AEROSPACE COATINGS
INTERNATIONAL
A WENCOR GROUP Company

DOMESTIC REPAIR STATION
AND
QUALITY MANUAL

Aerospace Coatings International
370 Knight Drive
Oxford Alabama, 36203

Federal Aviation Administration Repair Station
Certificate Number: A9PR286X

Revision: 21
Revision Date: 04/06/2020
Original Issue Date: 09/08/2003

Control Number:
002

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Section 1:**CONTENTS**

Section 2: **INFORMATION**

2.1 Manual Distribution List

MANUAL	ASSIGNED	LOCATION	CONTACT INFORMATION
Master	ACI Accountable/ Quality Manager	Technical Data Library	256-241-2750
001	FAA PMI	Alabama FAA FSDO	205-876-1300
002	Electronic Copy	ACI Scan System	256-241-2750

2.2 Record of Revisions

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

REVISION NUMBER	REVISION DATE	PAGE(S) AFFECTED	REVISION LEVEL	INSERTION DATE/ INITIALS/ TRANSMISSION DATE
Original issue	09/08/03	All	0	
1. Revision 1	09/14/04	i,ii,iii,iv,v, 1-2, 1-4, 1-5, 1-7, 2-9,3-12,3-13, 3-14,3-15,3-16,3-17,4-1,4-2,4-3,4-4 5-7,7-1,7-2,7-4.7-5,7-12.7-13,7-14,7-15 7-16, 7-17,9-2,9-3,9-4,10-1	1	
2. Revision 2	03/22/06	ii, iii, vi, 7-8, 7-9, 9-3, 9-4	2	
3. Revision 3	06/05/06	ii, iii, 7-5, 7-6, 7-10, 7-11	3	
4. Revision 4	04/25/07	ii, iii, 1-4 and 5-7	4	
5. Revision 5	02/20/08	i, ii, iii, iv, v, vi, 3-10,3-11,3-12,3-13,3-14 3-15,4-1,5-7,7-2,7-9,7-10,7-11,10-1	5	
6. Revision 6	11/02/09	i, ii, iii, iv, v, vi, 4-5, 7-4, 7-6, 9-3 and 9-4	6	
7. Revision 7	11/06/2010	ii, iii,7-2, 7-8	7	
8. Revision 8	03/07/2011	ii, iii, 7-8	8	
9. Revision 9	10/20/2011	i, ii, iii, iv, v, 3-1, 3-2,3-3, 3-4, 3-5, 3-6, 3-7, 3-8, 3-9, 7-4, 7-12, 7-14, 7-17, 7-18, 7-19 and 9-2	9	
10. Revision 10	07/25/2012	ii, iii, iv, 3-1, 3-7, 3-8,5-1.5-2,5-4,7-3,7-8,7-9 7-12, 7-13,7-20	10	
11. Revision 11	02/22/2013	ii, iii, 1-2,1-4,7-4 and 7-20	11	
12. Revision 12	05/15/2013	ii, iii, 7-16, 9-2 and 9-4	12	
13. Revision 13	08/01/2013	ii, iii, 1-4, 3-1, 3-3, 3-5, 3-6 and 9-3	13	
14. Revision 14	09/11/2013	ii, iii, vi and appendix A	14	
15. Revision 15	12/04/2013	ii, iii, vi and 7-11, 9-2, 9-3, 9-4	15	
16. Revision 16	08/18/2014	i, ii, iii, iv, 1-3, 1-7, 3-4, 5-3, 6-1, 7-1, 7-2, 7-8, 7-9, 7-12, 7-15, 9-2, Appendix B	16	
17. Revision 17	06/11/2015	i, ii, iii, 1-1, 1-2, 7-16, 7-17	17	
18. Revision 18	11/20/2015	Reformat all pages	18	
19. Revision 19	11/06/2017	Incorporated TR-2016-01, TR-2016-02,TR-2017-03, update all pages to Revision 19	19	
20. Revision 20	5/30/2018	Added Section 9.11.7,removed Process Engineer added Engineering Manager p. 5-8, removed President added General Manager p. 5-3	20	

21. Revision 21	03/30/2020	Incorporated TR-2018-01; update all pages to Revision 21. Update Org Chart, review and corrected all typo and other grammerical error	21	

2.2 Record of Temporary Revisions

Note: This page provides a record of temporary revisions. Whenever a temporary revision is made to this manual it will be printed on yellow paper and inserted into the manual in front of the effected page(s). The temporary revision will be noted in the table below. Once the manual is revised, the temporary revision will be incorporated into the manual.

Revision Number	Revison Date	Affected Page(s)	Insertion Date/Initials
TR-2016-01	01/04/2016	11-4	12/03/2015/M.F.
TR-2016-02	03/04/2016	9-17	03/07/2016/M.F.
TR-2017-03	07/13/2017	11-4	07/13/2017/M.F.
TR-2018-01	07/27/2018	7-4,7-6,9-2,9-14,9-15	07/26/2018/M.F.

2.3 List of Effective Pages

PAGE NUMBER	REVISION NUMBER	REVISION DATE
1 - 1	21	04/06/2020
1 - 2	21	04/06/2020
1 - 3	21	04/06/2020
1 - 4	21	04/06/2020
1 - 5	21	04/06/2020
2 - 2	21	04/06/2020
2 - 3	21	04/06/2020
2 - 4	21	04/06/2020
3 - 2	21	04/06/2020
3 - 3	21	04/06/2020
3 - 4	21	04/06/2020
3 - 5	21	04/06/2020
3 - 6	21	04/06/2020
3 - 7	21	04/06/2020
3 - 8	21	04/06/2020
4 - 2	21	04/06/2020
5 - 2	21	04/06/2020
5 - 3	21	04/06/2020
5 - 4	21	04/06/2020
5 - 5	21	04/06/2020
5 - 6	21	04/06/2020
5 - 7	21	04/06/2020
5 - 8	21	04/06/2020
5 - 9	21	04/06/2020
5 - 10	21	04/06/2020
5 - 11	21	04/06/2020
6 - 2	21	04/06/2020
6 - 3	21	04/06/2020
6 - 4	21	04/06/2020
6 - 5	21	04/06/2020
6 - 6	21	04/06/2020
7 - 2	21	04/06/2020
7 - 3	21	04/06/2020
7 - 4	21	04/06/2020
7 - 5	21	04/06/2020
7- -6	21	04/06/2020
8 - 1	21	04/06/2020
8 - 2	21	04/06/2020
9 - 2	21	04/06/2020
9 - 3	21	04/06/2020
9 - 4	21	04/06/2020
9 - 5	21	04/06/2020
9 - 6	21	04/06/2020
9 - 7	21	04/06/2020
9 - 8	21	04/06/2020
9 - 9	21	04/06/2020
9 - 10	21	04/06/2020
9 - 11	21	04/06/2020
9 - 12	21	04/06/2020
9 -13	21	04/06/2020
9 -14	21	04/06/2020
9 -15	21	04/06/2020
9 -16	21	04/06/2020
9 -17	21	04/06/2020
9 -18	21	04/06/2020
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9 - 20	21	04/06/2020
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9 - 22	21	04/06/2020
9 - 23	21	04/06/2020
9 - 24	21	04/06/2020
9 - 25	21	04/06/2020
10 - 2	21	04/06/2020
11 - 2	21	04/06/2020
11 - 3	21	04/06/2020
11 - 4	21	04/06/2020
12 - 2	21	04/06/2020
13 - 2	21	04/06/2020
13 - 3	21	04/06/2020
Appendix: A	Original	09/10/2013
Appendix: B	A	08/1/2014

Quality Manager Signature: Charles Ly

Date: 04-06-2020

FAA Accepted
Date 05/05/2020
George B. Castleberry

Section 3:**GENERAL AND ADMINSTRATION PROCEDURES**

3.1 Introduction

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

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

3.1.1 A repair station manual

3.1.2 A quality control manual

The information contained in this manual explains the systems used by the repair station when performing maintenance, preventive maintenance or alteration on civil aviation articles. When more detail is required to accomplish or record a particular operation, those details are contained in the applicable manufacturer's instructions for continued airworthiness (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.

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

3.2 Manual Distribution, Control, and Revision Processes

3.2.1 Paper Format

There shall be one copy of this manual(master copy) in paper format held by this repair station as assigned to the Quality Manager and will be maintained current at all times. The technical library shall hold the master copy. Alabama Flight Standards District Office shall also be assigned a copy of this manual (as revised) in paper format.

3.2.2 Electronic Format

An electronic copy based on the current master copy shall be posted on the repair station intranet scan system. This shall be accessed by all staff of this repair station that need to reference the manual in the course of performing their assigned task. To prevent access to information that is not maintained current, any employee who prints the manual or pages from the electronic copy on the intranet scan system, the printout will bear watermark containing

the following statements when it is being printed: “Uncontrolled If Printed Print By: [name of staff login to the scan system]”.

3.2.3 Revision Process

When the repair station wishes to revise or make changes to this manual, the Quality Manager is responsible for coordinating all revisions or changes to this manual with Alabama Flight Standards District Office. Contemplated change(s) shall be submitted on a temporary revision letter thirty (30) days prior to implementation for comment. If comments are received, they will be dispositioned in accordance with the Federal Aviation Regulations (FARs). Upon review by the FAA or after the thirty (30) day period, whichever is shorter, the Quality Manager or designee shall insert the temporary revision pages into the appropriate section of the master copy on the proposed implementation date. An updated electronic copy shall be posted accordingly. Distribution to the FAA will be by first class mail, return receipt requested or electronic mail unless otherwise directed in writing by Alabama Flight Standards District Office.

A complete (updated) repair station and quality control manual will be prepared at the end of a 12 month period with respect to the previous revision date. All FAA accepted changes will be incorporated into the manual and annotated on the “List of effective pages” and are signed and dated by the Quality Manager. The original “List of effective pages” will be inserted into the master repair station and quality control manual. It is not necessary to issue an updated manual if no changes were recorded since the previous revision. Revision shall be identified with a side bar on the left side of the page. The side bar shall be removed during the next revision.

The Quality Manager will forward a copy of the complete (updated) repair station and quality control manual to the assigned Principle Maintenance Inspector at Alabama Flight Standards and District Office within 7 days of the creation of the revised repair station and quality control manual.

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

responsible for ensuring that the master copy, and the electronic copy listed on the repair station intranet are to the current revision.

3.3 Definitions

The following definitions apply to all related information in the manual. The definitions are consistent with those found in the 14 CFR Part 145.

3.3.1 FAA Accountable manager
means the person designated by the certificated repair station who is responsible for and has the authority over all repair station operations conducted under Part 145, including ensuring that repair station personnel follow the regulations and serving as the primary contact with the FAA. The Accountable Manager's duties and responsibilities are further described in this manual.

3.3.2 Article
means civil aircraft, airframe, aircraft engine, propeller, appliance, or component part.

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

3.3.4 Designated Engineering Representative (DER)
means a private person designated by the FAA Administrator to act as its representative for examining, inspecting, and testing aircraft and related technical data. A DER may recommend approval or approve data within the limitations of his or her certificate of authority.

