Any tool used to measure, test, repair, or inspect must follow the guidelines in this document.

2.0 INTERVAL PROCEDURES:

- 2.1 Each item that requires calibration shall have a calibration interval, which is determined as follows.
- 2.1.1 The nominal calibration interval for controlled devices at West Star Aviation shall be one year. Exceptions are defined as follow.
- 2.1.2 Any weight with a fixed mass and density may have a calibration interval of five years. Any device, which uses a weight of fixed mass and density for measurement, may have a calibration interval of five years. Examples of such items are a dead weight tester, a manometer, a flow meter, etc.
- 2.1.3 When sufficient data has been collected and analyzed, the calibration interval of any controlled item may be increased. Sufficient data will be defined as follows. Any item that has achieved four calibration cycles, without being out of tolerance or specification, may have the calibration interval increased. In addition, the device must not have required repair or adjustment. The initial increase in interval shall be by 50% beyond the original interval. If the 150% interval is maintained for two additional calibration cycles, and the unit is within specifications and does not require adjustment, the interval may be increased to a maximum of 200% of the original calibration interval. For example, if a gauge calibrates 4 years in a row, is within specifications, and requires no adjustment, the interval may be increased to 18 months. If the item meets the same criteria for the next two 18 month calibration intervals, the interval may be increased to a maximum of two years. **The calibration interval for torque wrenches shall not exceed one year.**
- 2.1.4 Any personally owned tool requiring calibration that is found to be out of specification will be removed from service and the owner notified. It will be at the expense of the owner to repair the tool by an authorized entity or OEM or replace the tool with new. West Star Aviation owned tools found to be out of specification will be managed in the same way by the Tool Crib specialist.

2.2 Listed below is equipment with specific calibration intervals.

Equipment	Interval
Dead Weight Tester:	60 months
Flow Meters & Manometers*:	60 months
Dead Weights**:	60 months
Master Altimeters:	6 months
Hydraulic Mules:	12 months
Propeller Balancer:	12 months

* Applies to devices which use a dead weight for measurement.

** Shall be inspected prior to each use to assure that there are no significant physical changes to the weight.

- 2.2 Tools calibrated in house may remain in service to the end of the month they were due in. For example, a device due calibration on 03/07/2019 must be removed from service prior to the end of that month, March 2019. In this example, the tool label on the calibrated tool indicates, "Date Calibrated 03/07/2018", "Date due 03/31/2019".
- 2.3 The Quality Assurance Manager or designee will post WSAF 125 Tool Calibration Report (By Department) within the "Forms" section on the company Intranet once a month. An email will be sent to all the appropriate Production personnel informing them the report is ready for review. The Production personnel will access this report and ensure all the tools coming due listed on the report get turned into the Tool Crib Specialist as soon as practical for calibration.
- 2.4 In addition, WSAF 125 (By Owner) will be passed out monthly and personally by the Tool Crib specialist to the tool owners that have tools coming due that month.
- 2.5 Calibration due dates found on individual Tool Calibration Certificates provided by an outside authorized calibration lab will be the Next Calibration due date. In this instance, the calibration due date will not be allowed to go to the end of the month.



QUALITY CONTROL MANUAL

Chapter:	4
Doc. No.:	4.040
Effective Date:	01/AUG/2019
Revision No.:	Rev. 14
Page:	1 of 1

Title: **MULTIMETER REQUIREMENTS**

1.0 Purpose:

- 1.1 To specify calibration requirements for multimeters used at this repair station when the meter is to be used for calibrating a piece of equipment or troubleshooting purposes.

2.0 Requirements:

- 2.1 Technicians must always first ensure the meter being used meets the minimum requirement for the intended application. The intended application may require greater resolution than the meter is capable of. This is evident when it comes to meters that are labeled "Cal. Limited To".

3.0 Procedure:

- 3.1 All meters calibrated at West Star Aviation that are intended to be used at West Star Aviation will be calibrated at a minimum of 10 test points based on the capacity of the meter and must meet the Mfg's tolerances for those test points. WSAF 111 will be used to document the 10 test points. This paragraph encompasses many different meters with different resolutions so the technician must ensure the meter being used has the resolution for the application.
- 3.2 Any meter intending to be used by West Star Aviation that **does not** have a Manufacturer's calibration performance specification on file at West Star Aviation will be labeled "Reference Only" and may be used for Troubleshooting Only. Any meter that has been labeled "Reference Only" may be used for Troubleshooting Only.



QUALITY CONTROL MANUAL

Chapter:	4
Doc. No.:	4.050
Effective Date:	01/AUG/2019
Revision No.:	Rev. 14
Page:	1 of 2

Title: **GENERAL CALIBRATION REQUIREMENTS**

1.0 Purpose:

- 1.1 To specify general calibration requirements at West Star Aviation.

2.0 MASTER CALIBRATION DEVICES:

- 2.1 Master Calibration devices shall be defined as those items used expressly for the calibration of precision gauges and tooling. The Quality Assurance Department shall control such items. Master Calibration items shall be marked with a calibration due date, and shall be calibrated and certified with standards traceable to the National Institute for Standards and Technology (NIST).
- 2.2 The calibration interval of Master Calibration Devices shall not exceed 1 year.
- 2.3 The accuracy of Master Calibration devices shall be at least four times the accuracy of the device being calibrated. Master Calibration devices that are at least equal to the accuracy of the tool or gauge being calibrated may be used with the following provisions:
- A correction card must be available for the Master Calibration Device.
 - A correction card shall be created for the device being calibrated. The correction card shall contain the following information:
 - Unique identification of the device for which the card was created.
 - A list of the true values at which the device is calibrated.
 - A list of the corrected values for each true value.

3.0 PERSONNEL:

- 3.1 Any person performing calibrations at West Star Aviation shall receive adequate instruction and shall be familiar with the requirements of this document. Adequate instruction shall be determined by the Quality Assurance Manager or as delegated by him/her.

4.0 DOCUMENTATION: Reference Doc No. 4.060 in this QCM for tool calibration tracking

- 4.1 The following documentation shall be available and maintained by West Star Aviation, as appropriate.
- 4.2 For each category of precision gauge or tool that is calibrated by West Star Aviation personnel, a specific Operating Standard (OS) shall be in place. For example, procedures for torque wrench calibration. Each specific OS shall contain the detailed instructions necessary for proper and complete calibration of the device detailed therein. The OS shall be approved by the Quality Assurance Manager, and shall meet the requirements of this document.
- 4.3 For each tool calibrated internally by West Star Aviation personnel, a Certificate of Calibration, WSAF 118 shall be created. Reference QCM Doc. No. 4.060 para. 3.1.1 for Certificate content details.
- 4.4 For each tool calibrated by an outside calibration lab, the content of the certificate generated by that lab will be used to update the Tool Crib data base.



QUALITY CONTROL MANUAL

Chapter:	4
Doc. No.:	4.050
Effective Date:	01/AUG/2019
Revision No.:	Rev. 14
Page:	2 of 2

- 4.5 The Tool Crib Specialist shall review the certificate for proper content and accuracy. The certificate and supporting documentation shall remain on file digitally on the company network for the duration of the calibration period. Once the calibration period has expired on the certificate, that certificate will be maintained within the digital file for no less than 2 years.
- 4.6 A Certificate of Calibration for new tools will be created. If the Tool Crib Specialist accepts the data provided by the tool manufacturer for newly purchased tools, he or she will create a Certificate of Calibration. The certified tool is then eligible for use within the repair station.
- 4.7 All precision gauges and tools meeting any of the criteria for use must be properly labeled and tracked as indicated in QCM Doc. # 4.010 para. 3.1.4. Therefore, any such item brought onto a West Star Aviation work site shall first be submitted to the Tool Crib for labeling and entry into the West Star Aviation database of calibrated tools. This process applies to all such items whether personally owned, West Star Aviation owned, borrowed, leased, or rented. Submittal of the item will be accompanied by any existing documentation attesting to the item's current calibration status (e.g. calibration certificate and/or invoice showing purchase date).

5.0 OUT-OF-CALIBRATION CALIBRATED TEST EQUIPMENT:

- 5.1 When calibrated test equipment is found to be out-of-calibration either by review of the calibration database, new purchase, and new employee tools or prior to use, the test equipment will immediately be tagged using West Star Aviation tag "WSAF 2162 Un-airworthy Part". The test equipment will then be surrendered to the tool crib in the 790 Hangar to be placed in a Quarantine locker until such time the test equipment can be calibrated. Reference Doc No 4.060 para. 3.5 in this QCM for potential aircraft recall protocol.

6.0 OUTSIDE CALIBRATION AGENCIES:

- 6.1 Outside calibration agencies shall be selected and approved as defined in West Star Aviation Repair Station Manual. For each item calibrated by an outside agency a Certificate of Calibration shall be provided by that agency. The certificate shall provide information that shows traceability to the NIST.

Title: **MEASURING & TEST EQUIPMENT CALIBRATION TRACKING**

1.0 Purpose:

- 1.1 To provide a means of tracking West Star Aviation and personally owned Measuring & Test Equipment (M&TE) tools requiring calibration.

2.0 Requirements

- 2.1 West Star Aviation will utilize the “Tool Crib” module found in the Corridor system for tracking the location and calibration status of all West Star Aviation and personally owned tools.
- 2.2 It will be the responsibility of the Tool Crib Specialist with support from the QA Department, to ensure the Tool Crib module is accurate at all times.
- 2.3 All West Star Aviation technicians will be familiar with this tracking process and follow all the required procedures found within this document.

3.0 Procedure

- 3.1 The inputting of tools into the “Tool Crib” Module for newly purchased tools by West Star Aviation or a technician, or a newly hired technicians tools. This information will be transferred digitally over to WSAF 118, “Certificate of Calibration”.
- 3.1.1 The Tool Crib specialist will input into the Corridor Tool Crib Module:
- Tool Number assigned by the Tool Crib Specialist
 - Tool Description
 - Tool Manufacturer
 - Tool Model Number
 - Tool Location
 - Owner
 - Serial Number if applicable. If no Serial Number, enter N/A
 - Calibration date and next Calibration due date
 - Certificate of Calibration Certificate Number
 - Calibration Procedure Used
 - West Star form number WSAF 100-112 as required, Calibration Work Sheet used for recording calibration details
 - Comments as required
- 3.1.2 The Tool Crib specialist will print a bar code sticker to be affixed to the tool.
- 3.1.3 The Tool Crib specialist will digitally generate a completed West Star Aviation “Certificate of Calibration” WSAF 118 along with a completed tool specific Calibration Work Sheet, WSAF 100-112 as required. The completed Certificate and Work Sheet will be digitally linked to the individual tool within the Tool Crib module and can be displayed or printed upon request.
- 3.2 For tools calibrated internally, a “Certificate of Calibration” WSAF 118 will be generated from the Tool Crib module. For tools calibrated by an external lab, West Star Aviation will use the External Labs Certificate of Calibration as a record.

- 3.3 Technicians will be required to digitally assign tools to the Corridor Work Order at the squawk and step level.

3.3.1 Technicians will follow this scanning process for **checking out** tools

- Scan the tool barcode
- Scan their Corridor personal badge barcode
- Scan the Squawk/Step barcode
- Scan the “Sign-out Tool (Work Order)” barcode on the Corridor Tool Barcodes sheet found at each computer station or Tool Crib. The only time “Sign-out Tool (No Work Order)” can be scanned is if the tool will not be used on an aircraft or component. For example, a tool may need to be sent out for calibration.

NOTE: This process will be required for checking out calibrated tools from the tool crib or using personal calibrated tools at the beginning of the squawk/step level work scope.

3.3.2 Technicians will follow this scanning process for **checking in** tools

- Scan the tool barcode
- Scan their Corridor personal badge barcode
- Scan the “Return Tool barcode” on the Corridor Tool Barcodes sheet found at each computer station or Tool Crib.

NOTE: This process will be required for checking in calibrated tools to the tool crib or at the completion of the squawk/step level work scope using personal calibrated tools.

- 3.5 As part of the approval for Return to Service process by the Quality Assurance Inspector, the Inspector will ensure all tools are checked in by clicking on the “Tools” button found on the first screen between the “Work Detail” & History” buttons of the Work Order.
- 3.6 When a tool is sent to an external lab for calibration, a PO will be generated from the Corridor system at which time will show the tool is out for calibration within the Tool Crib module and on the Calibration reports.
- 3.7 In the event a technician attempts to check out a tool and Corridor determines it is overdue calibration, the system will not allow the technician to check it out. If that happens the technician immediately needs to give the tool to a Tool Crib specialist to be quarantined until it can be calibrated.
- 3.8 In the event a tool that was checked out to a Work Order Squawk or Step and has not been digitally returned via the Corridor system, the Corridor system will flag the user indicating there is still a tool(s) not checked into the system.
- 3.9 If during a calibration process accomplished internally or by an external lab it is determined the tool is out of calibration, this will immediately be reported to the Quality Assurance Manager or Chief Inspector so they can determine through the Tool Crib module what aircraft the tool was used on since its most recent calibration event. The Quality Assurance Manager, Director of Maintenance and the General Manager will meet to determine the need to recall the aircraft or dispatch a Mobile Repair Team to the aircraft to access and re-torque the area in question with an appropriate calibrated tool.

NOTE: It is required for any technician that has accidentally dropped a tool or suspects it has been damaged in any way to immediately stop using the tool and return it to the tool crib for the Tool Crib specialist to place in quarantine.

CHAPTER 5

REPAIR STATION DOCUMENTATION



QUALITY CONTROL MANUAL

Chapter:	5
Doc. No.:	5.010
Effective Date:	01/AUG/2019
Revision No.:	Rev. 14
Page:	1 of 1

Title: REPAIR STATION FORMS (14CFR §145.211 (c)(3))

1.0 Purpose:

- 1.1 The purpose of this chapter is to prescribe the methods and practices for generating, updating, and controlling forms used by the Repair Station.

2.0 Responsibilities

- 2.1 All personnel involved in creating, issuing, or revising West Star Aviation forms will be familiar with the contents of this document.
- 2.2 The Quality Assurance Manager or his designee shall:
 - 2.2.1 Review each new or revised form and assign an appropriate form number to the new document.
 - 2.2.2 Save the native format of the form on the West Star Aviation computer network and then the form will be posted on the Company Intranet for use.
 - 2.2.3 The Quality Assurance Manager or Chief Inspector will review and approve the new or revised form(s) and sign the updated West Star Aviation Forms List of Effective Pages (WSAF 002).
 - 2.2.4 WSAF 002 along with the new or revised form(s) will be forwarded to the Flight Standards District Office (FSDO) via email for review by the Principal Maintenance or Avionics Inspector (PMI or PAI). The PMI or PAI will sign WSAF 002 once the form(s) are found acceptable.

3.0 Procedures:

- 3.1 Any employee may request a new or revised form. West Star Aviation forms will be developed, researched and authored at the direction of the Quality Assurance Manager or designee.
- 3.2 West Star Aviation form number, revision dates and page numbering shall be as follows:
 - 3.2.1 A WSAF Number, formatted as follows: WSAF #### (e.g. WSAF 9999).
 - 3.2.2 The form number will be placed on the bottom of the page in the left corner of the footer.
 - 3.2.3 The date the form was initially created or revised will be centered at the bottom of the page using format: Rev MMM/YYYY.
 - 3.2.3 The page number and the total number of pages – typically Page X of X and be placed in the right hand corner of the footer.
 - 3.2.4 A descriptive title which states the purpose of the form at the top of the form as needed.
- 3.3 Revisions to forms will be accomplished by replacing the entire form. A bold vertical line in the right margin will be used to indicate the revised portions of the form.
- 3.4 The Corridor Work order system generates forms automatically through Crystal reporting. West Star Aviation IT department will create new or revise existing Corridor forms by the direction of the Quality Assurance Manager or Chief Inspector. All of these forms are subject to the process within this document.