3.4 General Requirements

To operate as a certificated repair station, this repair station must have a valid Repair Station Certificate issued in accordance with 14 CFR Part 145. The repair station certification includes the Air Agency Certificate, ratings and operations specifications. No operations will be conducted in violation of that certificate. The certificate will be made available for review upon request. In addition to having an appropriate certificate and ratings, prior to performing maintenance, preventive maintenance or alteration on a civil aviation article,

this repair station must have available any required special technical data, equipment, personnel and facilities.

3.5 Performance Standards

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

3.6 Work Performed At a Location Other Than Fixed Location

Aerospace Coatings International generally does not perform any specialized services or maintenance which are to be under the inspection procedure requirements of FAR 145, away from the location of this repair station. The only exception to this would be work performed away from this location with FAA approval.

3.6.1 Approval

The quality manager shall create a letter to the FAA stating the plan of work and how long of a period of time the specified work will take to be performed and where the work shall take place, also, within this letter shall be stated the required tooling, equipment, material and personnel. ACI must state in this letter the location in the RSM/QCM of the section on “work away from the repair station”. No work is to be performed away from the station until the approval notice is received from the FAA.

3.6.2 In Case of Emergency

This repair station will communicate with the FAA via e-mail stating the same information as listed above and shall await a verbal or documented approval from the FAA prior to any work being accomplished away from the repair station.

3.6.3 Personnel to perform Task

A Repairman with release to service authority shall travel with the part to supervise the work performed. An ACI Technician may perform the work as long as their training record dictates that they have the ability to perform the task.

3.6.4 Technical Data
The ACI Shop Traveler and the approved/acceptable repair instructions (i.e. CMM, Air Carrier Manual, and Process Specification as applicable) and ACI's RSM/QCM manual shall be available during the repair process.

3.6.5 Transportation
The part shall be transported via ACI Company vehicles and packaged per ATA-300 requirements for transportation.

3.7 Inspection by the FAA

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

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

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

3.9 Quality Document and Technical Data Control Procedure

3.9.1 Control of Internal Quality/Procedure Manuals
The Quality Manager shall maintain a paper copy of the Repair Station Quality/Procedures Manuals and revisions made. Electronic copy of all Quality/Procedure manuals shall be listed on the intranet of this repair station and all staff shall access these document via their respective intranet login credentials. Paragraph 3.2.2 shall apply.

3.9.2 Lost or Damaged Manuals
Section deleted due to paragraph 3.2.2.

3.9.3 Uncontrolled Manuals

Any printed internal Quality/Procedure manuals are not controlled and will bear watermarks as decsirbed in Paragraph 3.2.2.

3.9.4 Control of External Documents

External documents used to perform work or to write work instructions such as prints and customer specifications shall be filed with the respective work order or referenced on the work order that the data, prints, or instructions are on file.

Any commercial or military standard is updated in accordance with customer requirements. As customers request repair work in accordance with certain revised standards on their purchase orders/contracts, ACI acquires these applicable revisions if they are not already on file at this repair station. A list of these standards and revisions (external documents) are contained in a series of books maintained in the inspection department.

It is the customer's responsibility to send instructions for repair every time they request work to be performed. The instructions can be performed to a document on file at this facility or a new document which the customer must supply.

Any change to a document the facility holds on file for the customer must be initiated by the customer.

3.9.5 Control of Work Instructions

Work instructions are written in accordance to the customer's specifications and approved by the Quality Manager or designee. Once a specific work instruction is approved, a master copy shall be retainted on ACI's production control system. A working copy shall be assigned to the respective customer purchase order and a unique ACI work order number.

In the event a part is sent to this facility to be repaired by an in-house procedure, the work instructions are written aand approved. A master copy shall be retented on ACI's production control system. A working copy shall be assigned to the respective customer purchase order and a unique ACI work order number. All parts being worked on by this facility will be given their respective approved work instructions. The work instructions shall stay with the part throughout the repair process.

Each time a revision is necessary, new work instructions are produced and assigned a new routing number corresponding to the customer requested revisions.

When part is completed, the work instructions are filed with a copy of the work order for a period of 1 years in an active file and 2 years in storage. Thereafter, the records will be destroyed unless the respective customer has provided specific retention instruction.

3.9.6 Control of ACI Forms

ACI Forms are any completed forms or logs that support the quality and/or procedures manuals. ACI Forms are considered quality documents.

3.9.7 Control of Records

Records of customer supplied products/orders from customers including received dates, purchase order numbers, serial numbers of parts, and shipped dates as listed in the ACI Database are kept in hard copy on file in the form of Shop Travelers and customer instructions for a period of not less than 3 years. These records are retained as per paragraph 3.9.7. ACI retains on the electronic production control system on long term basis no less than 3 electronic copies of all data records:

3.9.7.1 1 live database
3.9.7.2 1 backup every 15 minutes of the live database
3.9.7.3 Full database backup nightly (onsite)
3.9.7.4 1 remote off-site backup every night

3.10 Availability of Certificate

This repair station certificate shall be made available to the public and the FAA for inspection. The Quality Manager is responsible for responding to such FAA requests.
This repair station certificate is displayed (on wall of main lobby). It shall be made available to the public and the FAA for inspection. The Quality Manager is responsible for responding to such requests.

3.11 Duty Time Limitations

This repair station shall comply with the requirements set forth in 14 CFR 121.377, Maintenance and preventive maintenance personnel duty time limitations. The production control system have been set up to monitor and ensure that all employees receive an equivalent of 4 rest days wthin a calendar month.

Section 4: **CERTIFICATE AND OPERATIONS SPECIFICATIONS**

4.1 Application Process

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

4.1.1 Repair station manual,
4.1.2 Quality manual,
4.1.3 Organization chart, and
4.1.4 Description of the repair station facilities

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

4.2 Certificate Requirement, Change or Transfer, and Duration

4.2.1 Requirement

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

4.2.2 Change or Transfer

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

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

4.2.3 Duration

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

4.3 Certificate Limitations and Privileges

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

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

Section 5:**ORGANIZATION**

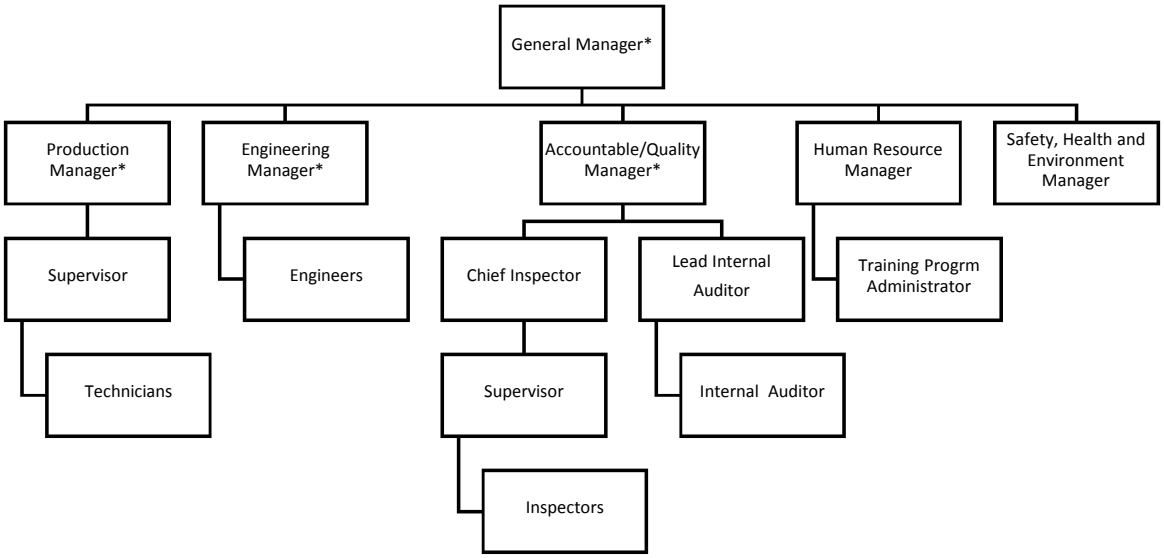
5.1 General

Employees are hired to perform work on civil aviation articles based on their knowledge and experience. An employee's initial qualifications are determined by one or more of the following, employment history, training, certification, knowledge, experience, and/or practical tests. Job assignments, such as maintenance, inspection, or supervision, are based on the employee's qualifications. Any FAA issued credentials shall be verified for validity.

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

5.2 Organizational Structure

Notes: This repair station's organization is as shown in the following chart. The chart includes each management position (denoted with an asterisk) with authority to act on behalf of the repair station.



5.3 Key Personnel — Duties and Responsibilities

The duties and responsibilities of the individuals that fulfill managerial, supervisory, inspection and maintenance positions in this repair station are set forth in this section of manual. These persons will be listed on the repair station roster as set forth in this manual. Additionally, the qualifications for each position are set forth in this manual.
The training requirements for each position responsible for performing maintenance, preventive maintenance or alterations will be set forth in a separate section/manual that is specifically approved by the FAA.

5.3.1 General Manager

The General Manager is responsible for the complete overall operations of the repair station, including the adequate housing and facilities and the continued maintenance thereof. Also, the General Manager is responsible for proper safety measures at the repair station.

The General Manager is also directly in charge of the facility maintenance functions of the repairstation. In addition to the complete administration of the repair station, this position will ensure that the repair station continues to comply with applicable local, State, and Federal requirements. With respect to the CFRs and the European Union Aviation Safety Agency, the General Manager shall ensure the repair station continues to meet the requirements for providing adequate housing, facilities, equipment, and personnel appropriate to the ratings of the repair station. In addition, the General Manager shall ensure the financial resources are available to adjust to any changes in workload or to adjust the workload to the resources available.

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

5.3.1.1 Ensure adequate fire-fighting equipment is available at the repair station.
5.3.1.2 Ensure adequate safety precautions are observed by repair station personnel.
5.3.1.3 Establish the criteria for hiring personnel for positions responsible for maintaining, supervising, or inspecting maintenance or alterations of civil aviation articles.
5.3.1.4 Is in charge of the Corrective Action Program and determines the appropriate actions to be taken when deficiencies are discovered or reported.
5.3.1.5 Act as the liaison with all customers.

5.3.1.6 Also is responsible for assigning back-up personnel for functions that may be affected by absents of the responsible party. Note: The following areas are in concern for the back-up program: Technical Data, Shelf Life, Calibration, Scrap Hardware and Drug/Alcohol programs.

The General 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 CFRs.

5.3.2 Quality Manager

The Quality Manager reports to the General Manager who is ultimately responsible for the continued mainitenance activities of the repair station and the responsibilities as regulated by CFR 14 Part 145 thereof.

The QualityManager is responsible for the operations of the Quality Department. It will be the QualityManager's responsibility to:

5.3.2.1 Coordinate and distribute revisions to this manual. (For repair station using the electronic version of this manual: Ensure that the manual is kept current and accurate.)