4.0 Forms Data Base on the West Star Aviation computer Network will be maintained by the QA department.

5.0 All forms on the Company Intranet are considered Self Explanatory.



QUALITY CONTROL MANUAL

Chapter:	5
Doc. No.:	5.020
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	1 of 5

Title: Work Order Forms

1.0 WSAF 2006 Corridor Work Order Detail Report Pg. 1

West Star Aviation		WORK ORDER DETAIL	
796 Heritage Way Grand Junction, Colorado 81506 United States		CRS-WTXR173J	
Work Order: 5	Title: 53	Serial #: 2	Department: 54
Registration #: 1			
Customer: 4	Contact Name: 6	Status: 47	
Address: 8	Account Code: 44	P.O. #: 48	
	Target Date: 45	Job #: 49	
	Invoice #: 46	Created: 52	
	Date Closed: 23	Posted: 55	
Item: 1	Airframe: 7		
Squawk: 1	Discrepancy: 18	By: 18	
	Resolution: 11	By: 18	
	Signed Off: 14	By: 18	
	Inspected: 15	By: 18	
	Double Inspected: 16	By: 18	
	Functional Test: 17	By: 18	
Step: 1.1.1	Discrepancy: 12	By: 18	
	Resolution: 11	By: 18	
	Signed Off: 14	By: 18	
	Inspected: 15	By: 18	
	Double Inspected: 16	By: 18	
	Functional Test: 17	By: 18	
Item: 2	Avionics Install: 7		
Squawk: 1	Discrepancy: 18	By: 18	
	Resolution: 11	By: 18	
	Signed Off: 14	By: 18	
	Inspected: 15	By: 18	
	Double Inspected: 16	By: 18	
	Functional Test: 17	By: 18	
Step: 2.1.1	Discrepancy: 12	By: 18	
	Resolution: 11	By: 18	
	Signed Off: 14	By: 18	
	Inspected: 15	By: 18	
	Double Inspected: 16	By: 18	
	Functional Test: 17	By: 18	
Item: 3	Avionics Repair		
Squawk:	Discrepancy: *	By:	
	Resolution:	By:	
	Signed Off:	By:	
	Inspected:	By:	
	Double Inspected:	By:	
	Functional Test:	By:	

WSAF 2006
Page 1 of 2
Printed: 8/4/2005 8:14:04AM
Ref: 141

2.0 WSAF 2006 Corridor Work Order Detail Report Pg. 2



QUALITY CONTROL MANUAL

Chapter:	5
Doc. No.:	5.020
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	2 of 5

West Star Aviation

796 Heritage Way
Grand Junction, Colorado 81506
United States

CRS-WTXR173J

WORK ORDER DETAIL

August 04, 2005

Telephone: 970-243-7500

Fax: 970-242-5178

Work Order: 9933

Title: WEST STAR AVIATION

Department: Conquest Maintenance

Registration #

Serial #:

Item: 4 Accessories

Squawk: 1 Discrepancy: *

Resolution:

Signed Off:

By:

Inspected:

By:

Double Inspected:

By:

Functional Test:

By:

Item: 5 Interior

Squawk: 1 Discrepancy: *

Resolution:

Signed Off:

By:

Inspected:

By:

Double Inspected:

By:

Functional Test:

By:

Item: 6 Paint

Squawk: 1 Discrepancy: *

Resolution:

Signed Off:

By:

Inspected:

By:

Double Inspected:

By:

Functional Test:

By:

Item: 7 Quality Assurance

Squawk: 1 Discrepancy: Comply with Return to Service

Resolution:

I certify that this aircraft, engine, propeller or component has been maintained as required by the Federal Aviation Regulations, and has been determined to be in an airworthy condition and approved for return to service with respect to the work performed. Pertinent details are on file at this repair station under the above work order.

Signed Off:

By:

* End of Report *

3.0 WSAF 2007 Corridor Work Order Squawk Report



QUALITY CONTROL MANUAL

Chapter:	5
Doc. No.:	5.020
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	3 of 5

West Star Aviation, LLC 796 Heritage Way Grand Junction, Colorado United States		Repair Station: WTXR173J Telephone: 970-243-7500 Fax: 970-242-5178	
CUSTOMER	4	AIRCRAFT SERIAL NUMBER	2
CUSTOMER CONTACT	5	REGISTRATION NUMBER	1
CUSTOMER TELEPHONE	33	AIRCRAFT TOTAL TIME	34
MANUFACTURER	33	ITEM DESCRIPTION	7
CUSTOMER ADDRESS	6	PART NUMBER	25
		TOTAL TIME	36
		TOTAL CYCLES	37
		DATE TO	42
		DATE OUT	43



WORK ORDER #	8	DATE OPENED	28
WORK ORDER #	3	DATE CLOSED	39
INSPECTOR #1	55	COMPLETED BY	31
		FUNCTIONAL TEST	31
		INSPECTOR #2	55

DISCREPANCY
10

REGULATION
11

WSAF 2007

PART OFF PART ON

PART NUMBER OFF
32

PART NUMBER ON
33

SERIAL NUMBER OFF
34

PART NUMBER OFF
35

PART DESCRIPTION OFF
36

SERIAL NUMBER ON
37

End of Report

WS_WorkOrderSquawk.rpt

Page 1 of 1

WSAF 2007

Ref ID: A



QUALITY CONTROL MANUAL

Chapter: 5
Doc. No.: 5.020
Effective Date: 01/AUG/2017
Revision No.: Rev. 13
Page: 4 of 5

4.0 WSAF 2008 Corridor Work Order Step Report

West Star Aviation LLC
796 Heritage Way
Grand Junction, Colorado 81505
United States

CRS-WTXR173J

Telephone: Fax:

WO #: [1] Primary Customer: [4]
Item: [7]
Squawk: [8]

Sign-Off: [14] Inspection: [15] Double Insp: [16] Functional Test: [17]

Step: [18] *

Sign-Off: [19] Inspection: [20] Double Insp: [21] Functional Test: [22]
Sign-Off date: [23] Inspection Date: [24] Double Insp Date: [25] Functional Test date: [26]

* End of Report *

Squawk Step Detail

EXAMPLE

WS_WorkOrderSquawkSteps.r
WSAF 2008

Page 1 of 1

Printed: 8/24/2005 9:30:50AM
Ref 122

Title: Work Order Forms Instructions for the Corridor system

1.0 Instructions for Completion of Work Order Forms

- 1.1 The following table shows the definition of each block/space located on the forms listed below. Form samples can be located on doc. No. 5.020 in the QCM.

WSAF 2006 Work Order Detail Report (Corridor Report)
WSAF 2007 Work Order Squawk Report (Corridor Report)
WSAF 2008 Work Order Step Report (Corridor Report)

- 1.2 Each number in the first column on the following table corresponds to a number located in one of the block/space on the sample Corridor forms located in document pages 5.020 in this manual. The numbers in the first column in the following table of instructions may not be sequential. The Corridor system generates these forms automatically and the block/space's defined in the following table are auto-filled by the Corridor system based on data entry by whom ever is logged in or whom ever has scanned into the system in regards to labor or squawk/step sign-offs.

1	Reg.#: Aircraft Registration number
2	Serial #: Aircraft Serial number
3	Work Order: Work Order number
4	Customer: Customer name
5	Address: Customer address, typically for billing purposes
6	Contact Name: Contact name for the customer
7	Item: Created in the Corridor system relating to a department. Squawks are then created under the ITEMS.
8	<p>Squawk: Created after the ITEM. The squawk will consist of the Discrepancy, Resolution, required Inspections and the dates those inspections where signed off electronically.</p> <p>Note: Squawk numbers are automatically generated by the Corridor system relating to the ITEM number. Example- 1. Airframe (Item) 1.1 Phase B (Squawk)</p>
9	<p>Steps: Created after the Squawk as required to document progressive steps for the resolution. Steps will be signed off in the same manner as squawks, electronically.</p> <p>Note: Step numbers are automatically generated by the Corridor system relating to the ITEM number. Example- 1. Airframe (Item) 1.1 Phase B (Squawk) 1.1.1 Ok to close (Step)</p>

- 10 Discrepancy:** Enter the discrepancy. Discrepancies are discovered through logbook research, visual inspection, or verbal discussion with the Owner/Operator. When entering discrepancies into the Corridor system, use a description, which completely describes the problem. If the problem is complex, a separate discrepancy will need to be written for each specific problem. When entering discrepancies that have been obtained from the operator of the aircraft, the discrepancy must be entered using the operator's exact description. When visual inspection or troubleshooting reveals that the operators' discrepancy differs from his description or a more specific problem is discovered, the discrepancy must be further explained. When a discrepancy calls for a routine inspection item to be accomplished, the description in the discrepancy field will describe the inspection to be accomplished and the interval at which the inspection is required. When a discrepancy calls for compliance with an Airworthiness Directive or Service Bulletin, its description must contain the identifying number, the manufacturer to whom the Directive or Bulletin applies, a description of the subject of the Directive or Bulletin, the date of issue and, if the Directive or bulletin is recurring, the interval of occurrence.
- 11 Resolution:** Enter the action taken to correct the discrepancy. The resolution field of the work order **must be** completed at the time that the work is accomplished. The technician performing the work must enter a clear, concise description of the work performed to correct the discrepancy. The resolution field must also describe, step by step, the troubleshooting action that took place when applicable. If the person beginning the work does not complete the work, he/she must describe the work performed and enter their initial and date at the end of his/her entered description. Or move their work description to a "Step" under the same squawk. This will allow an individual sign-off for that portion of the resolution.
- 12 (Step) Description:** Enter the description, describing either the work accomplished to support the squawk, or a description for the work to be accomplished to support the squawk. A step is a progressive sign off to the resolution of the squawk.
- 13 (Step) Comments:** No comment is required if the work accomplished to support the squawk was documented in the Step Description. Example: If the Step Description is an Inspection Task supporting the squawk and written in the past tense, "Completed Inspection Task 1234" then no Step Comment is required. A Step Comment is required if the Step description is written for work **to be** accomplished.
- 14 Sign-off:** Displays the date the technician electronically "Signed off" the squawk/step.
- 15 Inspected:** Displays the date the technician electronically signed off the "Single Inspection" requirement of the squawk/step. Upon completion of the work scope, the work must be Inspected as soon as practical.
- 16 Double Inspected:** Displays the date the Quality Assurance Inspector electronically signed off the "Double Inspected" requirement of the squawk.
- 17 Functional Test:** Displays the date the technician electronically signed off the "Functional Test" for the squawk. If the squawk/step cannot be Inspected upon completion of the task because it's not possible to Function Test at that time, make sure the "Functional Test" requirement is applied to the squawk/step by placing a check mark next to "Functional Test" found under the "Sign Off/Inspections" tab.

18	Signed off <u>By</u>: Displays the name of the technician that electronically signed-off the squawk/step.
19	Inspected <u>By</u>: Displays the name of the technician that electronically signed-off single inspection requirement of the squawk/step.
20	Double Inspected <u>By</u>: Displays the name of the technician that electronically signed-off double inspection requirement of the squawk.
21	Functional Test <u>By</u>: Displays the name of the technician that electronically signed-off the functional test requirement of the squawk/step. If the squawk/step cannot be Inspected upon completion of the task because it's not possible to Function Test, make sure the "Functional Test" requirement is applied to the squawk/step by placing a check mark next to "Functional Test" found under the "Sign Off/Inspections" tab.
22	Part Number Off: Displays the Part Number of the component removed if required in the squawk.
23	Part Description Off: Displays the description of the part removed
24	Serial Number Off: Displays the Serial number removed
25	Part Number On: Displays the Part Number of the component installed.
26	Part Description On: Displays the description of the part installed
27	Serial Number On: Displays the Serial number installed.
28	Date Opened: Displays the date the Work Order was opened.
29	Date Closed: Displays the date the Work Order was closed.
30	Opened by: Displays who opened the work order
31	Completed by: Displays who completed the squawk. Invoicing only.
32	Contact telephone: Displays customer contact telephone number
33	Manufacture: Displays manufacture of article the squawk was written for.
34	Aircraft total time: Displays aircraft total time
35	Part/Model number: Displays Part/Model number of article the squawk was written for.
36	Total time: Not used at this time. Future enhancement
37	Total cycles: Not used at this time. Future enhancement
38	TSN/TSO: Not used at this time. Future enhancement

39	CSN/CSO: Not used at this time. Future enhancement
40	Page number: Displays page number of squawk
41	Printed: Displays the date the squawk was printed
42	Date in: Displays the date the article was scheduled to arrive at West Star Aviation
43	Date out: Displays the date the article was scheduled to depart/deliver from West Star Aviation
44	Account code: Displays account code assigned to the customer.
45	Target date: Displays the target date the article is expected to be completed.
46	Invoice #: Displays the invoice number.
47	Status: Displays the status of the work order. Either Open, Preliminary or Closed.
48	PO#: Not used at this time. Future enhancement
49	Job #: Not used at this time. Future enhancement
50	Posted: Displays the date the work order was posted in accounting
51	Barcode: Scanned by technician when trying to sign off/Inspect a squawk/step or add labor to that squawk/step.
52	Created: Displays the date the Work Order Detail report was created.
53	Title: Displays info specific to the work order. A required field with optional content
54	Department: Display the department that originally opened the work order

NOTE: Ref. Advisory Circular 43.9 as revised. "14CFR 91.417(a)(1)(i) requires that the maintenance record entry to include, "A description of the work performed". **The description should be in sufficient detail to permit a person unfamiliar with the work to understand what was done, and the methods and procedures used in doing it.** To provide for this contingency, the rule permits reference to technical data acceptable to the administrator in lieu of making a detailed entry.



QUALITY CONTROL MANUAL

Chapter:	5
Doc. No.:	5.030
Effective Date:	01/AUG/2017
Revision No.:	Rev.13
Page:	1 of 5

Title: **FAA FORM 8130-3, AUTHORIZED RELEASE CERTIFICATE**

1.0 Purpose:

- 1.1 The purpose of this chapter is to prescribe the methods and practices for FAA for 8130-3, Authorized Release Certificate.

2.0 Process for FAA Form 8130-3, Authorized Release Certificate

- 2.1 West Star Aviation personnel may use FAA Form 8130-3 as an approval for return to service, in place of West Star Aviation form WSAF 2163, when approving articles for return to service following maintenance, preventive maintenance, repair or alteration.
- 2.2 FAA Form 8130-3 can only be signed off by Return to Service authorized Quality Control Inspector Level 1 and Quality Assurance Inspector.
- 2.3 Pages 3 through 5 of this document explain in detail the appropriate procedures in filling out this form. These procedures were derived from FAA Order 8130-21, as revised.



QUALITY CONTROL MANUAL

Chapter: 5
Doc. No.: 5.030
Effective Date: 01/AUG/2017
Revision No.: Rev.13
Page: 2 of 5

1. Approving Civil Aviation Authority/Country: FAA/United States		3. AUTHORIZED RELEASE CERTIFICATE FAA Form 8130-3, AIRWORTHINESS APPROVAL TAG				5. Form Tracking Number:
4. Organization Name and Address: WEST STAR AVIATION 705 Heritage Way Grand Junction, CO 81505 PNSW17XR173J						5. Work Order/Contract/Invoice Number:
6. Item:	7. Description:	8. Part Number:	9. Quantity:	10. Serial Number:	11. Status/Work:	
1						
12. Remarks:						
13a. Certifies the items identified above were manufactured in accordance to: <input type="checkbox"/> Approved design data and are in accordance with the work order. <input type="checkbox"/> Non-approved design data identified in Block 12.						
13b. Authorized Signature:			13c. Approved Certificate No.:			
13d. Name (Typed or Printed):			13e. Date (ddmmmyyyy):			
14a. Authorized Signature:			14b. Approved Certificate No.:			
14c. Name (Typed or Printed):			14d. Date (ddmmmyyyy):			
User/Installer Responsibilities						
It is important to understand that the issuance of this document alone does not automatically constitute authority to install the aircraft engine/propeller/article.						
Where the user/installer performs work in accordance with the national regulations of an airworthiness authority different than the airworthiness authority of the country specified in Block 1, it is essential that the user/installer ensures that his/her airworthiness authority accepts aircraft engine(s)/propeller(s)/article(s) from the airworthiness authority of the country specified in Block 1.						
Statements in Blocks 13a and 14a do not constitute installation certification. In all cases, aircraft maintenance records must contain an installation certification issued in accordance with the national regulations by the user/installer before the aircraft may be flown.						