5.3.2.2 Coordinate with the FAA all revisions to this manual.

5.3.2.3 Sign the revised list of effective pages of this manual.

5.3.2.4 Coordinate FAA inspections as delineated in this manual.

5.3.2.6 Ensure appropriate calibrations and checks are made on the tools and equipment used by the repair station.

5.3.2.7 Ensure records of all calibrations and checks are kept current, and the calibrations are performed in accordance with the standards and procedures described in this manual.

5.3.2.8 Audit all maintenance function contractors before use and maintain the results of those audits.

5.3.2.9 Act as the liaison with all Federal officials.

5.3.2.10 Continuously review the repair station's training program to ensure all the repair station's training needs are met.

5.3.2.11 Perform the repair station's "self-evaluation" to determine whether it has the housing, facilities, equipment, material, data, and trained personnel to add a process to its Capability List.

5.3.2.12 Train, direct, supervise, and assist all personnel performing work under the repair station certificate.

5.3.2.13 Ensure that determinations concerning major alterations/repairs are accomplished as delineated in this manual.

5.3.2.14 Submit reports of serious defects or recurring un-airworthy conditions in accordance with the procedures described in this manual.

5.3.2.15 Maintain in current condition the pertinent FARs.

5.3.2.16 It is the customer's responsibility to assure the technical data is current prior to sending the article to Aerospace Coatings International for repair. Aerospace Coatings International responsibility is to assure the part is repaired per the supplied technical data.

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

5.3.3 Chief Inspector

The Chief Inspector reports to the Quality Manager and is ultimately for overseeing the implementation of quality programs and procedures in ensuring the continued operation of the repair station and the responsibilities thereof:

5.3.3.1 Respond to any request for inspection of this repair station's certificate.

5.3.3.2 Determine the final disposition of articles failing to meet the incoming inspection review.

5.3.3.3 Establish and maintain the repairman employment records.

5.3.3.4 Maintain the repair station roster for the repair station by ensuring that changes in personnel or job duties are reflected on the roster within five (5) business days as required by this manual.

5.3.3.5 Determine that, if the customer's work scope is limited in nature, the requested maintenance, preventive maintenance or alteration can be accomplished within the applicable data despite any other damage or discrepancies noted.

5.3.3.6 Ensure all incoming, hidden damage, preliminary, in-process, and final inspections are performed in accordance with the procedures set forth in this manual.

5.3.3.7 Determine that all manufacturers' instructions for continued airworthiness (e.g., maintenance, overhaul and repair manuals), service bulletins, service letters, government and industry standards, and other data acceptable to or approved by the FAA relative to the civil aviation articles maintained or altered by the repair station are in current status and available to maintenance and inspection personnel. Ensure the availability and currency of the technical information required to perform work whenever a new process is introduced to perform maintenance, preventive maintenance or alteration.

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

5.3.4 Inspector

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

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

5.3.4.1 Ensuring that they are thoroughly familiar with the inspection methods, techniques, aids, tools and equipment used within their assigned area of responsibility. The inspector's efficient level is documented via. OJT, Tested as required and documented on required forms.

5.3.4.2 Maintaining proficiency in using the inspection aids in their assigned area of responsibility.

5.3.4.3 Ensuring that the inspection tools and equipment, including inspection aids, used to perform inspections are in proper working order and the proper calibration information is affixed.

5.3.4.5 Understanding the current specifications involving inspection tolerances, limitations, and procedures established by the manufacturer of the article(s) being inspected.

5.3.4.6 Ensure all inspections are properly performed and recorded, and all records are properly executed before final approval for return to service of articles maintained or altered by this repair station. All inspection is recorded on ACI's Internal Shop Traveler and the return to service document (8130).

5.3.5 Internal Auditor

Personnel performing internal audit function report to Quality Manager and are responsible for performing duties as directed and assigned:

5.3.5.1 Perform Internal Audits as ACI Internal Audit Schedule requires.

5.3.5.2 Document any audit findings using the Corrective Action System (CAR).

5.3.5.3 Perform a follow-up audit to assure the action plan from the individual responsible has been implemented.

At a minimum 14 CFR- 145 subparts/sections shall have an audit performed.

5.3.6 Production Manager

The Production Manager reports to the General Manager and is responsible for the daily operations of the Maintenance Department and Production of the machine, grind and plating and assembly areas. It will be the Production Manager's responsibility to:

5.3.6.1 Ensure all personnel are trained in the appropriate safety practices and procedures, including proper use and location of firefighting equipment.

5.3.6.2 Ensure technicians have the appropriate technical data available during the performance of maintenance, preventive maintenance and alteration activities.

5.3.6.3 Ensure that Part 121, 125, 129 and 135 customer requirements are obtained, made available and followed by inspection personnel.

5.3.6.4 Ascertain qualifications of all technical employees prior to work assignment through tests and evaluation of their previous experience.

5.3.6.5 Train, assist and supervise technicians in proper work procedures and practices.

5.3.6.6 Ensure the shop equipment and tools are maintained in good working order.

5.3.6.7 Ensure the shop premises are maintained in a clean and orderly manner.

5.3.6.8 Ensure that all maintenance or alteration processes are appropriately completed and documented on the maintenance forms as set forth in this manual.

5.3.6.9 Initiate requisitions for stock as required for the work being performed.

The Production Manager may delegate duties and responsibilities to any qualified personnel. However, delegation of duties does not relieve the Production Manager of his responsibilities under this manual or the applicable 14 CFRs.

5.3.7 Engineering Manager

The Engineering Manager reports to the General Manager and is responsible for the repair development activities of the repair station.

5.3.7.1 Development of technical data in support of minor and major repair development activies.

5.3.7.2 Coordination with DERs to obtain approval for data in support of major repair.

5.3.7.3 Determine repair classification (major or minor)

5.3.7.4 Determine tooling and material equivalencies in support of maintenance activities at ACI.

The Engineering Manager may delegate duties and responsibilities to any qualified personnel. However, delegation of duties does not relieve the Engineering Manager of his responsibilities under this manual or the applicable 14 CFRs.

5.3.8 Engineers

Engineers reports to the Engineering Manager and are responsible for the following:

5.3.8.1 Develop, write and substantiating out of CMM repairs

5.3.8.2 Review and evaluate tooling and equipment equivalency as needed.

5.3.9 Supervisor

Department supervisors report to the respective manager and are responsible for the following:

5.3.9.1 The planning, direction, and coordination of activities within the department and the planning of its activities in conjunction with other departments, as required.

5.3.9.2 Assuring the repair of all parts and components within the department are accomplished within the authority of the repair station and that the work is properly initialed off on the Shop Traveler.

5.3.9.3 Supervisors shall train and assist subordinates in the proper work procedures and practices.

5.3.9.4 When necessary, make available to the department the required technical data on all parts repaired by the department. technical data includes manufacturer specifications, related Federal Aviation Administration approved data and any other technical data used. The customer is ultimately responsible for giving the repair station the proper repair procedure. Consequently, the customer is responsible for sending the facility current data.

5.3.9.6 The maintenance of all equipment and tools are in serviceable working condition assuring that periodic checks and calibration are performed on testing and measuring equipment.

5.3.9.7 The responsible operator properly executes assuring that necessary maintenance entries on Shop Traveler used by the repair station.

5.3.9.8 The quality of the work performed by technician in the production areas.

5.3.9.9 The proper handling, protection of parts while in the repair process through the department.

5.3.9.10 To assure that the maintenance of the equipment on premises is done in a clean and orderly manner.

5.3.9.11 Reporting to the General Manager any major equipment purchase or hiring that may be necessary to meet the demand of the customer base.

Individuals must be thoroughly familiar with this repair station's Inspection Procedures Manual.(For back-up person see duties of the General Manager.)

5.3.10 Technician

Technical Personnel assigned maintenance functions duties shall report to the Production Manager and are specifically responsible for:

5.3.10.1 Properly executing the duties assigned.

5.3.10.2 Performing maintenance and alteration tasks on civil aviation articles in accordance with the current technical data provided in the manufacturers' Instructions for Continued Airworthiness, Services Bulletins, service letters, Airworthiness Directives, government and industry standard practices, and other data acceptable to or approved by the FAA.

5.3.10.4 Ensuring that they are thoroughly familiar with all tools and equipment, including inspection aids, used within their assigned area of responsibility.

5.3.10.5 Properly record the work performed on ACI's Internal Shop Traveler.

5.3.11 Human Resources Manager

Human Resource Manager is responsible for the Anti-Drug and Alcohol and the FAA Training Systems as follows:

5.3.11.1 FAA Approved Anti-Drug and Alcohol Program:

5.3.11.1.1 Ensure that all employees complete a pre-employment drug screen for Non-DOT or DOT regulations; based on the specific job position

5.3.11.1.2 Responsible for maintaining accurate list of employees for a FAA/DOT roster and Non-DOT

5.3.11.1.3 Responsible for coordinating the random drug screens each month

5.3.11.1.4 Ensure that all employees receive drug and alcohol training

5.3.11.1.5 Ensure that all Supervisors receive annual 2-hour required training

5.3.11.1.6 Responsible for completion of annual regulatory reports

5.3.11.2 FAA Training Program:

5.3.11.2.1 Responsible for establishing the standards and procedures for training all employees employed by the repair station including

5.3.11.2.2 Ensure that all employees performing maintenance, preventative maintenance and alteration on civil aviation products are qualified and trained under the policies and procedures

5.3.11.2.3 Ensure regulatory items are trained effectively to all personnel.

Reference FAA approved training manual for additional requirements to be met.

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

Section 6: **PERSONNEL**

6.1 Employee Certificates

Whenever this repair station determines that an individual certificate is required for the performance of duties, it may initiate the application for that employee to become a repairman certificated under Part 65 of 14 CFR.

Moreover, the repair station will attempt to collect the certificate of any repairman when they are no longer employed by the company. However, it should be noted that a repairman certificate is only valid for the work performed within the scope of assigned duties at this repair station.

6.2 Employee Qualifications

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

All employees performing maintenance or other safety-related functions for an air carrier or commercial operator certificated under 14 CFR Parts 121 or 135 are included in an FAA approved "Anti-Drug Program".

6.2.1 FAA Accountable Manager

The Accountable Manager is directly in charge of Part 145 maintenance activities at this repair station.

The Quality Manager is designated as Accountable Manager at this repair station.

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

6.2.1.1 Is appropriately certificated under FAR Part 65.

6.2.1.2 Understands, reads and writes English.

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

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

6.2.2 Chief Inspector

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

6.2.2.1 Is appropriately certificated under FAR Part 65

6.2.2.2 Understands, reads and writes English.

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

6.2.2.4 Is proficient in using various types of mechanical and visual inspection aids appropriate for the articles being inspected and approved for return to service.

6.2.2.5 Has the appropriate experience through training, employment history or practical tests and that this information has been documented and is available in the individual's employment file.

6.2.2.6 Understands the current specifications, involving inspection tolerances, limitations and procedures established by the manufacturer or by an Airworthiness Directive, of the articles being inspected and approved for return to service.

6.2.3 Holders of Repairman Cerificate

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

6.2.3.1 Is appropriately certificated under FAR Part 65.

6.2.3.2 Understands, reads and writes English.

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

6.2.3.4 Understands the FARs, Airworthiness Directives, methods, techniques, and practices contained in the applicable manufacturers' maintenance and alteration documents, and/other data acceptable to or approved by the FAA used by the repair station.

6.2.3.5 Has the appropriate experience, evidenced by employment history, training, certification or practical tests to perform in the supervisory position assigned.

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

6.2.4 Inspector

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

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

6.2.4.2 Is proficient in using various types of mechanical and visual inspection aids appropriate for the articles being inspected and approved for return to service.

6.2.4.3 Understands, reads, and writes English.

Once the above information has been ascertained and documented in the appropriate employment file, the person shall be listed on the repair station roster. The Quality Manager is responsible to assure the Inspection personnel are properly trained. The minimum requirements are established and documented on Employee Job Steps Form.

Inspector performing Non-Destructive Inspection (Magnetic Particle or Fluorescent Penetrant) shall be certified to at least a Level II.

The training and certification shall be performed by a Certified Level III. Non-destruction testing personnel qualification certification program meets the requirements of NAS-410.

6.2.5 Technician

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

6.2.5.1 Has experience, through training, knowledge, employment history or practical tests necessary to perform the scope of work assigned.

6.2.5.2 Is proficient in using the tools, equipment, and inspection aids applicable to the scope of work assigned.

6.2.6 Supervisor

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

6.2.6.1 Is appropriately certificated under FAR Part 65.

6.2.6.2 Understands, reads and writes English.

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

6.2.6.4 Understands the FARs, Airworthiness Directives, methods, techniques, and practices contained in the applicable manufacturers' maintenance and alteration documents, and/other data acceptable to or approved by the FAA used by the repair station.

6.3 Qualification to Accomplish Inspection

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

Each supervisor or manager who becomes aware of a change in personnel, termination or change in assignment that would affect the roster must notify the Chief Inspector by e-mail, telephone, or in person. The Chief Inspector

will obtain the required information from the supervisor or concerned employee and update the roster within five (5) business days of any hange.

6.4 Rosters and Roster Records

6.4.1 Roster Records

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

6.4.1.1 Present title and scope of employment.

6.4.1.2 Total years of experience in the type of work assigned by reference to the date the experience started.

6.4.1.3 Employment history, including name of previous employer and length of employment by month and year.

6.4.2 Repair Station Roster

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

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

Section 7:**OPERATIONS, HOUSING, EQUIPMENT AND MATERIALS**

7.1 Physical Description of Facility

7.1.1 Facility requirement:

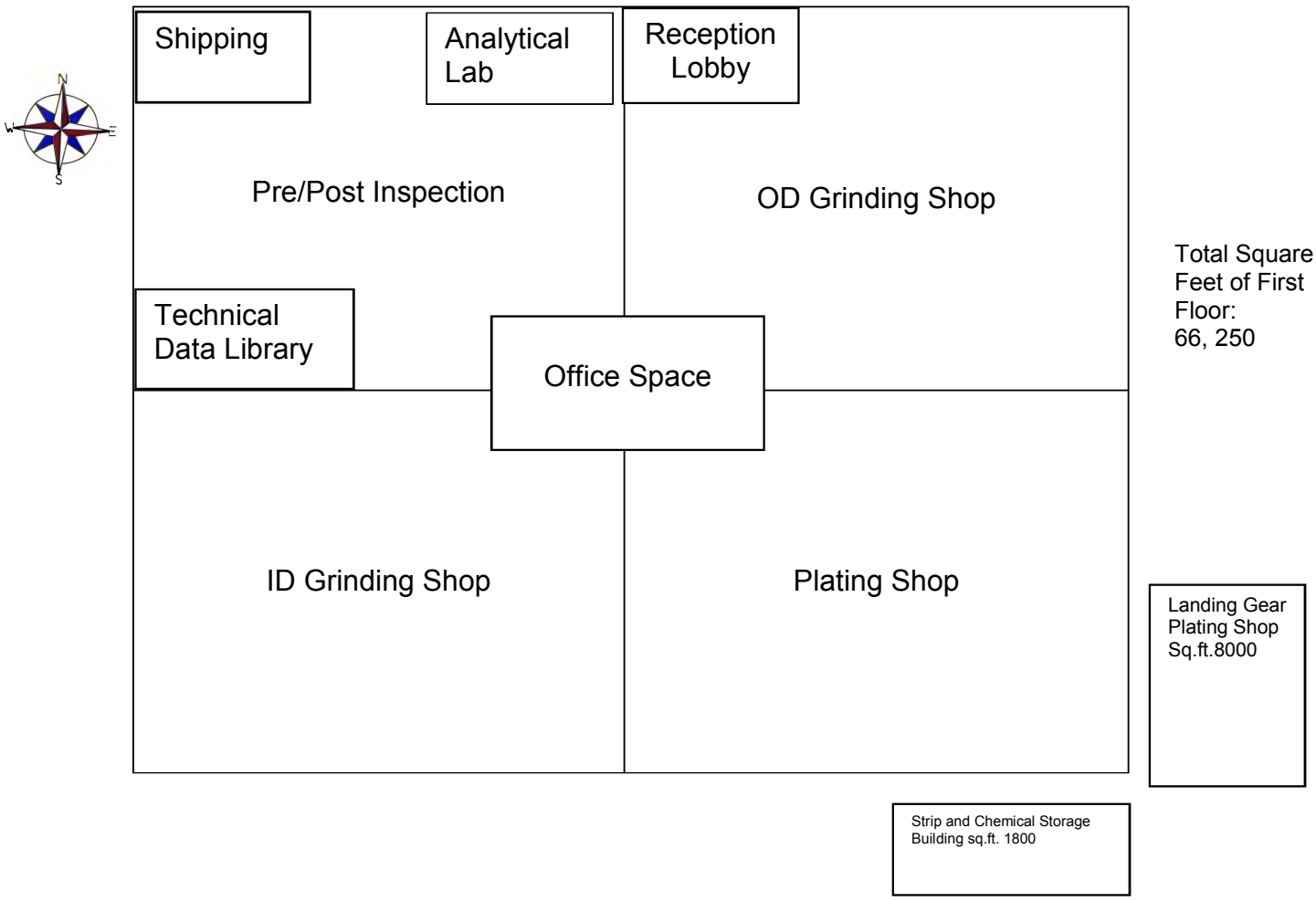
7.1.1.1. Adequate housing for the repair station's personnel, equipment, and material needed to properly perform the work authorized by its ratings.
7.1.1.2. Adequate space for all work performed.
7.1.1.3. Adequate facilities for properly storing, segregating, and protecting materials, parts, and supplies so that work is protected from weather elements, dust, and heat.
7.1.1.4. Fire and Security Protection reference ACI Safety Manual
7.1.1.5. Adequate facilities to ensure workers are protected as to prevent impairment of their physical efficiency.
7.1.1.6. Suitable shop space for machine tools and equipment so that work is not done in an area that may contaminate other parts or processes.
7.1.1.7. Suitable areas for the largest items to be properly worked on under the repair station's ratings.
7.1.1.8. Suitable environmental controls for the work performed.

7.2 Procedures for Location, Housing or Facility Changes

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

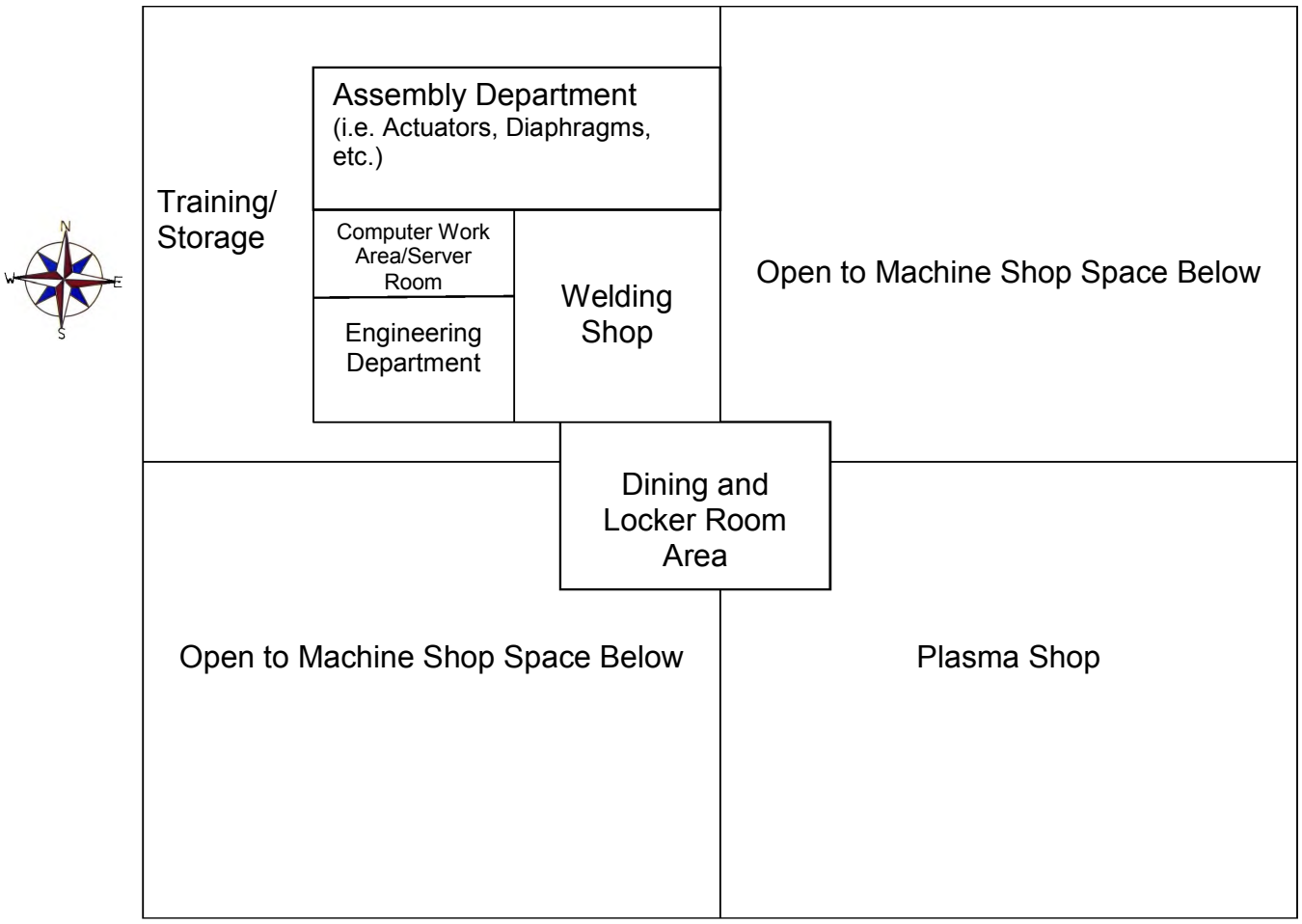
If the revision is found to impact on the repair station's ability to accomplish its work in accordance with the applicable FARs, a copy of the draft revision will be sent to the FAA for approval. After receiving FAA approval and any FAA-prescribed conditions or limitations that affect this repair station's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

7.3 Facility Plan



Total Square Feet (sq.ft.) for First Floor and External Buildings: Sq.ft. 76050

Total Square Feet of Second Floor is 34000.