FAA Form 8130-3 (02-14) ISBN 0052-00-012-9009

BLK #	Appropriate Contents on FAA form 8130-3
1	Approving National Aviation Authority/Country: FAA/United States (Preprinted)
2	Authorized Release Certificate, FAA form 8130-3, Airworthiness Approval Tag. (Preprinted)
3	Form Tracking Number: The number will be unique to each serialized component and be comprised of the Work Order number, a dash (-) followed by the squawk or step number. One squawk in the work order per serialized component unless the P/N in Blk. 8 comprises many serialized parts to make a kit/set. In this case, create an attachment to the 8130-3 listing all serialized components of the same P/N.
4	Organization Name and Address: West Star Aviation. 796 Heritage Way Grand Junction, CO 81506, FAA Repair Station #: WTXR173J. (Preprinted)
5	Work Order/Contract/Invoice Number: West Star Aviation Work Order number corresponding to the work scope.
6	Item: West Star Aviation is only authorized to use this form for approval for return to service and only allowed to issue 1ea 8130-3 for "1" P/N at a time. (Preprinted).
7	Description: Enter the name or description of the product, part or appliance as referenced in a part catalog or overhaul manual.
8	Part Number: Enter part number of the product or article. ONE part number per one 8130-3. If the article being worked is a subassembly that does not have a part number of its own, enter the next higher assembly number followed by the word "subassembly."
9	Quantity: Enter "1" unless there are multiple un-serialized components of the same P/N in Blk. 8. Or multiple S/N's of the same P/N that make up a kit/set.
10	Serial Number: If the product or article is required by part 45 to be identified with a serial number, enter it here. Additionally, any other serial number not required by regulation also may be entered. If no serial number is entered in this block, enter "N/A." Multiple serial numbers can be entered here associated with one part number.
11	<p>Status/Work. The following describes what to enter in a specific situation. Only one term may be entered in Block 11, which should reflect the majority of the work performed by West Star.</p> <ul style="list-style-type: none"> ➤ "Overhauled": A process that ensures the product or article is in complete conformity with the applicable service tolerances specified in the type certificate Manufacturer's instructions for continued airworthiness or in the data approved or accepted by the authority. The product or article will be at least disassembled, cleaned, inspected, repaired as necessary, reassembled, and tested in accordance with the approved or accepted data. ➤ "Repaired": Repair of defect(s) using an applicable standard. ➤ "Inspected" and/or "Tested": Examination or measurement in accordance with an applicable standard (for example, visual inspection, functional testing, or bench testing). ➤ "Modified": Alteration of a product or article to conform to an applicable standard. <p>NOTE: The applicable standard must be described in Block 12.</p>

12	Remarks: Describe the work identified in Block 11 and associated results necessary for the user or installer to determine the airworthiness of the product or article in relation to the work being certified. Example: "Overhauled in accordance with CMM ---, Section---, Manual---, Revision---, and AD reference where applicable. If necessary, a separate sheet may be used and referenced from the main FAA Form 8130-3. Each statement must clearly identify which product or article in Block 6 it relates to. NOTE: THE APPLICABLE STANDARD <u>MUST BE</u> DESCRIBED IN THIS BLK.
13a-13e	Blocks 13a through 13e: Shade, darken, or otherwise mark to preclude inadvertent or unauthorized use, (For original manufacturer of new components only).
14a	Approval for Return to Service. Both boxes are to be checked for a valid dual release.
14b	Authorized Signature. This space will be completed with the signature of the authorized person. Only persons specifically authorized and listed on the West Star Aviation roster are permitted to sign this block. The approval signature must be applied at the time and place of issuance and manually applied.
14c	Approval/Certificate No. Enter the West Star Aviation air Agency Certificate number: WTXR173J.
14d	Enter the typed or printed name of the authorized representative whose signature appears in Block 14b.
14e	Date (dd/mm/yyyy). The date to be entered in Block 14e for approval for return to service will be the date on which the original work was completed. The date must be in the following format: two-digit day, first three letters of the month, and four-digit year, for example, 03/FEB/2008.

FAA Form 8130-3 for new parts not having the EASA – Required Documentation

1. When new parts are not accompanied by the appropriate documentation required in this supplement under Section 10(g)(2), West Star Aviation, in accordance with the provisions stated in FAA National Policy letter 89000.380, can issue FAA form 8130-3 on new parts when the following is accomplished:
 - a) **Inspection of the part and associated documentation:**
 - i) Verify the article has the appropriate TSO or PMA markings as indicated in Advisory Circular AC 20-62, Eligibility, Quality and Identification of Aeronautical Replacement Parts.
 - ii) In the event the article is too small for appropriate markings, a tag showing the appropriate information is acceptable
 - iii) Documents from the Original Equipment Manufacturer, such as Certificate of Conformance, Shipping Tickets and/or invoices are required.
 - iv) Visually inspect the article to ensure that it looks new with no obvious wear or use.
 - b) **Issuance of FAA form 8130-3:**
 - i) FAA form 8130-3 will be issued for "Approval for Return to Service" and the Block by Block Instructions found in FAA Order 8130.21 section 3-6 and West Star Aviation Quality Control Manual Doc. No. 5.030 pages 3-6 will be followed.
 - ii) When issuing an 8130-3 with acceptable OEM supporting documentation, the purpose of issuing the 8130-3 will be an Inspection, and "Inspection" will be placed in Block 11.



QUALITY CONTROL MANUAL

Chapter:	5
Doc. No.:	5.030
Effective Date:	01/AUG/2017
Revision No.:	Rev.13
Page:	5 of 5

iii) Block 12 will describe the OEM paperwork provided with the part and a reason for the inspection. Below is an Example of Block 12 verbiage:

“Inspected documentation provided with part and found them to be traceable to the Production Approval Holder (COMPANY). The part was found to be in a new condition by visual inspection. This is a new part in inventory prior to October 1, 2016, without the required PAH documentation or FAA Form 8130-3; or, This is new part received on or after October 1, 2016, without FAA Form 8130-3; or, This is a used part without FAA Form 8130-3”

Title: MAINTENANCE/INSPECTION LOG ENTRIES

1.0 Purpose:

- 1.1 The purpose of this chapter is to prescribe the methods and practices for log entries.


2.0 Responsibilities

- 2.1 All personnel involved in creating, revising or using log entries will be familiar with the contents of this section.
- 2.2 The Quality Assurance Manager, Chief Inspector and Quality Assurance Inspector will be responsible for creating all Maintenance/Inspection Log Entries.

3.0 Procedures: Log entry examples

3.1 Maintenance Record Entry – ELT Annual Inspection

The following maintenance record entry is used to verify that the ELT system was tested to comply with the requirements of 14 CFR 91.207 (d). The entry may contain descriptions of other maintenance performed. This entry may only be signed by a Quality Control Inspector who has return to service authorization, as shown on the Roster of Inspection Personnel which can be found in the inspection office and posted on the company Intranet. The format of this entry is typical and may vary.

N Number A/C MAKE/MODEL S/N: TTAF: LANDINGS: HOBBS:		WO #: DATE:
		
AVIONICS ENTRY		
➤ Tested ELT system to comply with 14 CFR 91.207 (d). Unit meets manufacturer's specifications. ➤ Checked antenna and G-switch. ➤ ELT battery expires: (date).		
I certify that this aircraft has been inspected as required by 14CFR §91.409 (f)(?), and has been determined to be in an airworthy condition and approved for return to service with respect to the work performed. Pertinent details are on file at this repair station under the above work order.		
Signature _____ (PRINTED NAME) WEST STAR AVIATION 796 Heritage Way Grand Junction, CO 81506 (970) 243-7500	FAA CERTIFIED REPAIR STATION WTXR173J	


3.1 Inspection Record Entry – Static System, Altimeter, Altitude Reporting & Transponder

The following maintenance record entry is used after satisfactory completion of the bi-annual tests required for required by 14 CFR 91.411 and 91.413. This entry may only be signed by a Quality Control Inspector who has return to service authorization, as shown on the Roster of Inspection Personnel. The format of this entry is typical and may vary.

N Number		WO #:
A/C MAKE/MODEL		DATE:
S/N:		
TTAF:		
LANDINGS:		STATIC SYSTEM, ALTIMETER, ALTITUDE REPORTING & TRANSPONDER PG. 1
HOBBS:		
<p>The tests and inspections required by 14 CFR 91.411 and 14 CFR 91.413 have been performed and found to comply with 14CFR 43, appendices E and F:</p>		
<p>Static system(s) tested to: (altitude in feet)</p> <p>Alt #1 PN: SN:</p> <p>Alt #2 PN: SN:</p> <p>Stby Alt. P/N SN:</p> <p>SDC Module: P/N SN:</p> <p>No. 1 ADC: P/N SN:</p> <p>No. 2 ADC: P/N S/N:</p> <p>Encoder tested to: (altitude in feet)</p> <p>Transponder #1 PN: SN:</p> <p>Transponder #2 PN: SN:</p> <p>No. 1 Mode "S" Transponder P/N S/N:</p> <p>No. 2 Mode "S" Transponder: P/N S/N:</p>		
<p>I certify that this aircraft has been inspected as required by 14CFR §91.409 (f)(?), and has been determined to be in an airworthy condition and approved for return to service with respect to the work performed. Pertinent details are on file at this repair station under the above work order.</p>		
Signature	FAA CERTIFIED REPAIR STATION	
(PRINTED NAME)		
WEST STAR AVIATION		
796 Heritage Way		
Grand Junction, CO 81506 (970) 243-7500		
	WTXR173J	

3.2 Inspection Record Entry – Static System, Altimeter, Altitude Reporting & Transponder for Reduced Vertical Separation (RVSM)

The following maintenance record entry is used after satisfactory completion of tests for RVSM certification requirements. The format of this entry is typical and may vary dependent on the requirements of individual RVSM installations.

N Number A/C MAKE/MODEL S/N: TTAF: LANDINGS: HOBBS:	 REDUCED VERTICAL SEPARATION MINIMUMS (RVSM)	WO #: DATE:
Removed the following equipment;		
Installed the following equipment in accordance with Flight Test Associates, Inc. STC ST01524LA, ST01525LA and ST01526LA per FAA form 337 dated:		
<ul style="list-style-type: none"> ➤ Honeywell AZ-252 ADC, P/N: S/N: ➤ Honeywell BA-250 Altimeter, P/N: S/N: ➤ Honeywell AM-250 Altimeter, P/N: S/N: ➤ Honeywell AL-800 Altitude Preselect Controller, P/N: S/N: ➤ Aerosonic Standby Altimeter, P/N: S/N: ➤ Sandia SAS1-24 Diode Board, P/N S/N ➤ Rosemount Pitot/Static Probes (2 ea.), P/N: and S/N: and 		
Note: Pitot / Static Probes are life limited at 10,000 hours.		
<ul style="list-style-type: none"> ➤ Removed and reinstalled Autopilot Computer, P/N: S/N: ➤ Removed and reinstalled Stab Actuator, P/N: S/N: ➤ Removed and reinstalled Pitch Servo, P/N: S/N: ➤ Removed and reinstalled pilot and co-pilots airspeed indicators P/N: S/N: and P/N: S/N after being modified per drawing # 64373-148. 		
The Tests and Inspections required by CFR 91.411 and CFR 91.413 have been performed and found to comply with Part 43, Appendices E & F and Certified to RVSM standards IAW ??? maintenance manual chapter ??? Rev. ???		
Static system(s) and Automatic Pressure Altitude Reporting Equipment tested to: 45,000 Ft.		
<ul style="list-style-type: none"> ➤ Honeywell BA-250 Altimeter, P/N: 70310N01D01 S/N: ➤ Honeywell AM-250 Altimeter, P/N: 70257N01D01 S/N: ➤ Aerosonic Standby Altimeter, P/N: 16650-1150 S/N: ➤ Honeywell AZ-252 ADC, P/N: 7024900-30303 S/N: ➤ No.1 Transponder P/N: S/N: ➤ No.2 Transponder P/N: S/N: ➤ No.1 Mode S Transponder P/N: S/N: ➤ No.2 Mode S Transponder P/N: S/N: 		
<ul style="list-style-type: none"> ➤ This RVSM requirement has been complied with by West Star Aviation by modification of the pitot-static and altimetry system and incorporation of the FAA approved Supplemental Type Certificates, (ST01524LA, ST01525LA and ST01526LA). These STC's meet the requirements for the Design Data Package, specified in para. 9 of "14CFR §91-RVSM CHG. 1 Interim Guidance Material on the Approval of Operators/Aircraft for RVSM Operations", dated June 6, 1999 and has been FAA approved. 		
I certify the above-described alteration has been inspected/conformed and has been determined to be in an airworthy condition and is approved for return to service with regards to the work performed. Pertinent details are on file at this repair station under the above work order.		
Signature _____ (PRINTED NAME) WEST STAR AVIATION 796 Heritage Way Grand Junction, CO 81506 (970) 243-7500		FAA CERTIFIED REPAIR STATION WTR173J


3.3 Maintenance Record Entry – Static System Break-In

The following maintenance record entry is used after satisfactory completion of the tests required by 14 CFR 91.411 (a) (2) (b) for the opening and closing of static systems. The format of this entry is typical and may vary.

N Number A/C MAKE/MODEL S/N: TTAF: LANDINGS:	 EXAMPLE AVIONICS ENTRY PG. 1	WO #: DATE:
The tests and inspections required by 14 CFR 91.411 (a) (2) (b) for the opening and closing of static systems have been performed as follows: - Static system(s) tested to (altitude in feet)		
All maintenance performed on this aircraft was performed in accordance with current regulations of the FAA and was determined to be in an airworthy condition and is approved for return to service with respect to the work performed. Pertinent details are on file at this repair station under the above work order. A copy of this work order has been given to the operator.		
Signature _____ (PRINTED NAME) WEST STAR AVIATION 796 Heritage Way Grand Junction, CO 81506 (970) 243-7500	FAA CERTIFIED REPAIR STATION WTXR173J	


3.4 Inspection Record Entry – Return to Service Following Inspection

The following maintenance record entry is used to return to service an aircraft after completion of an inspection, which is part of a current inspection program recommended by the manufacturer per the requirements of 14 CFR § 91.409 (f) (3). The type of inspection (100 hour, Phase A, Annual, etc.) is listed in the body of the entry. This entry may only be signed by a Quality Control Inspector who has return to service authorization, as shown on the Roster of Inspection Personnel. The format of this entry is typical and may vary.

N Number A/C MAKE/MODEL S/N: TTAF: LANDINGS:	 EXAMPLE (AIRFRAME, ENGINE, PROP OR COMPONENT) ENTRY PG. 1	WO #: DATE:
(DESCRIPTION OF THE INSPECTION(S) AND MAINTENANCE PERFORMED)		
I certify that this (Aircraft, Engine, Prop or Component) has been inspected as required by 14 CFR 91.409 (f) (3), and has been determined to be in an airworthy condition and is approved for return to service with respect to the work performed. Pertinent details are on file at this repair station under the above work order. A copy of this work order has been given to the operator.		
Signature _____ (PRINTED NAME) WEST STAR AVIATION 796 Heritage Way Grand Junction, CO 81506 (970) 243-7500	FAA CERTIFIED REPAIR STATION WTXR173J	

3.5 Inspection Record Entry – Return to Service Following Inspection using an approved aircraft inspection program.

The following maintenance record entry is used to return to service an aircraft after completion of an inspection, using an approved aircraft inspection program approved under 14 CFR § 135.419 and currently in use by a person holding an operating certificate issued under part 135 per the requirements of 14 CFR §91.409 (f)(2). The type of inspection (100 hour, Phase A, Annual, etc.) is listed in the body of the entry. This entry may only be signed by a Quality Control Inspector who has return to service authorization, as shown on the Roster of Inspection Personnel. The format of this entry is typical and may vary, if the required information is present.