The Aerospace Coatings International FAA Certificated Repair Station No. A9PR286X is completely housed in a Block building, with concrete floors.

All areas are heated and cooled except for plating bath areas.

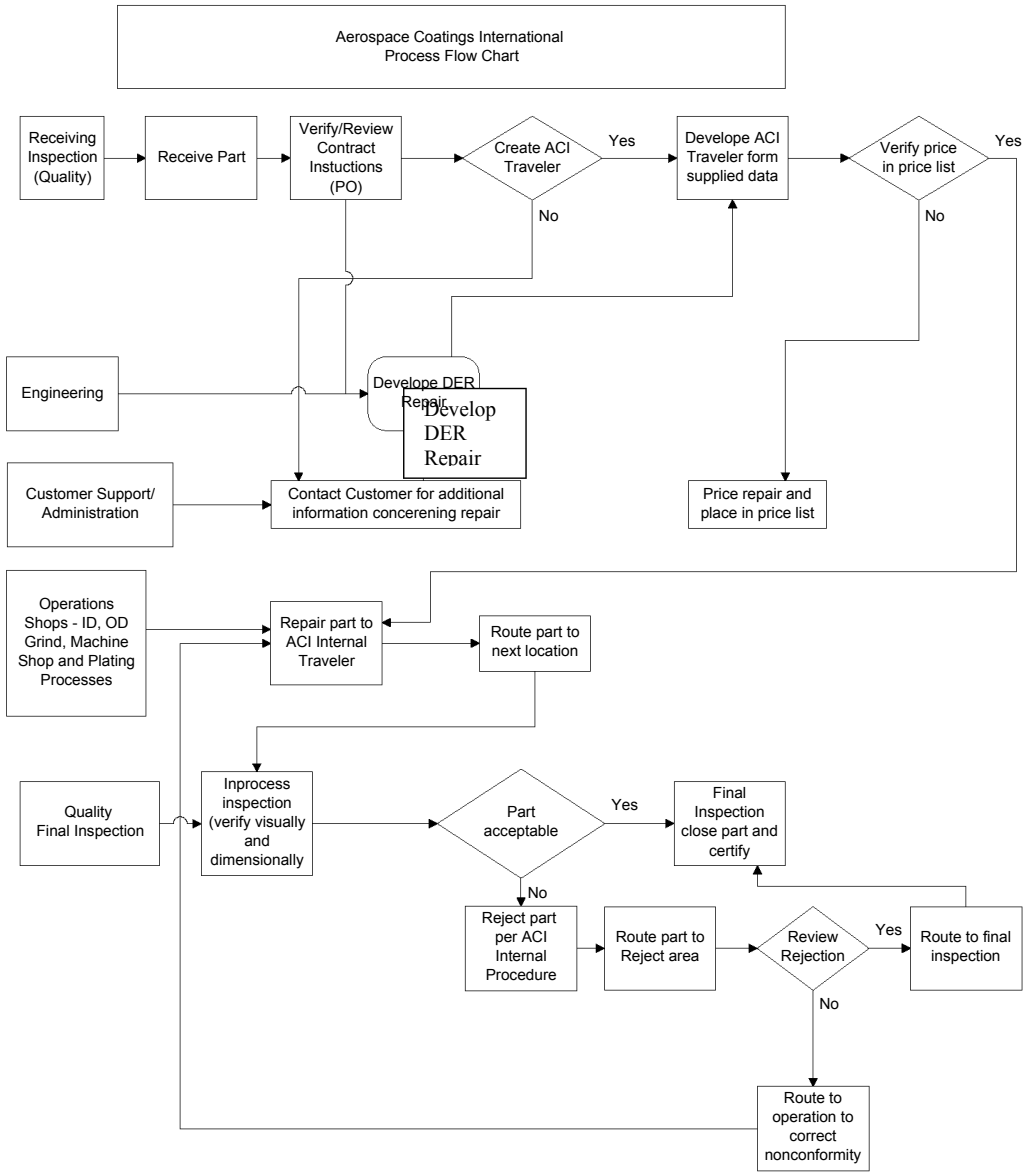
All lighting in shop areas is halogen and natural.

Any changes to the location or housing and facility must be approved in writing by Alabama Flight Standards District Office in Birmingham. (FAR Section 145.105)

It is the responsibility of the General Manager and Accountable Mnager to ensure that the repair station has adequate housing and facilities requested to comply with FAR Section 145.103.

Total Square Feet: 112,552
Note: The individual floor square feet is on pages 6-3;6-4.

7.4 Operations flow Chart



7.5 Equipment

ACI is a specialized services and maintenance repair station that utilizes standard grinding, machining and plating processes. The equipments used is generally is Jig Grinders, Cylindrical Grinders, Lathes and Milling Machines.

Maintenance process is performed by using OEM tooling or tooling that is acceptable by the FAA.
The hand tools used to dimensionally checks, the tools are Outside Micrometers, Inside Micrometers and Bore Gauges. There are other tools used to perform dimensional checks that are traceable in the calibration system.

ACI does not lease/rent any tooling, all hand tool is company owned.

7.6 Shelf Life Limited Consumable Material

Non-consumable materials are materials such as masking tapes, masking compounds, cutting coolant, grinding stones etc, materials that do no remain with or will be removed from the aviation article upon completion of the rework process. When non-consumable materials are received at this repair station, it is not necessary to verify shelf-life requirement or identify such materials.

Consumable materials are materials such as primers, paints, adhesives etc., materials that remain with the aviation article upon completion of the rework process. Consumable materials upon receipt shall be identify with a green label.

The green label contains the manufactured or ship date (depends on which one is required to reference to), the shelf life expiration date, and the initials of the person placing the label on the container, also tracking data shall be placed in the Chemical Tracking System to assure these materials can be pulled as needed.

The Purchasing Manager is responsible for monitoring all shelf life consumable materials.

Note: At no time, where out of date shelf-life materials to be used.

Section 8: **TRAINING**

8.1 General Program Description

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

All employees, including inspection personnel, shall receive training as determined necessary for the qualifications and performance of their work assignment. Initial and/or recurrent training may be required as determined by the nature of the work, the qualifications necessary for the position, experience, knowledge, certification, and previous training of the individual. Training may be on-the-job or by classroom instruction.
All employees shall receive continual on-the-job training on parts handling, cleaning, and identification; the requirements of this manual and standard practice manuals relating to their job assignment; the general policies and procedures of this repair station and the applicability of the FARs to the work performed by the repair station.

To support this process, this repair station maintains in its personnel records the basic qualifications, training, and experience of its maintenance technicians, supervisors, and managers. The records shall indicate the type of training method, duration of each session, date each segment or session was completed, the location of each session, any certificates received, completion or passage of any testing required, the name of the trainer or instructor and his qualifications if pertinent. Training will be recorded in the Training Manager Software for all personnel and maintained in the data base. Repairmen, Supervisory and Management Personnel resumes shall be documented on Form V and maintained in the Quality Managers office. However, any documentation establishing the information listed above may be used to determine an employee's qualifications for any job assignment.

Training Records (Training Manager Software Records) will be maintained as long as the individual accomplishes work for this repair station and for at least 2 years thereafter.

Maintenance of the Training Manager Software Record is the responsibility of the manager of the area to assure training records are up-dated after training is accomplished; it is the responsibility of Human Resources to assure the training recorded for new hires is created and completed (New Hire Orientation).

8.2 Procedures for Revising the Training Program

The repair station's Maintenance Training Program is a FAA-approved program, hence, all revisions must be approved by the FAA before implementation.

The Quality Manager is responsible for continuously evaluating the training program to ensure it meets all of this repair station's needs and the applicable FARs, the review shall be at least annually. If a change is required or desirable, the Quality Manager will develop a proposed revision to the training program and transmit it to the Accountable Manager for approval.

Once approved by the Accountable Manager, a copy of the draft revision will be sent to Alabama Flight Standards District Office for approval. Upon approval, the Quality Manager will create a final manual revision, taking into account any FAA recommendations or requirements. The revision will then be distributed in a manner similar to the distribution of this manual.
The Quality Manager is responsible for coordinating all revisions to this manual with the local Flight Standards District Office in accordance with Section 1, Prargraph 1.2.

Section 9:**QUALITY CONTROL SYSTEM**

9.1 Introduction and Basic Requirement for a Manual

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

9.2 Manual Distribution, Control, and Revision Process

Reference Section 1 Paragraph 1.2 for details.

9.3 Quality Control Procedures

9.3.1 Incoming Inspection of Material

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

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

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

9.3.1.2. Bar Stock shall be identified/tagged with a certification number (Purchase Order Number) and at any time the stock is used a Verification of Certified Material Sheet shall be completed and filed with the work order.

9.3.1.3. Multiple items received as lots shall be identified with a tracking number from the supplier (welding rods), buy tagging or stamping.

9.3.1.4. Shelf-life consumableitems will be identified at incoming inspection. The original manufacturer's expiration date will be marked on the material, and/or container.

9.3.1.5. For all Contract Maintenance Parts, the quality manager shall ensure purchasing personnel are trained, as needed, to perform the required receiving

inspections for all contract maintenance parts as received from outside vendors.

These trained individuals shall be added to the inspection personnel roster. At a minimum the following shall be reviewed:

9.3.1.6. Perform Visual Inspection to Verify work was performed as requested on the PO.

9.3.1.7. Verify certification (CofC and/or 8130-3) to the PO requirements requested

9.3.1.8. Match ACI shop traveler and part, and then route to next location.

Any material, part or component failing to meet the incoming inspection review shall be “red tagged” with a list of discrepancies. The Quality Manager will determine the final disposition of such articles and appropriate steps will be taken to correct the discrepancies or to dispose of the items.

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

9.3.2 Preservation and Storage of Aviation Parts

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

Verify if the part has any contamination. If the contamination cannot be removed the part shall be return to the customer for evaluation.

9.3.3 Processing Articles Received for Maintenance or Alteration

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

9.3.3.1. Evaluate the customer requirements and clarify with the customer any questions about the scope and type of work to be done, and what technical data are to be used to perform the work i.e. Airworthiness Directives, Service Bulletin's and DER repairs are accomplished.

9.3.3.2. Life Limited parts shall be identified by the customer, the cycle times supplied will be transposed on ACI's 8130 block 12.