N Number A/C MAKE/MODEL S/N: TTAF: LANDINGS:		WO #: DATE:
 (AIRFRAME, ENGINE, PROP OR COMPONENT) ENTRY PG. 1		
(DESCRIPTION OF THE INSPECTION(S) AND MAINTENANCE PERFORMED)		
I certify that this (Aircraft, Engine, Prop or Component) has been inspected as required by 14 CFR 91.409 (f) (2), and has been determined to be in an airworthy condition and is approved for return to service with respect to the work performed. Pertinent details are on file at this repair station under the above work order. A copy of this work order has been given to the operator.		
Signature _____ (PRINTED NAME) WEST STAR AVIATION 796 Heritage Way Grand Junction, CO 81506 (970) 243-7500	FAA CERTIFIED REPAIR STATION WTXR173J	


3.6 Maintenance Record Entry – Return to Service Following Repair (Airframe)

The following maintenance record entry is used to return to service an aircraft after completion of repairs as required by 14CFR § 91.405. A description of the maintenance performed is listed in the body of the entry. This entry may only be signed by a Quality Control Inspector who has return to service authorization, as shown on the Roster of Inspection Personnel. The format of this entry is typical and may vary, if the required information is present.

N Number A/C MAKE/MODEL S/N: TTAF: LANDINGS:		WO #: DATE:
 (AIRFRAME, ENGINE, PROP OR COMPONENT) ENTRY PG. 1		
(DESCRIPTION OF THE MAINTENANCE PERFORMED)		
All maintenance performed on this (Aircraft, Engine, Prop or Component) was performed in accordance with current regulations of the FAA and was determined to be in an airworthy condition and is approved for return to service with respect to the work performed. Pertinent details are on file at this repair station under the above work order. A copy of this work order has been given to the operator.		
Signature _____ (PRINTED NAME) WEST STAR AVIATION 796 Heritage Way Grand Junction, CO, 81506 (970) 243-7500	FAA CERTIFIED REPAIR STATION WTXR173J	

3.7 Record Entry – Unapproved for Return to Service Following Maintenance/Inspection for aircraft engine, propeller, or component.

The following record entry is used upon completion of maintenance and or Inspection, but the aircraft, airframe, aircraft engine, propeller, appliance or component part is not eligible for approval for return to service by the repair station as required by 14CFR § 43.11 (a)(5).

MAKE MODEL SN: TSN: CSN: O/H DATE:	 (AIRCRAFT, ENGINE, PROP OR COMPONENT)	POSITION # A/C MAKE MODEL N HR. MTR: TTAF: LANDINGS:
(DESCRIPTION OF THE MAINTENANCE PERFORMED)		
I certify that the above stated maintenance and or inspection was performed in accordance with the current regulations of the Federal Aviation Administration and a signed and dated list of discrepancies and unairworthy items has been provided for the aircraft owner or operator. Pertinent details are on file at this repair station under the above work order. A copy of this work order has been given to the operator.		
Signature _____ (PRINTED NAME) WEST STAR AVIATION 796 Heritage Way Grand Junction, CO 81506 (970) 243-7500	FAA CERTIFIED REPAIR STATION WTXR173J	

3.8 Maintenance Record Entry – Return to Service Following any Inspection

Those maintenance record entries's used for return to service following any inspection must be specific in the body of the return to service statement as to which approved maintenance program was utilized and inserted between the parenthesis as depicted in the examples above.

NOTE: If the aircraft is being inspected under an "Approved Aircraft Inspection Program" the FAR reference in the return to service statement on the log entry must be changed to 14CFR §91.409 (f) (2) and the log entry must state which AAIP.

Title: REPAIR STATION TAGS

1.0 Purpose:

- 1.1 The purpose of this chapter is to prescribe the methods and practices for the use of repair station tags.

2.0 Responsibilities

- 2.1 All personnel involved in using repair station tags will be familiar with the contents of this section.
- 2.2 The Quality Assurance Manager or Chief Inspector shall:
- 2.2.1 Review each new or revised tag before use.


3.0 Procedures: Repair Station Tag examples

3.1 WSAF 026 "Front Side Pg. 1" – Maintenance Caution Tag

West Star Aviation form WSAF 026 "front side" is used to caution persons entering the aircraft, for any purpose, that the aircraft is currently undergoing maintenance and is not safe for operation. One sheet is issued to the aircraft and placed on or in the aircraft by production personnel prior to maintenance. The sheet needs to be placed so it is obvious to any person who might attempt to operate the aircraft. The WSAF 026 form is fluorescent orange in color to provide for quick detection. The aircraft may have multiple Work Orders opened against it. All departmental work orders will be listed on this sheet and will be cleared by Quality Assurance for the Operational Check Flight (OCF), if the OCF is required, by initialing in the Operational Check Flight box. The Sheet will remain in the aircraft during the OCF. Once the OCF is completed, any additional discrepancies will be cleared by QA and then Delivery box will be initialed by QA.

[illegible]

West Star Aviation has multiple Preliminary and Pre-delivery check lists available to technicians that are available on the company Intranet which is aircraft specific, detailed, and are typically used at the beginning and the end of large work scopes. In the event of a small work scope such as a tire change only, a Preliminary & Pre-delivery Inspection for the work performed is still required. The reverse side of the WSAF 026 form provides a simplified and universal Preliminary & Pre-delivery check list to be used in this type of small work scopes. The Preliminary & Pre-delivery check list is self explanatory in its use. If some areas are not relevant to the work performed, you must indicate that line item as "N/A". If a different West Star Aviation Preliminary or Pre-delivery check list is used based on work scope size, a line must be drawn through the appropriate check list and identified as "N/A".



WEST STAR AVIATION

PRELIMINARY INSPECTION

Item	Technician
Windows	
Cabin	
Cockpit	
Wings	
Dents & Scratches	
Fuel Tanks	
Engines	
Dents & Scratches	
Fuel Leaks	
Engine Noises	
Landing Gear	
Tire Claws, Flat Spots	
Tow Bar, Towing Damage	
Brake Clamps, Height, Load	
Fuselage	
Dents and Scratches	
Fuel System	
Aircraft General	
Evidence of Unauthorized Altering	

THE DELIVERY INSPECTION

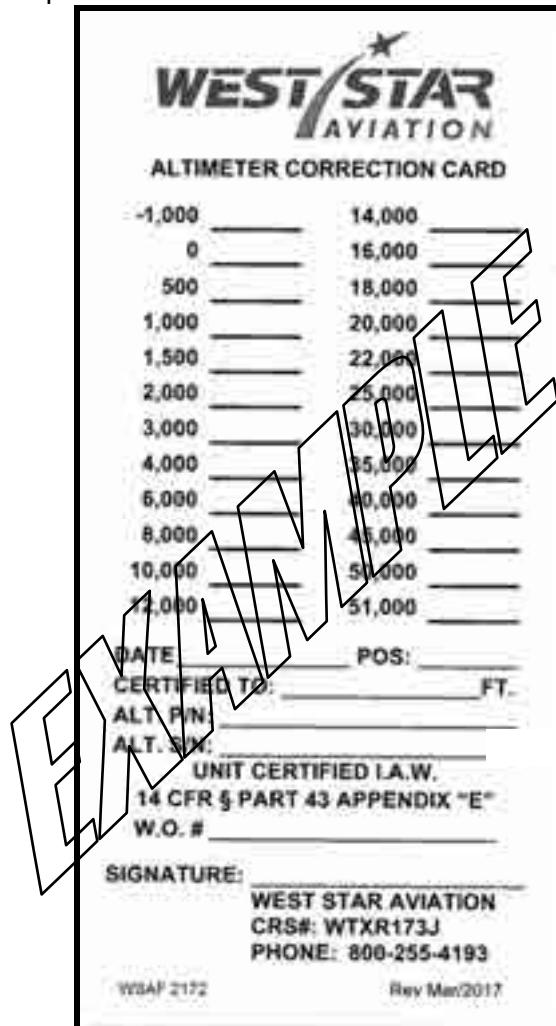
Item	Technician
Aircraft Exterior	
All maintenance completed as required	
All accessories installed and properly secured	
Cabin is clean and ready for use	
Engine oil and fuel ports checked	
Air Equipment Bay	
Batteries, location of Cables	
Ground Equipment	
Aircraft Interior Cockpit	
All instruments and gauges properly calibrated	
Cabin Environment set as required	
Accounting updated	
Ground crew as needed	
Postwork	
Full aircraft ready for use	
Parts immediately verified and ordered if needed	
Customer paperwork completed as required	
West Star Work Order and Subwork	
Receipts	
Crews ready	
Return to Service Certificate	
Aircraft General	
Walk around aircraft final time	

EXAMPLE

West Star
Rev. August 11
Page 1 of 1

3.3 Tag WSAF 2172 – Altimeter Correction Card

Used to record variations found during altimeter certification process. A completed copy of this tag is issued with the altimeter upon completion of the certification process.



WEST STAR AVIATION

ALTIMETER CORRECTION CARD

-1,000	14,000
0	16,000
500	18,000
1,000	20,000
1,500	22,000
2,000	25,000
3,000	30,000
4,000	35,000
6,000	40,000
8,000	45,000
10,000	50,000
12,000	51,000

DATE: _____ POS: _____

CERTIFIED TO: _____ FT.

ALT. PIN: _____

ALT. SN: _____

UNIT CERTIFIED I.A.W.

14 CFR § PART 43 APPENDIX "E"

W.O. # _____

SIGNATURE: _____

WEST STAR AVIATION
CRS#: WTXR173J
PHONE: 800-255-4193

WSAF 2172 Rev Mar/2017

3.4 Tag WSAF 2173 – Airspeed Correction Card

Used to record differences in readings found between calibrated test box and the airspeed in question during a variation inspection of airspeed indication devices. A completed copy of this form is provided with the air speed indicator, if the indicator is returned to the customer separate from the aircraft. If the air speed indicator is installed in the aircraft by West Star Aviation, then a copy of this form shall be given to the owner/operator of the aircraft.

WEST STAR
AVIATION
AIRSPEED CORRECTION CARD

40	_____	300	_____
60	_____	320	_____
80	_____	340	_____
100	_____	360	_____
120	_____	380	_____
140	_____	400	_____
160	_____	420	_____
180	_____	440	_____
200	_____	460	_____
220	_____	480	_____
240	_____	500	_____
260	_____	520	_____
280	_____	540	_____

DATE: _____ POS: _____

AIRSPEED P/N: _____

AIRSPEED S/N: _____

W.O. # _____

SIGNATURE: _____

WEST STAR AVIATION
CRS#: WTXR173J
PHONE: 800-255-4193

WSAF 2173 Rev Mar/2017

3.6 Tag WSAF 2161 – Repairable Part Tag

West Star Aviation form WSAF 2161 is used to identify parts that have been received by the repair station in need of repair. WSAF 2161 is also used to identify parts that have been removed from an aircraft or engine currently in work when the part is in need of repair. The Repairable Part Tag may be completed by any repair station technician and must contain Work Order Number, Squawk Number, Part Name, Removed By, Date Removed, and Reason Removed at a minimum. It is acceptable to use one tag for an assembly of parts when the assembly is to remain assembled. WSAF 2161 is green in color and may be attached to the part or assembly using string, wire, tie-wrap, or tape as appropriate.

WEST STAR AVIATION
REPAIRABLE PART

Work Order Number: _____
 Squawk Number: _____
 Customer / P.O. #: _____
 Part Name: _____
 Part Number: _____
 Serial Number: _____
 TSN: _____ CSN: _____
 Removed By: _____ Date: _____
 N Number: _____
 Model: _____
 A/C Serial Number: _____
 A/C Tail Time: _____
 Engine SN: _____
 Engine TSN: _____ TSO: _____
 Engine CSN: _____ CSO: _____
 Date Installed: _____
 Reason Removed: _____

3.8 Tag WSAF 2163 – Maintenance Release Tag

West Star Aviation form WSAF 2163 is used to identify parts for which the repair station is rated that have been inspected by a qualified repair station inspector and determined to be airworthy. WSAF 2163 is generally used to identify parts that have undergone maintenance and repair by the repair station but may be used to identify parts that are removed serviceable from an FAA type certificated product. The Maintenance Release Tag may be completed by any repair station technician but must be signed by a qualified repair station inspector in the "Inspected By" blank. The form must be completed in its entirety, as applicable. When approving an assembly of parts for return to service the tag must contain the assembly part number and serial number as applicable. The back of the tag is used to describe the work accomplished. WSAF 2163 is yellow in color and may be attached to the part or assembly using string, wire, tie-wrap, or tape as appropriate.

WEST/STAR
AVIATION
CPS WTXR173J
MAINTENANCE RELEASE

798 Heritage Way
Grand Junction, CO 81505-2543
Phone: 970-243-7900
Fax: 970-243-5179

The Federal Aviation Administration has reviewed and approved this form for use in accordance with 14 CFR Part 43.11. Reproduction and use of this form is permitted for repair stations only. For more information, please contact the FAA at 1-800-255-2647.

Work Order #		Date
Out	Received	Part Out
Removed	Serviceable	Inspected
Other:		
Unit		
Manufacturer		
Model		
Part Number		
Serial Number		
Customer		
Part Number		
Serial Number		
Inspected By		
TSN	TSO	
CPS	CSO	

See back side for further information
WSAF 2163

3.9 Tag WSAF 2164 – Identification Tag

West Star Aviation form WSAF 2164 is used to identify parts that have been removed from an aircraft or engine currently in work, when the part is not in need of repair, and will be re-installed to the aircraft or engine upon completion of the current work scope. The Identification Tag may be completed by any repair station technician, and must contain Work Order Number and N Number at a minimum. It is acceptable to use one tag to identify a table or storage bin that will contain several parts removed from the aircraft or engine. WSAF 2164 is gray in color and may be attached using string, wire, tie-wrap, tape, or clear identification tag pouches as appropriate.

WEST/STAR
AVIATION
CRS WTXR173J
IDENTIFICATION TAG
For Internal Use Only

This tag is used to identify the tag is used to identify the parts that are in a state of readiness, undergoing maintenance with no work order.

Customer
Work Order Number
N Number
Aircraft Model
Aircraft Serial
PIN
QTY
Instructions/Remarks

WSAF 2164

4.1 Tag WSAF 2167 – Warranty Core Tag

West Star Aviation form WSAF 2167 is used to identify parts that have been removed from an aircraft or engine currently in work, when the part is in need of repair and is to be returned to a supplier for warranty credit. The Warranty Core Tag may be completed by any repair station technician, and must contain at least the Work Order Number, Squawk Number, Part Name, Removed By, Date Removed, and Reason Removed. It is acceptable to use one tag for an assembly of parts when the assembly is to remain assembled. WSAF 2167 is blue in color and may be attached to the part or assembly using string, wire, tie-wrap, or tape as appropriate.

WEST STAR AVIATION
WARRANTY CORE

Work Order Number
Squawk Number
Customer / P.O. #
Part Name
Part Number
Serial Number
TSN / Install
Removed By: _____ Date: _____
N Number
Model
AC Serial Number
AC Total Time
Engine SN
Engine TSN TSO
Engine CSN CSO
Date Installed:
Reason Removed:



QUALITY CONTROL MANUAL

Chapter:	5
Doc. No.:	5.060
Effective Date:	01/JAN/2020
Revision No.:	Rev. 15
Page:	1 of 2

Title: REPAIR STATION STAMPS

1.0 Purpose:

- 1.1 This section describes the stamps used by the Repair Station. Many additional general use stamps (such as "Preliminary Draft", "Copy", etc.) may be employed in the Repair Station.

2.0 Responsibilities:

- 2.1 Those individuals using the stamps described below, shall be familiar with this document. |

3.0 Procedures:


- 3.1 The following table identifies each stamp by name, provides a sample, and describes the correct use. The format of these stamps may vary from stamp to stamp.

WORK ORDER STAMPS		
NAME	SAMPLE	DESCRIPTION
FOR BILLING PURPOSES ONLY	<div>FOR BILLING ONLY NO SIGNATURE REQUIRED</div>	For use on work orders used as an invoice only. May not be used on work orders, which document squawks, corrective actions, or inspections.
REPAIR STATION	<div>WEST STAR AVIATION CRS WTXR173J</div>	This stamp is used to attach West Star Aviation's Name and Repair Station Number to a document.

4.0 STAMPS USED ON OTHER DOCUMENTS

- 4.1 The following table identifies each stamp by name, provides a sample, and describes the correct use. The format of these stamps may vary from stamp to stamp.