9.3.3.3. Damaged Containers/ Parts as received:

9.3.3.3.1. During the receiving of parts at any time the shipping container is damaged. The carrier shall be notified during the receipt of the packages prior to signing for the package, if the damage was not noted at that time then pictures shall be taken prior to opening the shipping container.

9.3.3.3.2. Open shipping container verify contents to Purchase Order and any damage to the parts, if at any time the contents is incorrect or parts damaged the customer will be contacted and the parts shall be placed on hold until additional instructions from the customer.

9.3.3.4. Identifying Parts:

9.3.3.4.1. Once it is visually determined that the part is repairable and the customer paperwork matches, the part must be given an work order number generated by the system on our in-house Shop Traveler to maintain traceability.

9.3.3.4.2. The work order number shall be scribed on the part either mechanically or chemically to link the part to its respective shop traveler.

9.3.3.4.3. The identification number can also be derived as follows:

9.3.3.4.3.1. For single item purchase order, use our work order number as the identification number on part.

9.3.3.4.3.2. For multiple part purchase order, use our work order number along with a dash number (example: work order number XXXXXX has 4 parts so use XXXXXX-1, XXXXXX-2, XXXXXX-3, XXXXXX-4).

9.3.3.5. The work order number will be used as the tracking number of the Airworthiness Approval Tag (8130-3). Note: The exception to section 9.3.3.4.3.2 is if the customer hardware is identified with a serial number and can be tracked within ACI system using this serial number.

9.3.3.6. Check paperwork to determine if any incoming article may have been involved in an accident. If there is any question, consult with the customer. If the article may have been involved in an accident, include an inspection for hidden damage as described in this manual.

9.3.3.7. Any material, part or component failing to meet the incoming inspection review shall be “red tagged” with a list of discrepancies. The Quality Manager or his designee will determine the final disposition of such articles and appropriate steps will be taken to correct the discrepancies or to dispose of the items.

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

9.3.4 Preliminary Inspection:

9.3.4.1. Preliminary Inspection is performed during Receiving Inspections. The preliminary inspection consist of a visual for each part to assure the part has no detrimental damage that may affect the repair ACI is going to perform, a dimensional inspection may be required to verify damage. Once this process is complete the receiving inspector shall initial and date ACI's Shop Traveler verifying the preliminary inspection is complete.

9.3.4.2. A formal preliminary / teardown report is completed on the customer request during receiving inspection. The results will be noted on the appropriate form provided by this repair station, which will remain with the customer purchase order until it is approved for return to service. Preliminary report / teardown report will be maintained as part of the Quality record as required. If the customer's work scope is limited in nature, the Chief Inspector will determine whether the requested maintenance, preventive maintenance or alteration can be accomplished within the applicable data despite any other damage or discrepancies noted.

9.3.4.3. Technicians and inspectors are responsible for accomplishing preliminary inspection on the individual units during the process in accordance with customer instructions (purchase order).

If at any time the repair instruction does not reference a standard for ACI to perform work, ACI will assign an industrial standard to perform the work in accordance with.

9.3.5 Segregation and Handling of Parts:

9.3.5.1. The repair station shall appropriately tag and segregate the component parts.

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

9.3.6 Identification and Segregation Non-Conforming Hardware

This procedure is written to determine how to handle non-conforming customer supplied parts received for repair.

9.3.6.1 Non-Conforming, Non-Repairable Within the Repair Limits Set Forth by the Customer

Parts received for repair that are determined during any stage of rework non-repairable within the repair limit of the customer's instruction must be removed from the repair process. The operator must indicate on the Shop Traveler that the part is scrapped and place the part in the inspection room for verification so that the inspection department can identify the part with a reject tag, evaluate, and place on hold until further instruction from the customer. Reject tag must state the reason for rejection.

The Scrap Program Administrator shall be responsible for maintaining the scrap program.

Corrective Action Request Forms must be filled out on all parts received for repair that become non-conforming due to an error in this facility and are not repairable within the limits specified by the customer.
When determining the cause of non-conforming parts, the inspection department, at its discretion, shall review the process and operation the part went through, audit results, and any other records kept by this facility to help determine cause. Cause shall be written on the Corrective Action Request.

9.3.6.2. Non-Conforming, but Still Repairable Within the Repair Limits Set Forth by the Customer

This determination can be made by the operator, supervisors, or inspectors.
When this occurs, the operator, supervisor, or inspector must explain on the Shop Traveler the reason for reworking the part, send part back through the system for repair, and at his/her discretion initiate a corrective action.

9.3.6.3. Disposition of Customer Non-Conforming Parts

The rejected (red) tag non-conforming parts will be sent back to the customer for disposition. If the customer refuses to accept the part back, the non-conforming part will be destroyed or mutilated at this repair station. A record or log will be maintained in the Quality Manager's Office of any parts destroyed at this facility. It will indicate the part nomenclature, part

number, serial number, customer the part belongs to, and date mutilated.

9.3.7 Concessions

This facility does not make concessions on less than airworthy parts. Parts are either rejected or returned to customer as an acceptable part in accordance with customer instructions.

9.3.8 Hidden Damage Inspection

The Chief Inspector is responsible for assuring the Hidden Damage Inspections are performed as required. Before this repair station starts work, all units and components known to have been involved in an accident will be given a thorough inspection for possible hidden damage. Hidden damage inspections may also be generated by noted discrepancies during in-process inspection.

When a hidden damage inspection is required, it will be accomplished in accordance with the specific instructions provided by the applicable manufacturer of the article. The inspection will include areas adjacent to or likely to have been affected by the obviously damaged unit or component. The results of this inspection will be recorded on ACI's Shop Traveler, if there are any defects a non-conformance shall be documented and the customer contacted.

9.3.9 Final Inspection and Approval for Return to Service

Before generating FAA Form 8130–3, the appropriately qualified and certified inspector (see repair station roster) shall inspect the article and review the work order package to determine whether:

9.3.9.1. The work was accomplished in accordance with the work scope requested by the customer and conforms to the required specifications and acceptable quality standards.

9.3.9.2. Each task has been accomplished or determined to be non-applicable to the work scope requested and the technician's signature or initials indicate that the task has been accomplished on the appropriate work order package document.

9.3.9.3. Transposing data from ACI Shop Traveler to customer work sheet (Routers, Travelers and etc.). Customer work sheets shall be stamped by the final inspector verifying the required steps have been completed as required. The transposing of data from

ACI Shop Traveler to customer's work sheets shall only be performed as requested. ACI Quality Record of work performed is ACI Shop Traveler.

9.3.9.4. Each inspection required by the work order package has been satisfactorily completed and recorded on the applicable document.

9.3.9.5. Any discrepancies shall be handled in accordance with this manual.

Once the final inspection is complete, the shop traveler shall be signed, stamped or initials and appropriate description of the work performed shall be entered in FAA Form 8130–3 and a person authorized and listed on the repair station roster to approve articles for return to service for the repair station shall sign the form. The FAA Form 8130-3 shall clearly state in Block 12 the general scope of work performed, reference the principal documents used to perform the work.

Additional information in block 12 is: For EASA Customers the following applies:

9.3.9.1. Certifies that the work specified in block 11/12 was carried out in accordance with EASA 145 and with respect to that work the aircraft component is considered ready for release to service under the EASA Acceptance Certificate No. 4565

The customer will receive the original FAA Form 8130–3 and as required Tear Down Report or Preliminary Report.

9.3.10 Process for Ensuring Continuity of Inspection Responsibility

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

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

To ensure continuity of inspection, no maintenance or alteration may be accomplished following any item needing an in-process inspection until the inspection has been accomplished and the results found acceptable as evidenced by the inspector's stamp, initials or signature.
The repair station will perform work steps in sequence. If work out of sequence is contemplated, an appropriate review will be made to ensure that the airworthiness of the article will not be affected.

9.3.11 Turn Over Process

If at any time when overlap of work is necessary, both the outgoing and incoming parties shall have a face to face verbal dialogue on the activities need to be completed and the current status of of work. This turn over process shall include review of Shop Traveler, machining, plating or inspection process.

9.3.12 In-Process Inspections

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

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

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.

9.4 Equipment, Materials, and Technical Data

9.4.1 General Requirements

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

The equipment used to make airworthiness determinations will be calibrated according to the procedures described below.
This repair station will maintain current and accessible at least the following materials and technical data pertaining to the performance of any work under the Repair Station Certificate:

9.4.1.1 Maintenance manuals, (supplied by customer)
9.4.1.2 Overhaul manuals, (supplied by customer)
9.4.1.1. Standard practice manuals, (supplied by customer)
9.4.1.2. Service bulletins (supplied by customer)
9.4.1.3. DER Repairs (as approved by the customer)

If ACI is not on the distribution list for the above data it is the responsibility of the customer to supply the applicable data to repair the component. The customer may only supply the repair section for that part's, also the customer must state the Revision of the latest Tech Data on the Purchase Order. If at any time the Revision Status of the Tech Data is not on the Purchase Order the customer shall be contacted to assure the revision status is current. The customer must reply in writing as this document will become part of the Quality Package. Tech Data shall be verified for current revision status during Receiving Inspection to the Purchase Order and data supplied.

Whenever a manufacturer updates its manual, the technical data will be updated in accordance with the manufacturer's instructions.
Whenever a new article is introduced for maintenance, preventive maintenance or alteration, the Quality Manager will ensure the currency of the technical information required to perform the work.
In addition, this repair station will use those equipment, materials, and tools recommended by the manufacturer of the articles or equipment, materials, and tools equivalent to those suggested by the manufacturer. It is the responsibility of the Engineering department to determine equivalency and document that determination.

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

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

The tools and equipment used by the repair station are available for review by the FAA personnel. A list of calibrated tools and equipment are kept as delineated elsewhere in this manual.
No work is commenced, continued or completed without appropriate materials being used.

See Appendix B, ACI Procedures and Processes, for the applicable ACI internal procedures to be used in the event the customer supplied information does not include this information.

9.4.2 Calibration Policy and Procedures

The Calibration Technician is responsible for ensuring all calibrated tools are maintained.

Tools and equipment used by this repair station to determine the airworthiness of a part during maintenance, preventive maintenance, or alteration will be subject to periodic checks and calibration. All calibration standards used are traceable to the National Institute of Standards and Technology (NIST) standards.
All calibrated hand tools are company owned, there are no personnel tools allowed.

No person may use any tool or equipment to determine the airworthiness of any part unless it has been appropriately calibrated and labeled in accordance with the following procedures. Each tool or equipment used to determine the airworthiness of any part must be calibrated according to the procedures and at the intervals prescribed by the manufacturer of the tool or equipment. Calibrated tools/equipment will have a calibration sticker (see Forms Manual for example of Label).

Frequency of any check or calibration may vary depending upon the use of the tool or equipment. Therefore, the interval shall be listed for each tool or equipment as required per ACI Internal Procedures or as recommended by the manufacturer of the equipment. Micrometers, calipers, height gauges, and similar equipment may be checked prior to use against test blocks traceable to NIST.

It is the responsibility of the Quality Manager to keep all M & TE and measuring standards up to date. A master list of M&TE is maintained on computer.