NAME	SAMPLE	DESCRIPTION
WEIGHT AND BALANCE...	<div>WEIGHT AND BALANCE INFO SUPERSEDED DATE _____ WEST STAR AVIATION, CRS WTXR173J SIGNATURE _____</div>	Used to indicate that the current weight and balance information has been superseded by re-weigh or by calculating a new weight and balance.
SIGNATURE	<div>SIGNATURE _____ WEST STAR AVIATION Grand Junction, Colorado CRS No. WTXR173J</div>	This stamp provides the means to add a signature block to a document.

NAME	SAMPLE	DESCRIPTION
RECEIVING INSPECTION	<div> <p>These materials have been inspected and Found to conform to the requirements of 14CFR §145.211</p> <p>Receiving Inspector _____</p> <p>West Star Aviation</p> <p>CRS WTXR173J</p> <p>Date _____</p> </div>	This stamp is used to document that an authorized Repair Station inspector accomplished a Receiving Inspection on the parts, components, etc which are listed on the stamped document.
VENDOR	<div> <p>Vendor Code _____</p> <p>Approval Status _____</p> <p>Reviewed by _____</p> <p>Date _____</p> <p>West Star Aviation</p> <p>CRS WTXR173J</p> </div>	This stamp will be used on the first page of a vendor packet received from a prospective vendor. The accounting department will assign the Vendor Code. The Quality Assurance Manager or designee will assign the Receiving Action Code. The vendor will be Approved by the Quality Assurance Manager or designee and then dated.
COPY STAMP	<div> <p>COPY VALID FOR USE WITH:</p> <p>WORK ORDER _____</p> <p>DATED: _____</p> </div>	This stamp will be placed on the first page of any document that is copied out of a controlled document. Upon completion of the workscope that the document was use for, the document must be placed in the work order or labeled for reference only or disposed of.
INSPECTOR STAMP		<p>This stamp will only be used by the following Inspector positions, to be used in place of initials and to supplement signatures:</p> <ul style="list-style-type: none"> -Quality Assurance Manager -Chief Inspector -Quality Assurance Inspector -Quality Control Inspector Level 1 -Quality Control Inspector Level 2 -Receiving Inspector <p>Ref. QCM Doc No. 3.012 for details on the use of this stamp.</p>


Title: WSAF 802 Engineering Request Form Instructions

- 1.0 Each item number below corresponds to a number located in one of the blocks on the sample WSAF 802 form, located in Doc. # 5.070 of the QCM manual. All blanks must be completed on the form. If not applicable, write in "N/A".

NOTE: Additional instructions of when and how to use this form can be located in the QCM, Doc. No. 3.030 para. 4.0.

1	<u>Production</u> requesting QA and Engineering support will print their name
2	<u>Production</u> will enter their department name, i.e. Aircraft Services, Gulfstream, etc.
3	<u>QA Inspector</u> will establish the revision status of the form as an Initial Revision (I/R) upon submittal from Production. Engineering in coordination with the QA Inspector will revise the status as required.
4	<u>QA Inspector</u> will enter date an 8110-3 approval is required to ensure there is enough time to receive the 8110-3 prior to first flight. This date must be before first flight post Maintenance, Inspection or Alteration
5	<u>Production</u> will enter Aircraft Delivery Date which will be considered the first flight post Maintenance, Inspection or Alteration.
6	<u>QA Inspector</u> who reviewed the form to ensure blocks to be completed by Production are done so correctly and complete the QA blocks of responsibility
7	<u>QA Inspector</u> - Self Explanatory
8	<u>Engineer</u> who reviewed the form to begin engineering task of creating drawings and 8110-3 approval as required.
9	<u>Engineer</u> - Self Explanatory
10	<u>Team Lead</u> - who initially started the form to present to QA and is ultimately responsible for the Repair or Alteration.
11	<u>Team Lead</u> – Self Explanatory
12-13	<u>Production</u> will identify WSAF 802 form as either an Electrical or Structural work scope. The WSAF form cannot be identified as both Electrical and Structural.
14-18	<u>Production</u> - Self Explanatory
19	<u>Production</u> will provide reference data when available and as required. For example: When an STC is being accomplished, the STC number will be placed in this block. Any other data that can be provided to QA and Engineering to assist with the request.
20	<u>Production</u> will update REV status level for additions or changes after the initial release. REV 1/ 2/ 3 and so on.
21	<u>Production</u> will provide the date of the Revision Level
22	<u>Production</u> will provide as much detail as possible as to the intended repair/alteration
23	<u>QA Inspector</u> will make a determination if a drawing is required regardless if the repair or alteration is determined to be Major or Minor
24	<u>QA Inspector</u> will make a determination if the corresponding line item is Major or Minor

Title: Disposition of Quarantined Parts Form (WSAF 041)



DISPOSITION OF QUARANTINED PARTS

West Star Aviation Purchase Order #:		Date:	Purchaser:
Purchased for:			
<input type="checkbox"/> WO NUMBER:		<input type="checkbox"/> STOCK	<input type="checkbox"/> CUSTOMER – CUSNO:
Vendor Name:		Vendor Code:	

Part Number:	Total Time on Part (hrs):
Model Number:	
Serial Number:	Total Cycles or Landings on Part:
Manufacturer:	
Quarantined By (Initials):	

Details of Receiving Inspection (Cause of Quarantine)

Item	Description of Inspection	Insp By:		
		Yes	No	NA
1	Was the part purchased from a West Star Aviation approved vendor?			
2	Does the packaging of the part identify the vendor and is it free from alteration or damage?			
3	Is the part free of obvious physical damage?			
4	Are all appropriate caps and plugs installed?			
5	Is the identification (P/N, S/N, etc.) on the part free from being tampered with?			
6	Is the shelf life or life limit of the item within limits? (If applicable)			
7	Does the ID Number (Part #, Model #, etc.) match the documentation, which came with the part? (Including dash numbers / letters)			
8	Does the Serial Number match the documentation, which came with the part? (Including dash numbers and letters)			
9	Do the Part Numbers and quantities match the West Star Aviation Purchase Order?			
10	Was all required documentation supplied with the part? (Ref. WSAF 044)			
11	Other (Describe):			


Detail of QA Inspection

Disposition of Part	QA Insp.	Action to Be Taken	QA Insp.	Date
Reason for Quarantine Received		Release part to Repair Station		
Part Damaged		Return part to Vendor		
Suspected Unapproved Part		Hold part in quarantine for 30 days and notify FAA by Form 8120-11		
Part not Traceable		Hold part in quarantine, awaiting additional info from Vendor		
Inadequate Documentation		Release part to QA Insp, issue Work Order and certify part		
Other (Describe):		Other (Describe):		

Notes:

WSAF 041
Rev. Jun/2017
Page 1 of 1

Title: Contract Maintenance Providers Audit Form, pg. 1 (WSAF 014A)

For Internal Use Only		Provider Code _____ Approval Status _____ Reviewed By _____ Date _____
		
CONTRACT MAINTENANCE PROVIDER AUDIT FORM		
<p>West Star Aviation is an FAA Certified Repair Station and is required to perform an audit of your facility to meet the requirements of Federal Regulations 14CFR §145.211 (c)(1)(v) & §145.223, which will allow us to have your organization as an approved Contract Maintenance Provider. It is acceptable to return your "standard packet" including a self-audit in lieu of completing this document so long as it contains the information requested. For assistance in completing this form, please contact the Quality Assurance Manager, Kevin Bostwick, at 800-255-4193 or 970-243-7500 Ext. 273.</p>		
Company Name: _____		
Street Address: _____		
Mailing Address: _____		
City _____	State _____	Postal Code _____ Country _____
Phone: () _____		Fax: () _____
This form was completed by:		
Print Name _____		Title or Position: _____
Signature: _____		Date Completed: _____
Email Address: _____		Phone: () _____
<p>Please fax, send or email the completed Contract Maintenance Provider audit form and supporting documents to: West Star Aviation Attn: Debra Miles, Q&M Maintenance Tracking Analyst 796 Heritage Way Grand Junction, CO 81506 Phone (970) 243-7500, Ext. 296 Fax (970) 682-4848 E-mail debra@weststar.com</p>		
<p>Please include copies of all supporting documents that apply:</p> <p> <input type="checkbox"/> Air Agency Certificate <input type="checkbox"/> Anti Drug and Alcohol Plan <input type="checkbox"/> Operations Specifications <input type="checkbox"/> 3rd Party Quality Certification (i.e. ISO, ASA, etc.) <input type="checkbox"/> EASA Certification <input type="checkbox"/> FAA Production Authorization Certificate <input type="checkbox"/> Capabilities List </p>		
<p>Indicate which of the following Contract Maintenance Provider categories apply to your organization:</p> <p> <input type="checkbox"/> FAA Certified Repair Station <input type="checkbox"/> FAA Certified PMA Manufacturer <input type="checkbox"/> Parts Distributor <input type="checkbox"/> Other _____ </p>		
WSAF 014A		Rev Jun/2017
		Page 1 of 3



QUALITY CONTROL MANUAL

Chapter:	5
Doc. No.:	5.090
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	2 of 3

Title: **Contract Maintenance Providers Audit Form, pg. 2 (WSAF 014A)**

Maintenance Contract Providers				Yes	No	N/A
As required by the Federal Aviation Regulation are you willing to allow the Federal Aviation Administration (FAA) to conduct an inspection of your facility as required?						
Does your Repair Station comply with all applicable requirements of Subpart C of 14 CFR 145 – Housing, Facilities, Equipment, Materials, and Data?						
Does your Repair Station comply with all applicable requirements of Subpart D of 14 CFR 145 – Personnel?						
Does your Repair Station comply with all applicable requirements of Subpart E of 14 CFR 145 – Operating Rules?						
Quality Organization				Yes	No	N/A
Is an established Quality Program in place and in use?						
To which standards does the Quality Program conform (i.e. ISO 9000, FAA)? (List below)						
Are Quality personnel's authorities and responsibilities clearly defined in writing?						
Do Quality personnel clearly have the authority to withhold items, which do not meet acceptable quality standards?						
Do Quality personnel have direct access to the appropriate levels of company management to correctly and effectively resolve quality problems and issues?						
Are current work instructions, drawings, procedures, etc., readily available at each operation or workstation, and are personnel familiar with them?						
If inspection stamps are used, are they adequately controlled?						
Do Quality personnel maintain records relative to item acceptance/rejection and disposition of rejected items?						
Do written procedures provide for the following:						
Control of Documents						
Purchasing Control (Approved Vendors)						
Receiving Inspection Procedures						
Product Identification and Traceability Requirements						
Process Control						
Inspection and Testing Procedures						
Inspection and Test Status of In-Process Items						
Material Receiving Control				Yes	No	N/A
Are all incoming items checked against the Purchase Order and/or referenced specifications prior to being placed in inventory?						
Are incoming materials identified to the applicable Purchase Order or material specifications?						
Are test reports or certificates of chemical and physical analysis maintained on file?						
Do Receiving Inspection records indicate acceptance or rejection of incoming material, including quantities?						
Are adequate controls for the handling and protection of received materials in use?						
Are inspected items properly segregated from material awaiting inspection?						
Does Receiving Inspection check the acceptability of items returned to stock from production (manufacturing, maintenance, assembly, etc.) areas?						
Are controls adequate to properly segregate customer furnished materials and ensure their use in the intended end item?						
Does QA or QC approve company vendors?						
Is there a list of approved suppliers and subcontractors?						
Are only approved vendors used?						
Material Storage and Handling				Yes	No	N/A
Are materials properly handled and stored to prevent damage, contamination, and/or loss?						
Is access to stock rooms and material storage areas controlled to prevent unauthorized stocking or removal?						
Does Quality Assurance periodically inspect stock rooms?						



Title: Online-Service Difficulty / M or D Entry Form (<http://av-info.faa.gov/isdr/default.asp>)

NOTE: Instructions for use of this form is self explanatory on the Web site

[illegible][illegible]



QUALITY CONTROL MANUAL


Chapter:	5
Doc. No.:	5.110
Effective Date:	01/JAN/2020
Revision No.:	Rev. 15
Page:	1 of 2

Title: WSAF 012 Inspector Proficiency Check List

- 1.0 Each item number below corresponds to a number located in one of the blocks or next to line items on the sample WSAF 012 form, located on page 2 of this document. All blanks must be completed on the form. If not applicable, write in "N/A".

1	Date Self Explanatory
2	Initial Check Box Check at when the evaluation is the Inspectors first
3	Recurrent Check Box Check when the inspector is being evaluated recurrently at an annual basis or at the discretion of the QA Manager or Chief Inspector.
4	Remedial Check Box Check when it is found that the Inspector is deficient in his/her inspection duties and requires a reevaluation of their proficiency.
5	Inspector Name Self Explanatory
6	Inspector Authorization The digital format of this form found on the company Intranet will have available the following options to prefill from a drop down box: <ul style="list-style-type: none">➤ Quality Assurance Inspector➤ Quality Control Inspector If the digital format is not available, one of the two options above must be chosen and written here.
7	Inspector Discipline The digital format of this form found on the company Intranet will have available the following options to prefill from a drop down box: <ul style="list-style-type: none">➤ Airframe➤ Engines➤ Avionics Repair or Install➤ Accessories➤ Aircraft Detail➤ Interior➤ NDT➤ Paint➤ Sheetmetal➤ Window Repair If the digital format is not available, one of the options above must be chosen and written here. This list is not all inclusive and it's at the Evaluator's discretion to write a discipline in relative to what is being evaluated.
8	Evaluated Area Area in which to evaluate
9	SAT Stamp if area evaluated was found satisfactory
10	UNSAT Stamp if area evaluated was found unsatisfactory. If checked, notify QA Manager or Chief Inspector for further action.
11	NOT OBSERVED Stamp if the area could not be observed because of the discipline being evaluated
12	COMMENTS Use this area for comments relative to the area being evaluated
13	EVALUATOR PRINTED SIGNED NAME Self Explanatory
14	INSPECTOR EVALUATED Self Explanatory

Title: Inspector Proficiency Check List (WSAF 012)



INSPECTOR PROFICIENCY CHECKLIST

(1) Date: _____ (2) Initial ☐ (3) Recurrent ☐ (4) Remedial ☐

(5) Inspector Name: _____

(6) Inspector Authorization: _____ (7) Inspector Discipline: _____

(8) EVALUATED AREA	SAT.	UNSAT	NOT OBSERVED
1. When performing an "OK to close" what are the main items you inspect for and what procedures do you utilize. During the inspection if discrepant items are found, what course of action is taken with the technician that performed the work? (12) Comments: _____	(9) <input type="checkbox"/>	(10) <input type="checkbox"/>	(11) <input type="checkbox"/>
2. During an "OK to close" inspection are you looking just at the area where the maintenance was performed or the entire area in which the maintenance was performed and Why? Comments: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. After maintenance and/or alteration in an area of a pressure vessel breach, what items do you pay attention to and what in particular are you looking for? Comments: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. After maintenance and/or alterations are complete and you are performing an inspection of the areas disturbed, what items do you specifically look for? (Seat installations, instrument panels, cabin components, etc.) Comments: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. During the course of an inspection where specialized tooling or test equipment was used during the work scope, how are you verifying the specialized tooling or test equipment was used correctly by the technician, such as the use of a torque wrench, multi-meter, calipers, etc.? Comments: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. During conformity of repairs and alterations, what data is required to be used for the conformity process? Comments: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. During the course of the aircraft or component inspection, what inspection paperwork is being accomplished and what are you looking for? Comments: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(13) Print: _____ Signature: _____
(EVALUATOR)

(14) Print: _____ Signature: _____
(INSPECTOR EVALUATED)

WSAF 012 Rev Feb/2020 Page 1 of 1

Title: Inspection Authority Card

Purpose: This card will be issued to inspectors employed by West Star Aviation once a determination of qualifications have been made by the employees direct supervisor and the Quality Assurance Manager or designee. The inspector will carry this with him/her when away from base. The employee will return this card to the QA department if the inspection authorities are revoked or upon termination of employment.

Bosthick, Kevin **WEST STAR AVIATION AUTHORITIES**

QA Inspector	West Star Aviation Authority limited to:
Return To Service	Limitations and Authority as outlined in the
Sign Block 3 Form 11T	Repair Station Quality Control Manual
After Hours/Peray From Base	
8130-2 Signature Authority	
AAC-003 Signature Authority	
QA Approval:	
Signature:	

By signing this card, I acknowledge that Limitations and Authority are as outlined in the West Star Aviation Quality Control Manual, and as granted by the Quality Assurance Manager. This card is valid while you are employed by West Star Aviation, unless it is revoked or renewed by the Quality Assurance Manager. WSAF-003A



QUALITY CONTROL MANUAL

Chapter:	5
Doc. No.:	5.112
Effective Date:	01/JULY/2007
Revision No.:	Rev. 3
Page:	1 of 1

Title: Suspected Unapproved Parts Notification, FAA form 8120-11

OMB Approved: 2120-0852

		SUSPECTED UNAPPROVED PARTS NOTIFICATION Use the continuation sheet to report multiple parts	
1. Date Part Was Discovered:		2. Part Name:	
3. Part Number:		4. Part Serial Number:	
5. Quantity:	6. Assembly Name:	7. Aircraft Make & Model:	
Assembly Number:			
8. Name, Address, and Description of Company or Person(s) Who Supplied or Repaired the Part:			
Name:		Street Address:	
City:	State:	Zip:	
Country:		Phone Number:	
Check One of the Following Applicable to the Person Who Supplied or Repaired the Part:			
<input type="checkbox"/> Manufacturer		<input type="checkbox"/> Repair Station #	
<input type="checkbox"/> Supplier		<input type="checkbox"/> Air Carrier #	
<input type="checkbox"/> Distributor		<input type="checkbox"/> Other	
<input type="checkbox"/> FAA Production Approval Holder		<input type="checkbox"/> Owner Operator	
9. Description of Event: (Include why you think the part(s) is not approved.)			
10. Name and Location of Company or Person(s) Where the Part Was Discovered:			
Name:		Street Address:	
City:	State:	Zip:	
Country:		Phone Number:	
Check One of the Following Applicable to the Person Who Discovered the Part:			
<input type="checkbox"/> Air Carrier #		<input type="checkbox"/> FAA Inspector	
<input type="checkbox"/> Mechanic		<input type="checkbox"/> DOT/Office of Inspector General	
<input type="checkbox"/> Repair Station #		<input type="checkbox"/> Defense Criminal Investigation Service	
<input type="checkbox"/> Distributor		<input type="checkbox"/> Other Government Agency	
<input type="checkbox"/> Supplier		<input type="checkbox"/> Foreign Civil Aviation Authority	
<input type="checkbox"/> Production Approval Holder		<input type="checkbox"/> Other	
<input type="checkbox"/> Unknown		<input type="checkbox"/> Owner Operator	
11. Date of this Report:			
12. Name and Address of Reporter:			
Name:		Street Address:	
City:	State:	Zip:	
Country:		Phone Number:	
13. <input type="checkbox"/> Check here if you want your identity to be kept confidential.			
14. <input type="checkbox"/> Check here if you do not wish to receive an acknowledgment letter.			
15. <input type="checkbox"/> Check here if you have attached additional information.			

FAA Form 8120-11 (1/2003) Supersedes previous edition Local reproduction authorized

Title: WSAF 015A – SELF AUDIT SCHEDULE

- The Quality Assurance Manager will establish the yearly self audit schedule using this form by placing a diagonal line in the month next to the Audit Subject with the goal of having all subjects audited by year's end. If there is a finding, the audit subject will be grayed out until the corrective action is in place. Once the audit subject is closed, the audit is complete for the subject and the corresponding block will be blacked out.

WEST/STAR
AVIATION

West Star Aviation Self Audit Schedule

AUDIT SUBJECT	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
1 RSM 4.010, Housing and Facilities Rep.												
2. RSM 3.040 Equipment and Materials												
3. QCM 3.020-Inspection of Maintenance, Preventive Maintenance, or Alterations												
4. RSM 4.010, Contract/Vendor Maintenance												
5. QCM 5.000-Recordkeeping												
6. QCM 3.030-Inspection of Receiving and Documenting Articles												
7 QCM 2.010-Loading Inspection												
8. QCM 2.040-Inspection of Shelf Life Control Program												
9. QCM 2.040-Inspection of State of Preservation												
10. QCM 3.010 Preliminary Inspection												
11. QCM 3.060-Inspection of Tagging and Identification of Parts												
12. QCM 3.030-Inspection of Major Repair or Alteration												
13. QCM 3.010 Inspection Procedures												
14. QCM 3.010 Inspection of Continuity of Work and/or Inspection Responsibility												
15. QCM 3.000 Inspection of Work Order System Flow												
16. QCM 3.010 Inspection of Structural Repairs												

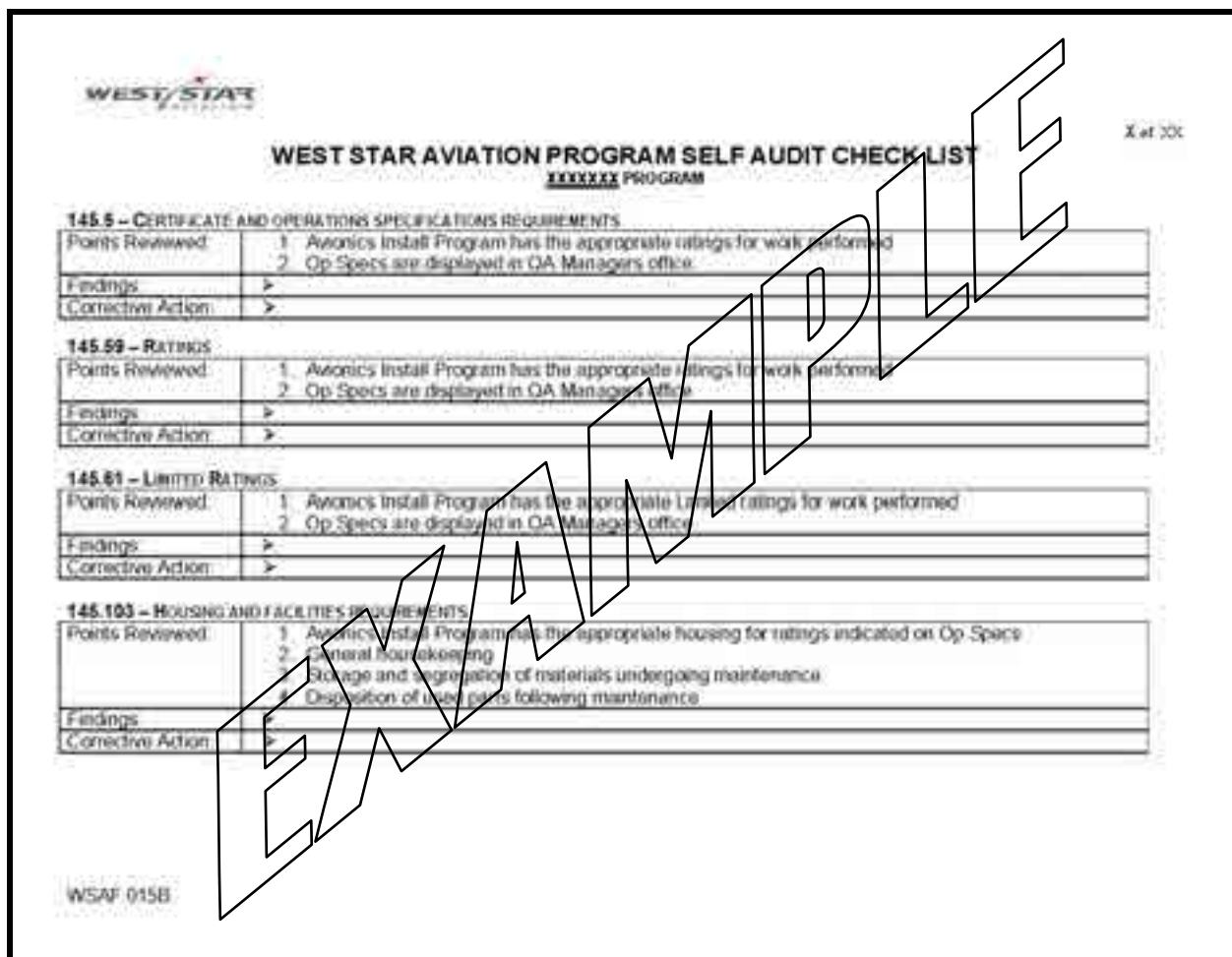
Key: Audit Scheduled Carried over: Corrective action Audit Completed/Closed

See associated audit reports for details.

Rev. 3.8/2017 Page 1 of 2

Title: WSAF 015B – PROGRAM SELF AUDIT CHECKLIST

- This example is used in the self-evaluation/audit program specifically titled to areas Programs within this repair station to ensure all aspects of applicable Federal Aviation Regulations are complied with.



WEST STAR AVIATION

WEST STAR AVIATION PROGRAM SELF AUDIT CHECKLIST

XXXXXX PROGRAM

145.5 – CERTIFICATE AND OPERATIONS SPECIFICATIONS REQUIREMENTS

Points Reviewed:	1. Avionics Install Program has the appropriate ratings for work performed
	2. Op Specs are displayed in QA Managers office
Findings:	➤
Corrective Action:	➤

145.59 – RATINGS

Points Reviewed:	1. Avionics Install Program has the appropriate ratings for work performed
	2. Op Specs are displayed in QA Managers office
Findings:	➤
Corrective Action:	➤

145.61 – LIMITED RATINGS

Points Reviewed:	1. Avionics Install Program has the appropriate Limited ratings for work performed
	2. Op Specs are displayed in QA Managers office
Findings:	➤
Corrective Action:	➤

145.103 – HOUSING AND FACILITIES REQUIREMENTS

Points Reviewed:	1. Avionics Install Program has the appropriate housing for ratings indicated on Op Specs
	2. General housekeeping
	3. Storage and segregation of materials undergoing maintenance
	4. Disposition of used parts following maintenance
Findings:	➤
Corrective Action:	➤

WSAF 015B



QUALITY CONTROL MANUAL

Chapter:	5
Doc. No.:	5.113B
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	2 of 2

WEST STAR AVIATION

X of XXX

145.213 – INSPECTION OF MAINTENANCE, PREVENTATIVE MAINTENANCE OR ALTERATION

Points Reviewed:	1. Work Order Policies and Procedures 2. Inspection Policy and Procedures 3. Return to Service Policy and Procedures 4. Electronic Signature Policy and Procedures
Findings	>
Corrective Action	>

Audit oversight conducted by: NAME _____
TITLE _____

Date Accomplished: XX/XX/XXXX
Next Audit due No later than: XX/XX/XXXX

WSAF 015B

EXAMPLE

Title: WSAF 015C – REPAIR STATION SELF AUDIT CHECK LIST

- This example is used in the self-evaluation/audit program specifically titled to areas of the repair station to ensure all aspects of applicable Federal Aviation Regulations are complied with.

WEST STAR
AVIATION

Repair Station Self Audit Checklist for Housing and Facilities Requirements in reference to:
Repair Station Manual Section 4.D10; Checklist 1 (14CFR §145.103)

Quality Systems Auditor: _____ Date: _____

Evaluation Questions	Comments	Yes	No
1. Is the facility's basic floor plan, shops and major equipment located in the RSM/QCM?			
2. The current floor plans for the facility are correct and up to date.			
3. Does the facility have sufficient work space for the proper segregation and protection of articles?			
4. Does the facility have segregated areas for hazardous materials?			
5. Does the facility have a proper segregated area for painting, sanding and painting articles?			
6. Does the facility have suitable racks, keys, stands, and other segregation means for storage and protection of articles?			
7. Does the facility have sufficient space to segregate articles for installation or articles undergoing any kind of maintenance?			
8. Are nonconforming articles pending final disposition identified, and their status indicated?			
9. Does the facility have adequate lighting?			
10. Does the facility have adequate fire extinguishers available and are they up to date?			
11. Does the facility have adequate safety equipment available?			
12. Does the facility have adequate first aid kits available?			
13. Can the facility hold the largest aircraft available on the Ops Specs?			
14. Additional Comments:			

WSAF 015C Rev: AUG2013 Page 1 of 1



QUALITY CONTROL MANUAL

Chapter:	5
Doc. No.:	5.114
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	1 of 1

NOT USED

Title: Certificate of Calibration

- A certificate of calibration shall be created for each tool calibrated by West Star Aviation to include newly purchased tools.

WEST STAR
AVIATION
CERTIFICATE OF CALIBRATION

CERTIFICATE #: 0723C-2019-00

MANUFACTURER:	Powert High Precision Tools	TOOL #:	703C
MODEL #:	0-6"	TOOL LOCATION:	701 Manager's Office
SERIAL #:	IF59612	OWNER:	Toolbox
TOOL DESCRIPTION: Dial Caliper 0-6"		Toolbox (DIAGNED)	

CAL PROCEDURE USED: OS No 1.116/0601C Calibration 2014-18 Next due by 9/24/19

NOTES:

STATEMENT OF CALIBRATION
West Star Aviation does certify that the above identified item meets or exceeds all published specifications and has been calibrated by one of the following methods: a) using standards with accuracies traceable to the National Institute of Standards and Technologies (NIST) if within the limitations of the NIST's calibration services; b) has been derived from accepted values of natural physical constraints; c) has been derived by the ratio type of self calibration techniques satisfying MIL-STD-45662A and ANSI/NCSL Z540-1-1994.

CALIBRATION PERFORMED BY: Earl Moore

REFERENCE WSAF 112 ATTACHED, CALIBRATION WORK SHEET FOR ADDITIONAL DETAILS

CALIBRATION DATE: 09/14/2019 CALIBRATION NEXT DUE: 09/30/2020

WSAF 112 Rev Aug-01-2019



QUALITY CONTROL MANUAL

Chapter: 5
Doc. No.: 5.116
Effective Date: 01/AUG/2019
Revision No.: Rev. 14
Page: 1 of 1

Title: WSAF 125-Tools due for calibration

- This form is generated from the Corridor Tool Crib module and posted on the company Intranet for all technicians to access.

Tool #	Description	Tool Name	Box	Status	Last Calibration	Next Calibration	Comments
Tool Calibration Report							
Aspen Maintenance							
Dave Small (SMALLD)							
AS1225	Torque Wrench	Aspen	Tool Box	Available	06/14/2019	07/20/2019	
AS1235	Multimeter	Aspen	Tool Box	Available	06/17/2019	07/20/2019	Probably sent to Bill
AS1518	Digital Caliper	Aspen	Tool Box	Available	06/14/2019	07/20/2019	
Jim Benninger (BENNINGERJ)							
AS1560	Digital Tire Gauge	Aspen	AS1560	Available	06/14/2019	07/20/2019	
AS1570	Dial Caliper	Aspen	AS1570	Available	06/14/2019	07/20/2019	
AS1206	Dial Thermometer	Aspen	AS1206	Available	06/17/2019	07/20/2019	Probably sent to Bill
AS1207	Ballast Transmitter	Aspen	AS1207	Available	06/17/2019	07/20/2019	Probably sent to Bill
AS1100	Torque Wrench	Aspen	Tool Box	Available	06/14/2019	07/20/2019	
AS1111	Torque Wrench	Aspen	Tool Box	Available	06/14/2019	07/20/2019	
AS1000	Multimeter	Aspen	AS1000	Available	06/17/2019	07/20/2019	
Matt Evans							
AS1500	Digital Pressure Gauge	Aspen		Available	06/14/2019	07/20/2019	
Matt Evans (EVANSM)							
AS1120	Pressure Gauge	Aspen		Available	06/14/2019	07/20/2019	
AS1180	Torque Wrench	Aspen	TOOL BOX	Available	06/14/2019	07/20/2019	
AS1190	Torque Wrench	Aspen	Tool Box	Available	06/17/2019	07/20/2019	Probably sent to Bill
AS1275	Digital Multimeter	Aspen	Tool Box	Available	06/17/2019	07/20/2019	Probably sent to Bill
AS1104	Torque Wrench	Aspen	Tool Box	Available	06/14/2019	07/20/2019	
AS1101	Torque Wrench	Aspen		Available	06/14/2019	07/20/2019	
AS1000	Torque Wrench	Aspen		Available	06/14/2019	07/20/2019	
AS1075	Multimeter	Aspen		Available	06/17/2019	07/20/2019	
This report lists tools due and overdue for calibration for the current month. Please take tools to the 790 Tool Crib for calibration.							
Thank you!							
9/3/2019 WSAF125 Rev. Aug/2019 1							

Title: THE USE AND CONTROL OF WEST STAR AVIATION FORM WSAF 043, 043A & 043B "EQUIPMENT REMOVAL & INSTALLATION LIST" (R & I sheets).