All calibration record shall be kept on file for a period not less than 24 months.

It is the responsibility of the General Managerto update, as necessary, any outdated test equipment.

9.4.2.1. Calibration Status

All measurement standards are labeled to indicate calibration status. The label identifies the specific date calibrated (day, month, year) and the due date.

When it is impractical to apply a calibration sticker directly to the item (i.e. gauge blocks) the calibration sticker is affixed to the instrument container. At no time shall a Calibrated tool that is out of calibration be used.

New items that are received with a certificate from the manufacture shall be issued with the calibration sticker stating the due date from the manufacturer; this only applies for items that require outside calibration.

9.4.2.2 Intervals of Calibration

All the M & TE and measurement standards used in the repair station are recertified at least annually. However, all micrometers used in this repair station are recertified at least twice annually.

All internal micrometers and bore gauges in the inspection department are calibrated daily prior to final inspection.

To assure that these micrometers are checked at least twice annually (whether they are used daily or not) they must be labeled (certified) at least twice annually.

Bore gauges are reset each time a different measuring dimension is required.

All calibration control tools and equipment are identified with a unique system generated number. The number is used to reference toos/equipment listed on the master list.

Intervals of calibration may be shorter if a tool/instrument is found to out of tolerance during the calibration process. The history (past calibration records) of the tool must be reviewed prior to shortening the calibration schedule. If the history of the tool shows the tool fails to meet requirements or needs adjusting on a regular basis, the tool will need to be red tagged and removed from the calibration system.

A due date may be lengthen if at any time the Master is out for calibration and the records indicates the tool consistently falls within the calibration requirements.

9.4.2.3. Calibration Procedures

All internal micrometers are checked for accuracy by using a certified standard ring gauge.

These instruments are tightened in the ring gauge by turning only the ratchet on the handle. Check for repeatability to the applicable ring gauge.

All outer diameter micrometers are checked for accuracy by using a certified standard gauge block. These instruments are tightened against the gauge blocks by turning only the ratchet on the handle. Check in three sizes. (i.e., 0”, 1”, and 3”. Check for repeatability.)

Bore gauges are calibrated by using a certified outer diameter micrometer. Check for repeatability.

All electrical current checks are made with a multimeter that is calibrated and traceable to N.I.S.T.

All temperature recording (i.e. oven and water temperature) is performed using a multimeter (with a thermocouple attachment) that is calibrated and traceable to N.I.S.T.

Procedures used to calibrate ACI non-destructive testing penetrant line equipment can be found in ACI Penetrant Inspection Procedure. This procedure complies with ASTM E 1417.

Indicators shall be mounted in a stand and checked for repeatability by placing a needle against a certified height gauge and repeating three times.

9.4.2.4. Calibration Records

A schedule of due dates for all M & TE and measurement standards shall be maintained in the Inspection Department at the repair station. Thiscalendar shall reflect the description of what is to be calibrated or tested, a due date, and any action taken. Any calibration certificates shall become part of the record. These records shall reflect the adequacy of the calibration system and shall be kept for a minimum of 3 years.

A master list of all gauges and test and measuring equipment is kept on file (computer copy). This list consists of ID number (when applicable), type of device, frequency of calibration, method of calibration, acceptance of accuracy, and location.

Certificates of compliance shall include the date of test, results, due dates, and inspector.

9.4.2.5. Environmental Controls

All ring gauges and gauge blocks used in the inspection department shall be stored in a clean, ambient air environment. All micrometers used for final inspection shall be kept in a clean, ambient air environment. All inspection is done in ambient air.

9.4.2.6. Out of Tolerance Condition

All micrometers found to be out of tolerance shall be recalibrated prior to use.

All of the M & TE and measurement standards that are out of tolerance and cannot be readjusted are tagged as out of tolerance and not used in the repair station. A reject tag is attached to the measuring device stating the calibration problem. Only once it is recertified can it be used in the measuring and testing procedure.

Any parts suspected to have been checked and certified with an out of tolerance instrument shall be rechecked.

9.4.2.7. Calibration Sources
Any M & TE and measurement standard sent out for calibration are calibrated by a facility utilizing measurement standards whose calibration is traceable to the National Institute of Standards and Technology. (A list of outside suppliers is available at the Repair Station)

9.4.2.5. Known Uncertainty of Measurements
All standards and test equipment must have a more stringent level of known uncertainty than the actual measuring or testing requirements of the part being certified.

A tool or equipment may be used until the last day of the month indicated on the label. To eliminate any confusion, all precise measurement equipment that does not require periodic calibration will also have a label marked NCR (No Calibration Required).

The Quality Manager will track all tools and equipment by their repair station identification number and calibration due date. A list of items that are due for calibration will be distributed to all supervisors of work that requires such tools or equipment, who will notify the affected technician or inspectors. It will be the responsibility of each technician and inspectors to ensure that tools or equipment that do not have the appropriate calibration sticker are not used. If a calibrated tool is lost or cannot be found the Quality Manager will identify the tool lost in the computer. The

Quality Manager will issue a report to the Manager of the area to assure the tool is not used if found.

Items that require calibration will be sent to the stockroom for calibration. The Quality Manager is responsible for ensuring tools/equipment is sent to the appropriate facility for calibration. Storage of tools/equipment requiring calibration will be separate from those that are properly calibrated. After the item is calibrated and the proper records are obtained the Quality Manager will affix an updated label. The Quality Manager retains the calibration report.

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

9.5 Major Repairs and Major Alterations

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

If a new repair is needed, the engineering department will create the repair and categorize it as either major or minor. Engineering will then create the Engineering Substantiation Report (ESR). See Appendix B, ACI Internal Procedure SEP-1.001 for further details.

If the repair is classified as major the repair will be sent for DER approval.

If the repair is classified as minor, it only requires ACI approval.

Per CFR 43.13(b), records of major repairs will be included on the customer's Work Order and include the information required by CFR part 43, Appendix B in lieu of Form 337 unless otherwise requested by the customer.

This repair station will use CFR Parts 1 and Part 43, Appendix A as guidance to determine if a repair/alteration is classified as major or minor. .

9.6 Contracting Maintenance Functions

9.6.1 Contracted Maintenance Functions

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

9.6.2 Contracting Maintenance Functions

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

A list of maintenance vendors that accomplish functions under contract for this repair station, including the name and type of certificate and ratings, if any, is maintained by the Quality Manager or designee. The Quality Manager or designee will audit all subcontractors before use and then on a regular basis. The audit shall be conducted by mail or in-person according to the type of work being performed, the type of certificate held by the contractor, and the amount of inspection accomplished during incoming inspection of the article at this repair station. The results of those audits are also maintained by the Quality Manager or designee.

For all Certificated contractors surveillance shall be performed at a minimum of two years interval.

Non-certificated contractors shall be performed on a one year interval.

When performing on-site surveillance of non-certificated vendor, the audit shall be specific to the type of work being performed by the contractor on behalf of this repair station. This is to determine if the contractor has a quality control system in place and is following the procedure when performing the contracted service. The audit shall also verify if the contractor has the facility, necessary tools, equipment, personnel, knowledge and approppricate technical data to complete the work for which it is contracted to perfrom.

Form QC031 Critical Vendor Evaluation and Audit Check list shall be duly filled for each surveillance audit performed.

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

9.7 Corrective Action Procedures

The accountable manager is responsible for the corrective action system. There are two times when corrective action is appropriate under this repair station's system:

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

Whenever an inspection or work scope determines that a maintenance step or function has been accomplished incorrectly, the work will be repeated and inspected to ensure proper completion. The process will be reviewed to ensure that the improper work was not the result of a deficiency in facilities, equipment, tooling or material. Although this review will not be documented,

it will be the responsibility of all personnel to bring any deficiencies to the immediate attention of the Accountable Manager.

This procedure establishes a system for recognizing and taking action on conditions that have or could result in sending out repaired work that does not meet the quality assurance provisions specified by the customer or repair manual.

The root cause is determined by the utilizing the 5Why.

The procedure contained herein establishes the minimum requirements for employing Corrective/Preventive Action. Corrective action is used to identify and record any problems related to the product, processes, or quality system. The following is written to specifically address the conditions that may exist and require corrective action.

Any supplies or services received that do not meet the requirements of the Purchase Order shall be returned to the vendor. A Corrective Action Form must be filled out for all unacceptable supplies or services.

During an in-process or final inspection, any procedure found to have violated the established repair limit, or specified process shall constitute corrective action. A Corrective Action Form can be initiated by any employee.

Any repaired part returned to this facility by the customer for a non-conformance caused by this facility will also require completion of a Nonconformance Report Form by the inspection department, General Manager , or Quality Manager.

This facility will respond within 10 working days back to the customer concerning formal customer complaints. A formal customer complaint is when the customer sends a corrective action request form with the part or request corrective and/or preventive action.

A copy of any written customer complaints must be attached to Corrective Action Request Form and maintained on file in the office of the Quality Manager for a period of 2 years.

9.7.3 Corrective Action Process

A Corrective Action Request (CAR) Form must be completed when corrective/Preventive action is required. Note: Corrective actions (Specific action only) shall be taken on internal non-conformances.

Corrective/Preventive Actions audit findings, Customer Complaints and items identified during the Management Review Meetings that shall require Corrective/Preventive Action. Audit findings and problems identified during the management review shall have a review/investigation period of 30 days and an extension may be granted as required.

When determining Corrective Action, action shall be to a degree that is appropriate to the magnitude of the problem. Risk of further problems that may arise due to the Corrective Action must be considered. If the magnitude of the problem appears to be systemic, all of the customer's same parts in process will be re-inspected.

It is up to the discretion of the Quality Manager or the General Manager to make this assessment. However, if the magnitude of the problem requires a procedural change or an additional procedure, the procedure must be approved by management.

Corrective Action Request Forms must include the following:

9.7.3.1. Responsible party,
9.7.3.2. Reason for rejection,
9.7.3.3. Cause of discrepancy of non-conformity (to be determined during the investigation of causes and documented on the Corrective Action Request Form).
9.7.3.4. Corrective Action taken to correct specific problem,
9.7.3.5. Preventive Action taken to prevent recurrence.

9.7.4 Review of Corrective Action Request Forms

A periodic review of the completed Corrective Action Request Form is required at least annually to establish any patterns or problems that might exist and to review its effectiveness. This review must take place during the annual Management Review Team meeting and recorded on the Review of Quality Records Form.

9.7.5 Preventive Action

To detect, analyze, and eliminate potential causes of non-conformity, the Management Review Team shall use, but not be limited to, procedures, work instructions, audit results, quality records, history of past problems, and reasons for customer complaints.

Initiation of preventive action is by the use of the Corrective Action Request Forms. Once these have been implemented, the form must be signed by the Quality Manager or the General Manager.

As stated in 8.1, Corrective Action Request Forms are reviewed at least annually. The Management Review Team uses information such as completed Corrective Action Request Forms, internal audits, and any other information deemed necessary to determine the results of the corrective and/or preventive actions are effective.