Purpose:

During the course of maintenance, the R & I sheet is to be used to supplement the work order to assist in the documentation of maintenance.

Responsibility:

All production personnel are required to use and control WSAF 043 to document the removal and installation of parts and loose equipment to facilitate maintenance during the course of maintenance and inspections to support the work order.

Procedure:

USE: The following are examples of items required to be documented on the WSAF 043. This list is not all inclusive. Additional items may be added as required by the work scope.

- Seats
- Sidewalls
- Carpet
- Seat Belts
- Headliners
- Avionics Components
- Cabinetry
- Bulkheads
- Panels and fairings, either individually or by use of a panel form. If the panel forms are used, the panel form must be reference in the work order.
- Any support equipment/tools used for an aircraft system for the purpose of adjustment/test or to facilitate maintenance.

1. All items categorized as a Critical Inspection Item, or Required Inspection Item for Part 135 operators and serialized components, must be documented in the Work Order only.
2. An OEM inspection check list does not substitute WSAF 043 for the removal and re-installation of components and will not be used as such.
3. Any articles removed that are not categorized as a Critical Inspection/Required Inspection Item must be documented on the work order or the WSAF 043 form. If any of these items have R & R instructions they must be documented in the work order as well.
4. Panel sheets are allowed to be used to supplement the work order and WSAF 043. Panel sheets must be controlled as a West Star Aviation Form (WSAF), and referenced in the work order in the resolution of the applicable work scope.
5. Any aircraft system that is defeated. Example: Squat switches, must be documented on the R & I sheet and follow the Lock Out – Tag Out procedure found in the QCM Doc. No. 3.090 as required.
6. Anything disassembled, disconnected, or disturbed but not removed from the aircraft. Example: Hinged panels, radomes, etc.
7. Any tool that is affixed to the aircraft. Example: Jack pads, Plugs or caps for the purpose of isolating pneumatic or hydraulic systems.

CONTROL:

1. The Airframe Team Lead will be responsible for the initial creation of the R & I book as indicated below.
2. In the event Airframe does not have a work scope on the aircraft, it will be the responsibility of the Team Leader whom has a work scope to create and maintain the R & I book.
3. There will be a "Red" R & I book maintained at each aircraft at all times. If the aircraft moves, the R & I book goes with it.
4. The R & I book will contain a front cover sheet, WSAF 043A form.
5. The R & I book will have individual tabs labeled for each department.

11. Block by block instructions for WSAF 043, "Equipment Removal & Installation List"



WEST/STAR
AVIATION

EQUIPMENT REMOVAL & INSTALLATION LIST

DEPARTMENT: 1 SHEET 2 OF 3

WORK ORDER #: 4 REGISTRATION #: 5 A/C MAKE: 6 A/C MODEL: 7 A/C S/N: 8

NO. #	ITEM DESCRIPTION	PART # FRAME STATION	SERIAL # ITEM WEIGHT	REMOVED BY		OK to CLOSE		INSTALLED BY		FT	FINAL
				INITIAL	DATE	INITIAL	DATE	INITIAL	DATE		
9	10	11	13	15	17	18	20	22	23	25	
		12	14	16		19	21		24	26	

BLOCK #	DESCRIPTION AND INSTRUCTION
1	DEPARTMENT: Insert department responsible for the sheet
2 & 3	SHEET of : Insert sheet number and quantity of sheets to support the work scope
4	WORK ORDER: Insert Work Order number
5	REGISTRATION #: Insert Aircraft registration number
6	A/C MAKE: Insert A/C Make
7	A/C Model: Insert aircraft model
8	A/C S/N: Insert aircraft serial number
9	SQ #: Insert the squawk number of the item as indicated in the work order
10	ITEM DESCRIPTION: Insert a brief description of the item to be removed or installed
11	PART #: Insert the Part Number of the item if it is to be permanently removed. Part Number will also be inserted for items installed that are part of "new installation".
12	FRAME STATION: Insert the Frame Station of the item only if the item is to be permanently removed. Frame Station will also be inserted for items installed that are part of "new installation".
13	SERIAL #: Insert the Serial Number of the item only if the item is to be permanently removed. Serial Number will also be inserted for items installed that are part of "new installation".
14	ITEM WEIGHT: Insert the Item Weight of the item only if the item is to be permanently removed. Item Weight will also be inserted for items installed that are part of "new installation".
15	REMOVED BY INITIAL: Insert initials for the technician removing the item
16	REMOVED BY EMP. #: Insert employee number for the technician removing the item
17	REMOVED BY DATE: Insert the date the item was removed
18	OK to CLOSE INITIAL: Insert the initials for the authorized technician that has determined a particular area of the aircraft is OK to CLOSE.
19	OK to CLOSE EMP. #: Insert employee number for the authorized technician that has determined a particular area of the aircraft is OK to CLOSE.
20	INSTALLED BY INITIAL: Insert the initial for the technician installing the item
21	INSTALLED BY EMP #.: Insert the employee number for the technician installing the item.
22	INSTALLED DATE: Insert the date the item was installed
23	FT INITIAL: Insert the initials of the technician responsible for functionally testing the item after installation.
24	FT EMP. #: Insert the employee number of the technician responsible for functionally testing the item after installation.
25	FINAL INITIAL: Insert the initial of the technician responsible for the final inspection of the item installed.
26	FINAL EMP. #: Insert the employee number of the technician responsible for the final inspection of the item installed.

NOTE: Items that are permanently removed do not require a FINAL inspection.

12. WSAF 043A, Form is self explanatory. No Block by Block Instruction.

13. WSAF 043B, Equipment Removal & Installation List Index Sheet:

14. Block by block instruction for WSAF 043B, Equipment Removal & Installation List Index Sheet:



EQUIPMENT REMOVAL & INSTALLATION LIST INDEX SHEET

WORK ORDER #	1	REG. #:	2	A/C MAKE:	3	A/C MODEL:	4	A/C S/N:	5
--------------	---	---------	---	-----------	---	------------	---	----------	---


"AIRFRAME"

DATE	6								
INITIALS	7								

BLOCK #	DESCRIPTION AND INSTRUCTION
1	WORK ORDER: Insert Work Order number
2	REGISTRATION #: Insert Aircraft registration number
3	A/C MAKE: Insert A/C Make
4	A/C Model: Insert aircraft model
5	A/C S/N: Insert aircraft serial number
6	DATE: Insert the date the an R & I sheet is inserted in the R & I book under the relevant department
7	INITIALS: Initials of the technician that inserted the R & I sheet into the R & I book under the relevant department

Title: **WSAF 028-Owner/Operator Airworthiness Directive Statement**

- This form is to be provided to an owner/operator of an aircraft or component in the event the owner/operator is unwilling or unable to provide the maintenance log books to allow West Star Aviation to conduct a research of all applicable Airworthiness Directives.



As authorized by (registered owner) _____
I certify that all applicable Airworthiness Directives are current and up-to-date on the aircraft referenced below.

Work Order No. _____
Aircraft Make/Model _____
Aircraft Registration Number: _____
Aircraft Serial Number: _____

Printed Name: _____
Title: _____
FAA Certificate Number: _____
Signature: _____
Date: _____


WSAF 028 Rev Aug 2018 Page 1 of 1

Chapter:	5
Doc. No.:	5.119
Effective Date:	01/AUG/2017
Revision No.:	Rev. 13
Page:	1 of 1

NOT USED

Title: WSAF 1501-Away from Base Check List

- The use of this form is self explanatory



Away From Base Actions Required by

Repair Station Manual, Document No. 1.030

Please provide this Completed Check List to a QA Inspector before the tech is on site.
When everything is verified e-mail this page back to a QA Inspector, so the preliminary squawk can be approved.

Aircraft Registration No.:	Aircraft Model / Serial Number:	Date:
<div></div>	<div></div>	<div></div>
Work Order No.:		
<div>Open "away from base" work order with the location name to the preliminary squawk.</div>		
Destination:		
<div>Away From Base Location</div>		
Return to Service:		
<div>How will the aircraft be returned to service? Pick from the four possibilities under paragraph 11.</div>		
Signature:		
<div>All of the tasks below were reviewed and accomplished and the quality Tech is aware of their responsibilities. This is to be signed by the Program Manager, repair station or technician responsible for the WAF work scope.</div>		

A. THESE ITEMS MUST BE DECIDED PRIOR TO DEPARTURE

1. There is an away from base work order that is distinguishable by a statement in the work order indicating that the quality Assurance Manager, Director of Maintenance or Program Manager has approved the work order for the purpose of "Work performed at a place other than the repair station."
2. The location of the work is in the Preliminary squawk as indicated by the work order.
3. The tech has the appropriate tools for the work scope.
4. All the current technical publications (JAN/APC, Repair Station Manual, etc.) needed for the work were provided.
5. There is a person on the team who has the appropriate technical authority checked their repair station's identity card, WSAF 1501A.
6. The tech must bring the following along with the repair station's identity card, WSAF 1501A, they must have from A & B or Department Certificate at the work site.
7. The tech is qualified and authorized for the work to be performed.
8. There are no outstanding work orders.
9. Someone has talked with customer to find out how the aircraft is operated? If the aircraft is operated under Part 135, coordinate your maintenance work with the owner/operator. Review all the work scope in Maintenance Manual. If you are conducting an inspection you will have to follow the guidelines within the General Maintenance Manual, which they are supposed to provide.
10. Know the Program and work scope and how to have your work in the event of an accident or loss of aircraft.
11. How will the aircraft be returned to service? Must give you something before leaving. The following are four possible solutions:
 1. Check log entry before you leave to destination.
 2. The tech operates "out" of base requirements. Well Star log entry is not required (bring back copy).
 3. Hand write a note on the General Repair that is given to the tech before they leave. A formal log entry can be added after the tech returns to West Star.
 4. When conducting the operation, Operator will accomplish the return to service, No signature was required as paragraph 8 item is NOT needed.


B. TASKS REQUIRED AT THE AIRCRAFT FOR RETURN TO SERVICE AFTER MAINTENANCE IS PERFORMED:

1. Techs to write airframe, engine, propeller APU times and cycles as required for the work scope. Document this information within the Preliminary squawk and enter back within the work order. If not completed, handwrite this information on a printed version of the Preliminary Squawk.
2. Upon completion of maintenance, you must update the owner/operator with a Maintenance log entry. This can be in the form of using the work order system maintenance log ("last") or printed squawk from the General system. If needed, users returning to the repair station, coordinate with the QA or perform to generate a more formal log entry log book entry. To be placed in the owner/operator.
3. Technician's leaving away from base is responsible to ensure all parts installed have all the correct traceability (C of C, RLRK) prior to installation.
4. Upon completion of return to service, all original documents, maintenance log entries, parts traceability, owner/operator maintenance log, etc. will be provided to the owner/operator. **Make copies of all these documents to be returned to the QA department.**

WSAF 1501
Rev Aug/2017
Page 1 of 1

Title: WSAF 034-Inspection Stamp Receipt

➤ The use of this form is self explanatory



INSPECTION STAMP RECEIPT

NAME OF EMPLOYEE: _____

EMPLOYEE NUMBER: _____

TITLE (QC Inspector, QA Inspector, Receiving Inspector): _____

STAMP NUMBER ASSIGNED: _____

Stamp Impressions Issued	Date Stamp Issued	Date Stamp Returned
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

I understand that I have been issued a stamp as indicated herein by West Star Aviation Quality Assurance Department and that the use of this stamp constitutes my signature when used for the purposes as referenced in the Repair Station Manual. Unless otherwise specified, the ink used for any impressions on any repair station documents or parts shall be permanent and blue in color. I further understand that if my assigned stamp(s) becomes lost or stolen that I will report it immediately to the QA Manager or Chief Inspector. Also, if my employment terminates, I will return all assigned stamps to Human Resources to be returned to the QA Manager or Chief Inspector.

EMPLOYEE (Signature): _____

QA MANAGER OR CHIEF INSPECTOR (Signature): _____

INITIALS: _____

DATE: _____

DATE: _____

WSAF 034
Rev Dec/2019
Page 1 of 1




QUALITY CONTROL MANUAL

Chapter:	5
Doc. No.:	5.122
Effective Date:	01/JAN/2020
Revision No.:	Rev. 15
Page:	1 of 1

Title: WSAF 034A-Inspection Stamp Number Listing

- The use of this form is self explanatory

			
INSPECTION STAMP NUMBER LISTING			
Inspection Stamp No	Last Name	First Name	Employee No
1	Bostwick	Kevin	870
2	Stout	Craig	4027
3	Bauer	John	10055
4	Ellenberger	Ken	957
5	Medina	Rene	12029
6	de Bruycker	Roy	17072
7	Dochter	Norman	15093
8	Dannenberg	Eugene (Gene)	18064

EXAMPLE

Tuesday, December 03, 2019 WSAF 034A Rev Dec/2019 Page 1 of 1

CHAPTER 6

Inspection of Non Destructive Inspection (NDI), Testing (NDT), and Evaluation (NDE)



QUALITY CONTROL MANUAL

Chapter:	6
Doc. No.:	6.010
Effective Date:	01/MAR/2016
Revision No.:	Rev. 11
Page:	1 of 1

Title: Nondestructive Inspection (NDI) Program

- 1.0 Purpose:
 - 1.1 To define West Star Aviation's Nondestructive Inspection (NDI) Program/Organization.
- 2.0 Responsibilities:
 - 2.1 The Quality Assurance Manager is responsible for West Star Aviation's Nondestructive Inspection (NDI), Testing (NDT) and Evaluation (NDE) program. The responsibility includes program development, for the control and administration procedures on all nondestructive specifications listed on West Star Aviation's Operation Specifications and those incorporated into a rated article's normal CMM inspection procedures by the OEM or through ICAs. The NDT Lead Technician is designated as the back-up position.
- 3.0 Procedure:
 - 3.1 Any Nondestructive Inspection (NDI), Testing (NDT) and Evaluation (NDE) maintenance function selected for being accomplished by contract maintenance providers will be managed and approved in advance by the FAA IAW the West Star Aviation Repair Station Manual Doc. No. 6.000, Contract Maintenance.
 - 3.2 Nondestructive Inspection (NDI) and Testing (NDT) and Evaluation (NDE) program's process, which are selected for in-house accomplishment at West Star Aviation, will:
 - Use the guidelines of AC 65-31 as revised.
 - Use the standards for qualification, certification, and training of NDI personnel will meet the criteria of ASNT-TC-1A, NAS-410 & ASTM E-1444 as revised.
 - West Star Aviation NDT manual as revised.
 - Nondestructive Inspection (NDI) and Testing (NDT) and Evaluation (NDE) processes that are selected for in-house accomplishment at West Star Aviation are:
 - ❖ Magnet Particle (MP)
 - ❖ Liquid Penetrant (LP)
 - ❖ Eddy Current (EC)
 - ❖ Ultrasound (US)
 - ❖ Radiographic
 - 3.3 Nondestructive Inspection (NDI) and Testing (NDT) and Evaluation (NDE) processes that are selected for in-house accomplishment at West Star Aviation will have established a written program for the control and administration of personnel training, examination, qualification and documentation that satisfy the processes' requirements. These processes are documented in West Star Aviation's NDT Manual.
 - 3.4 The program will also include a method for maintaining proficiency, including recurrent training and steps to decertify, retrain or recertify as required.
 - 3.5 The program will be maintained current and be made available for review upon request during normal business hours.



Repair Station Manual

Appendix	A
Doc. No.:	A.010
Effective Date:	01/MAR/2014
Revision No.:	Rev. 9
Page:	1 of 1

Contract Maintenance Provider Numerical Function Listing:

1.	Complex machine operations involving the use of planers, shapers, milling machines, etc.
2.	Hydrostatic test and inspection of pressurized gas cylinders.
3.	Swedging/Load Testing
4.	Welding
5.	Heat Treatment
6.	Plating

Approval:

West Star Aviation Signature on file in the QA Department
Accountable Manager

Approval:

FAA FSDO Signature on file in the QA Department
Principal Inspector



Repair Station Manual/Quality Control Manual

Appendix:	B
Doc. No.:	B.010
Effective Date:	01/JAN/2020
Revision No.:	Rev. 15
Page:	1 of 1

Title: REPAIR STATION FORMS INDEX

1.0 Purpose:

- 1.1 The purpose of this chapter is to provide the user of this manual and index to all of the forms, tags and stamps referenced in this manual. This index does not encompass all repair station forms, tags and stamps but only those specifically referenced in the Repair Station/Quality Control Manual. All current forms used by West Star Aviation can be located on the company intranet, which are revised, maintained and controlled by the Quality Assurance department. All of the forms on the company Intranet are self explanatory to the user. Training for the use of the forms will be accomplished by the appropriate supervisor. Additionally, all current West Star Aviation forms are provided to the Salt Lake City FSDO in PDF format on a CD or by email.

FORM, STAMP OR TAG #	DESCRIPTION	LOCATION		
		MANUAL	Doc. #	PG. #
WSAF009A	Supervisor Roster	Repair Station	3.030	1 of 1
WSAF009J	Inspector Roster	Repair Station	3.030	1 of 1
WSAF 012	Inspector Proficiency Check List	Quality Control	5.110	1 & 2 of 2
WSAF 014A	Contract Maintenance Provider Audit Form	Quality Control	5.090	All
WSAF 015	Incident/Corrective Action Report	Quality Control	5.113	All
WSAF 015A	Self Audit Schedule	Quality Control	5.113A	1 of 1
WSAF 015B	Program Self Audit Checklist	Quality Control	5.113B	All
WSAF 015C	Repair Station Self Audit Checklist	Quality Control	5.113C	1 of 1
WSAF 118	Certificate of Calibration	Quality Control	5.115	1 of 1
WSAF 026	Maintenance Caution Tag	Quality Control	5.050	2 & 3 of 10
WSAF 034	Inspection Stamp Receipt	Quality Control	5.121	1 of 1
WSAF 034A	Inspection Stamp Number Listing	Quality Control	5.122	1 of 1
WSAF 053A	Inspection Authority Card	Quality Control	5.111	1 of 1
FAA Form 8130-3	Authorized Release Certificate	Quality Control	5.030	2 of 5
FAA Form, (Online)	Service Difficulty Report / M or D Entry Form	Quality Control	5.100	1 of 1
FAA Form 8120-11	Suspected Unapproved Parts Notification	Quality Control	5.112	1 of 1
Stamps	All Stamps	Quality Control	5.060	All
WSAF 027	Repair Station & Quality Control Manual Revision Instruction and Control.	Repair Station	iv	1 of 1
WSAF 028	Owner/Operator Airworthiness Directive Statement	Quality Control	5.118	1 of 1
WSAF 043, 043A & 043B	Equipment Removal & Installation Sheets	Quality Control	5.117	2 - 5
WSAF 125	Tools due for calibration	Quality Control	5.116	1 of 1
WSAF 2161	Repairable Part Tag	Quality Control	5.050	6 of 10
WSAF 2162	Un-airworthy Part Tag	Quality Control	5.050	7 of 10
WSAF 2163	Maintenance Release Tag	Quality Control	5.050	8 of 10
WSAF 2164	Identification Tag	Quality Control	5.050	9 of 10
WSAF 2167	Warranty Core Tag	Quality Control	5.050	10 of 10
WSAF 2172	Altimeter Correction Card	Quality Control	5.050	4 of 10
WSAF 2173	Airspeed Correction Card	Quality Control	5.050	5 of 10
WSAF 802	Repair or Modification Approval	Quality Control	5.070	1 of 1
WSAF 041	Disposition of Quarantined Parts	Quality Control	5.080	1 of 1
WSAF 2006	Work Order Detail report (Corridor)	Quality Control	5.020	1 & 2 of 5
WSAF 2007	Work Order Squawk report (Corridor)	Quality Control	5.020	3 of 5
WSAF 2008	Work Order Step report (Corridor)	Quality Control	5.020	4 of 5
WSAF 018	Inspection Job Aid	Quality Control	5.020	5 of 5
WSAF 1501	Away from Base Check List	Quality Control	5.120	1 of 1



Repair Station Manual/Quality Control Manual

Appendix:	C
Doc. No.:	C.010
Effective Date:	01/JAN/2020
Revision No.:	Rev. 15
Page:	1 of 5

Title: **ELECTRONIC SIGNATURE, MANUALS, & RECORDKEEPING SYSTEM PROCEDURES**

1.0 Purpose:

- 1.1 To provide the procedures of electronic signatures, manuals and a recordkeeping system. The following procedure addresses how West Star Aviation will maintain the highest level of security and control when using electronic signatures, manuals and a recordkeeping system to meet the requirements of Advisory Circular 120-78 as revised.

2.0 Electronic Signature:

- 2.1 The Electronic Signature utilized within the Corridor system is unique by the means of identification and authentication in two forms of which either can be used to sign off a squawk or step.
- 2.1.1 The first identification and authentication of a technician is provided by a badge created from the Corridor system and issued to the technician by the IT department or designee. The badge contains the technician's printed name as well as a bar code that has his name by cryptographic means within the bar code. The use of the bar code on this badge does not require the technician to be logged into the Corridor system. When scanned by the bar code reader a window on the monitor will display in detail what the technician scanned for verification. Relating to a squawk Sign Off or Inspection, the technician will scan his/her badge, scan the bar code located on the printed squawk/step or squawk/step listing and then finally scan the "Sign-off type/Labor Type bar code list affixed to the Computer terminal. The technician's name and the date the type of sign off was scanned will be displayed on the Work Order detail report and in Corridor history, which records all the above to include any and all actions within Corridor.
- 2.1.2 Logging into the Corridor system by way of a unique username and password provides the second identification and authentication of a technician. Once this is completed, the technician will locate the work order, the specific squawk or step within the Corridor system and sign off by selecting the **Sign Off**, **Inspect** or **Double Inspect** button as required. The technician's name and the date the type of sign off was selected will be displayed within the Corridor work order system, Work Order detail and Corridor history.
- 2.2 Electronic Signature significance
- 2.2.1 The use of the bar code scanner will be considered the means by which a technician will affix his/her name deliberately to the Corridor system. The technician will scan the sign off or type of inspection using a barcode, scan the barcode on the individual squawk or step and finally the barcode on their badge. Ultimately, this sequence of scanning will result in signing off a particular squawk or step within the Corridor system.

2.3 Electronic Signature Security

- 2.3.1 Password: Every six months the IT department will force the technician by programming, to change their password the next time they log in at the 6 month point. If the technician attempts to use the scanner at the 6-month password change point, he/she will receive an error message prompting them to log in to Corridor to change their password.
- 2.3.2 Login In: When it is necessary to login to the Corridor system, the technician will enter a unique username and password. Technicians **will not** allow other technicians to work within the Corridor system under their login. When the technician is finished in the Corridor system, he/she will logout.
- 2.3.3 Permissions: There are over 600 individual permissions within the Corridor system. With approval from the Quality Assurance Manager the IT department has created permission profiles, which are assigned to individual technicians within the Corridor system. This allows or prevents technicians from accessing different areas of the Corridor system as well as allowing or preventing different tasks such as inspection authorities.
- 2.3.4 Termination of Employment: Upon termination of employment, the IT department will immediately zero out any and all permissions the employee may have had. Also, the employee will surrender the Security badge to human resources, which will be forwarded to the Quality Assurance manager or designee for disposal.
- 2.3.5 Removing Electronic Signatures: Every effort will be made to have the squawk or step complete and correctly entered before it is signed off and inspected. In the event this cannot be achieved authorized individuals, Team Leaders, Program Managers, QA Inspectors, Director of Maintenance to include select Accounting and Parts personnel will be allowed, within the Corridor system, to remove electronic signatures for the purpose of adjusting parts, services and labor to include correcting content and grammatical errors. Once completed, the authorized individuals will be allowed to select and place the original electronic signature of the technician that was removed back in its original location in Corridor. Corridor history will track this transaction by date, time and a brief description for future reference.
- 2.3.6 History: Every time anybody makes a change within the Corridor system it is recorded in "History". As an example: If text was changed within the discrepancy or resolution of a squawk, the system will show a before and after representation at the Discrepancy/Resolution window. History also contains who made the change, on what date and time.
- 2.3.7 With the exception of para. 2.3.5, at no time will a technician be allowed to place any other technician's electronic signature into Corridor. To prevent the possibility of this occurring, a QA Inspector, at the time of completing a work order, will query a Corridor "Squawk/Step Sign Off Variance" report. The report will show, by a technicians name, if a technician on that work order placed an electronic signature, not his/her own, in the electronic signature block when an electronic signature did not exist there before. If a technician name(s) is found to be on this report, where none should exist, the technician(s) will be investigated by a QA Inspector, and the Work Order will be corrected as required by the

Repair Station Manual/Quality Control Manual

Appendix:	C
Doc. No.:	C.010
Effective Date:	01/JAN/2020
Revision No.:	Rev. 15
Page:	3 of 5

responsible/authorized technician or QC Inspector. This process will be completed prior to aircraft Approval for Return to Service.

- 2.3.8 Wet signatures/initials are still acceptable, as required, on any or all West Star Aviation forms.

3.0 Electronic Manuals

- 3.1 Storage & Retrieval: Manual data contained on the server cannot be altered in anyway.
- 3.2 Maintenance & Support: The server which contains all of the technical data for the company has necessary backups in the way of selected paper manuals and electronic backups in case of computer outages.
- 3.3 Access to Manuals: Distribution of the manuals is handled similar to manuals maintained in a paper format as explained in the Repair Station manual, Doc. No. 1.020.
- 3.4 Revisions to Manuals: Revisions will be handled through a subscription service. The revisions will be handed over to the IT department for immediate update of the manual on the server as required. In addition, the revisions for electronic manuals will be updated automatically over the Internet were West Star Aviation's server will connect to the revision service server. Revision status of any electronic technical data will be maintained in a computer database, which is controlled in the Quality Assurance department.
- 3.5 Training: Floor technicians will be given initial and recurrent training on access and use of the electronic technical manuals.
- 3.6 In the event a technician must print data from the electronic technical library, that printed data is considered uncontrolled and can only be used for the work scope it was originally printed for, and must be discarded at the end of that work scope. There will be no storing of this data for follow on work scopes. All West Star Aviation printers used for printing technical data for the purpose of approval for return to service will be labeled as follows, **"ALL TECHNICAL DATA MUST BE DISCARDED AFTER USE"**. Use is defined as: Upon completion of Approval for Return to Service" for the work scope the technical data was first printed for.

4.0 Electronic Recordkeeping

4.1 Purpose

- 4.1.1 West Star Aviation will use an Electronic Recordkeeping system to initiate and process records which are required to be stored, and retrieved electronically by a computer system, rather than in the traditional hard copy form. An example of the records to be stored electronically will include Work Order's with supporting documents, Training files, Contract Maintenance Provider data, archived tool calibration certificates, etc.
- 4.1.2 West Star Aviation is choosing the option of Electronic Recordkeeping to reduce the need for paper storage, paper usage and ease of retrieval. There may be a need for some level of continued paper storage, but the Electronic Recordkeeping system will be used when and wherever practical.

4.2 Security

- 4.2.1 There will be restricted access to the electronic files by the application of specific electronic permissions given to certain personnel controlled by the Quality

Repair Station Manual/Quality Control Manual

Assurance Manager. Only Program Managers and select QA personnel will have access to personnel information within these files.

- 4.2.2 All electronic files will be electronically stored as PDF files to prevent any chance of the files being digitally altered in an unauthorized way.
- 4.2.3 The Management Structure for the delivery of electronic files to West Star Aviation personnel or customers will be the same as found in the West Star Aviation Repair Station Manual Organizational Chart found in Doc. No. 2.010 of the RSM. No one below the position of a Program Manager will be allowed to extract electronic files from the West Star Aviation network and send to a customer without the permission of the Quality Assurance Manager.

4.3 Procedures

- 4.3.1 The Electronic files will be made available to both the National Transportation Safety Board (NTSB) and FAA personnel as is required with non digital formats. When either the NTSB or FAA are not on location at West Star Aviation, the electronic files will be provided via email or if the files are too large, access will be given via an File Transfer Protocol (FTP) type web site or a web based cloud storage similar to a "Drop Box" system. When either the NTSB or FAA is on site, the files can be provided in a similar fashion or by thumb drive storage. If either entity does not have a computer available, one can be provided by West Star Aviation to access the files. They will be assisted by a West Star Aviation employee while onsite to ensure that all electronic files requested can be viewed or printed as requested.
- 4.3.2 The West Star Aviation computerized network system that stores the electronic record keeping automatically requires each user to change their password every 45 days. To prevent password duplication, the computerized network requires that each password be complex with 3 of the following 4 requirements. 1ea. Capitalized letter, 1ea. lower capitalized letter, 1ea. character and 1ea. number. The password must be at least 8 characters long.
- 4.3.3 The West Star Aviation computerized network is audited daily by the Network Administrator/Information Technology (IT) Manager. The IT Manager receives an email generated by the network informing him of the integrity of the network firewall with a report that shows of any outside entity trying to access the network and with a report that shows any viruses that may have tried to get into the network. The network auditing is accomplished via a software program that automatically monitors the integrity of the network system and notifies the IT manager of any Firewall or Virus issues. In case of the IT Managers absence, the IT Specialist will be notified of the network audit.
- 4.3.4 West Star Aviation does not have any auditing procedures for its individual workstations because the work stations are server based.
- 4.3.5 West Star Aviation will transmit the computerized records to customers, NTSB and the FAA as requested by the use of paper, email, internet cloud transfer or external device such as a thumb drive in a PDF format.
- 4.3.6 West Star Aviation will typically provide paper versions of all customers return to service documents and any supporting documents as well. If the customer



Repair Station Manual/Quality Control Manual

Appendix:	C
Doc. No.:	C.010
Effective Date:	01/JAN/2020
Revision No.:	Rev. 15
Page:	5 of 5

requests digital versions of these documents, the digital versions will be transferred to a thumb drive, email or internet cloud transfer in a PDF format.

- 4.3.7 The use of electronic signatures by customers will not be used. Only authorized West Star Aviation employees will have access to the computerized records on the West Star Aviation network.
- 4.3.8 Training for the West Star Electronic Recordkeeping system will be a one on one OJT based training given by those familiar with the process within the Quality Assurance Department or the IT Manager. Training will consist of the scanning and organizing the digital records on the network to include the transfer of the digital records to the customer, FAA or NTSB.
- 4.3.9 Work Order digital storage process:
 - 4.3.9.1 Original documents supporting the work order will be scanned via digital scanner into a PDF format. The digital scanner will automatically send a PDF copy of the digital scan to the QA employee's email. The PDF document will be retrieved from the email and saved on the network under a folder structure specific for the aircraft or component. The original documents, as required, will be provided to the customer along with a digital version if requested.
 - 4.3.9.2 The Work Order detail report will not be printed or scanned. The QA employee will access the digital version of the Work Order detail report; convert to PDF and save it to the network under the aircraft folder. At any time, the Work Order detail report can be printed and provided to the customer on request along with any Work Order supporting documentation.
 - 4.3.9.3 Any other documents such as training, vendor or tool calibration files would be handled in the same manner as the work order documents except would be stored in a different location on the network appropriate for those type files.
 - 4.3.9.4 The server which contains all of the digital storage for the Technical Manuals, Work Order packages, Training Files and Calibration files is locally backed up daily. A copy of that backup is retained on and offsite.

5.0 Federal Aviation Approval of Electronic Signatures, Recordkeeping and Manuals

- 5.1 Upon acceptance, by a PI, of the procedures in this manual an entry will be made in the repair stations operation specifications, specifically in Op Spec paragraph A025 as it relates to Electronic Signatures, Recordkeeping and Manuals.