9.7.6 Review of Preventive Action

It is left to the discretion of the Management Review Team during the annual meeting to determine any needed changes to an existing procedure or any new procedures which need to be written in order to deal with any problems requiring preventive action.

Any procedures revised and any procedures which are written and reviewed according to this facility's Quality Document and Data Control Procedure.

Follow-up shall be performed within 60 days of the implementation date to assure the effectiveness of preventive action taken. This is the responsibility of the Quality Manager.

Records

9.7.7 Corrective Action Request Forms are considered quality records. They shall be maintained by the Quality Manager for 2 years.

Any changes to a procedure due to Corrective and/or Preventive Action shall be made according to this facility's Quality Document and Data Control Procedure. Changes to procedures must be approved by the Management Review Team.

Whenever it is discovered that an improper maintenance, preventive maintenance or alteration action was approved for return to service, this repair station will immediately rectify the situation with the customer. Additionally, the repair station's Accountable Manager will determine whether the incident should be reported to the FAA under the Voluntary Disclosure procedure contained in Advisory Circular 00-58 (as revised).

9.8 Forms

All forms used to process work through this repair station are controlled and maintained current. From time to time, the forms are updated to incorporate additional or different information or to provide for easier completion.

The actual forms and the method for completing them are contained in the Repair Station Forms Manual.

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

9.9 CONTRACT REVIEW PROCEDURE

9.9.1 Responsibility

The Inspection Department is responsible for review of a contract/purchase request prior to accepting or declining the request.

9.9.2 Requirements of a Contract

The customer must adequately define in a contract what work is to be performed (i.e. plate, grind, etc.).

9.9.3 Process of Evaluation

If the contract involves valve bodies, actuator covers, landing gear tubes, or other parts that the repair station currently repairs, the only consideration will be turn-time.

A review of the repair station's current work load will determine if the contract's required turn-time can be met.

If a contract involves parts that are not done on a regular basis in the repair station, then the following requirements must be met:

9.9.3.1. Proper equipment to perform work must be available.

9.9.3.2. Adequately trained personnel must be available.

9.9.3.3. Proper measuring and testing equipment must be available.

9.10 Discrepancies/Clarifications of Customer Requests

9.10.1 Contact Customer

If there are any discrepancies between the customer request and the tender to be submitted, it is the responsibility of the General Manager to work out the differences with the customer.

If there are any clarifications needed in determining or interpreting a subjective element to a customer's request (including referring to a standard), it is the responsibility of the General Manager to clear up the matter prior to accepting the job.

9.10.2 Keeping Customer Informed

Customer Service Department will send FYI emails to customers in certain situations but not hold the part for approval under the following:

9.10.2.1. Request CMM/ technical data revision status / information

9.10.2.2. Repair history indicates we have used ACI DER/ERI repairs on specific part number which we notify the customer we will repair IAW the following if not listed on the PO

9.10.2.3. Typo in the ATA listed on PO – look at history for part number and update stating this is the CMM used in the past

9.10.2.4. Minor damage on part outside of the repair area so there is record this part was received with the damage

9.10.2.5. Missing piece parts to be installed before shipping (example – customer supplied bushings)

9.10.3 Forms of Contracts

A contract may be a formal written request or a verbal request to repair specific parts.

Verbal agreements will be documented through a written purchase request or a Verbal Customer Request Verification Form. E-Mail is also an acceptable means of contract revisions.

9.10.4 Amendments to the Contract

Any amendments to the contract must be attached to the contract (purchase request) and noted on work instructions before the parts are released to the shop.

9.10.5 Acceptance of Contract

Once the signature of the General Manager, Quality Manager or Inspection personnel is placed on the master copy of the work instruction (Traveler) and the shop's copy of the traveler has been stamped or initialed in the pre-inspection section, the requirements of contract review is met.

9.10.5.1. Verify that the work required is within the authority of this repair station as defined in its ratings and Operations Specifications. This repair station will also

verify that it has the appropriate housing, facilities, equipment, personnel and technical instructions available to perform the requested work. However, the regulations allow this repair station to arrange the performance of maintenance, preventive maintenance and/or alteration with another person under the provisions of this manual. FAA approval of new articles is ACI Capabilities manual.

9.10.5.2. Verify required parts and materials are available.

9.10.5.3. Verify all required technical data are available and current.

9.10.5.4. Generate an internal shop traveler for the article. As applicable, the shop traveler shall indicate the work order number, the customer's name, article name, article number, article serial number (tracking number), and a general description of the work scope requested by the customer.

9.10.5.5. Generate (manually or by computer) a Shop Traveler to document the work performed for any customer under the repair station's certificate. Each work order will be a consecutively numbered document, and the number will be used as reference for all maintenance, alteration or inspections performed on the article received. The work order number is generated through the work order computer generated. The next available number is assigned to the work order and is etched or tagged on the part.

9.10.6 Contractual Records

Purchase requests (contracts), written or verbal verifications are stored together with the respective quality records for 2 years.

9.10.7 Exchange Program

As requested by customer, ACI shall provide a duly certified replacement part in lieu of the original part received from customer. This shall be handled as per applicable ACI procedure SQP 1.009.

Section 10:**PROCEDURES FOR WORK PERFORMED FOR PARTS 121, 125, 129, 135 OPERATORS**

10.1 Standard Performance Requirements

10.1.1 General

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

10.1.2 Compliance

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:

10.1.2.1. Ensuring that all air carrier and commercial operator customers are aware of the manuals and procedures used to perform maintenance on articles sent for maintenance, preventive maintenance or alteration.

10.1.2.2. Documenting in the Work Order Package any special instructions received from the air carrier or commercial operator to perform maintenance, preventive maintenance or alteration on its articles.

10.1.2.3. Asking all new air carrier or commercial operator customers to provide on its purchase order or repair order the exact information to be used in performing maintenance, preventive maintenance or alteration on its behalf; if at any time the instruction is not proper on the purchase order or repair order, the Quality Manager will contact customer service to request an amendment or additional instruction.

10.1.2.4. Keeping a record of all communications in the work order file.

In addition, through audits by the air carriers and commercial operators, this repair station will ensure continued compliance with the customer's requirements with respect to recordkeeping, training of personnel and other matters covered by the customer's maintenance manual procedures. The Quality Manager is responsible for the records and assuring the proper technical data is on file.

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 administration for resolution with the customer.

Section 11:**RECORDS AND REPORTS**

11.1 General Policy

The Quality Manager is responsible for maintaining the records. A detailed record of all work performed by the repair station shall be maintained for each article undergoing maintenance or alteration. The description of the work performed shall be set forth in the work order package documents. Records typically in a quality package are Traveler, 8130-3, copy of applicable repair(s) from OEM, Component Manual, approved repairs and a copy of Customer Purchase Order.

All steps in each work order package document shall be completed or determined to be inapplicable to the scope of work requested by the customer. If any steps that are on standard forms are found to be inapplicable, they will be crossed out (lined through); initial and date by the individual making that determination. Documents will be completed by the persons performing each work step described. Completion of a work step will be indicated by the person performing the step initialing, signing or stamping the appropriate place on the document. Inspectors shall indicate the acceptance of the work or inspection performed by affixing their initials, signature or stamp shop traveler package document.

All records of work performed, including records of work performed by outside sources, shall be retained in the work order package file for not less than 2 years following the date of the work being completed, unless customer contract request otherwise.

The records are maintained in an active file for 2 years.

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

Form supplied to the customer, required customer forms and 8130-3.

11.2 Assignment of Stamps

Stamps will be issued and controlled in the following manner:

11.2.1 Issuing Stamps

11.2.1.1. The stamp form shall include a legible impression of each stamp issued, the name and the signature of each employee that is issued a stamp.

11.2.1.2. In addition, signatures indicate acceptance of responsibility for control of the stamp in question.

11.2.1.3. Stamps are to be secured at all times, even after the end of a shift, in order that use of a stamp is not possible except by the person to whom it is assigned.

11.2.2 Controlling Stamps

11.2.2.1. The Quality Manager will be responsible for the control of all stamps and the stamp roster.

11.2.2.2. The Stamp Roster shall include the printed name, status and date of issue for all employees issued a stamp.

11.2.2.3. Upon the resignation or retirement of an employee, the stamp assigned to that employee shall be destroyed and the roster revised.

11.2.2.4. If a stamp is lost, then it is the responsibility of the employee to whom the stamp is issued to notify the Quality Manager so that the roster(s) may be revised.

11.2.2.5. Each stamp will have a unique design to identify employees accepting products.

11.2.2.6. Duplicate stamps will not be issued.

11.2.2.7. A roster of “out of service” (obsolete/misplaced) stamps will be retained for reference purposes.

11.2.2.8. Annual yearly stamp verification will be performed to ensure legibility and control.

11.2.2.9. If at any time a stamp is found to be illegible, the stamp shall be destroyed and replaced with a different number.

11.3 Recordkeeping System and Procedures

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

11.3.1 Tear Down Report (if requested by the customer)
11.3.2 Preliminary Report (if requested by the customer)
11.3.3 ACI Traveler - Documentation of interim steps, particularly in-process inspections
11.3.4 Records (tags) for parts,
11.3.5 Release documents, and
11.3.6 FAA forms (e.g., Form 337, Form 8130–3, Form 8120–11).

11.4 Reports of Defects or Un-airworthy Conditions – Service Difficulty Report (SDR)

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

The Quality Manager is responsible for the proper and timely filing of reports on serious defects and recurring un-airworthy conditions. These reports will be made within ninety-six (96) hours after discovery on a form and in a manner prescribed by the FAA and customer. The report will be made on FAA Form 8070-1 Service Difficulty Report (SDR) and describe the defect or malfunction completely, without withholding any pertinent information. The 8070-1 SDR shall be forwarded to Oklahoma City via email (http://av-info.faa.gov/SDRx/') .

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

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

11.5 Report Suspect Unapproved Parts (SUP)

If at any time within the repair process a possible SUP part is identified it will be routed to the Quality Manager to review. It is the responsibility of the Quality Manager to report suspect parts through the Aviation Safety Hot Line Program Office and the respective owner of the part. Although reports may be submitted in any format, the public is encouraged to submit a SUP report on FAA Form 8120-11. A copy can be access an electronic copy of the form at http://www.gov/aircraft/safety/programs/sups .

Training for SUP items: at a minimum the Receiving and Final inspection shall receive SUP Annual Training.

Section 12:**CAPABILITIES**

12.1 Establishment and Revision

This repair station may perform maintenance, preventive maintenance, or alterations on the process listed in a Capability List. The Accountable Manager is responsible for ensuring that this repair station's Capability List is consistent with the repair station ratings.

12.1.1 Capability Establishment

Before placing a process on the Capability List, the Quality Manager will:

12.1.1.1. Determine that the article is within the scope of the repair station's ratings.

12.1.1.2. Perform a self-evaluation to determine that this repair station has the appropriate housing, facilities, equipment, material, technical data, processes, and trained personnel to perform the work on that article as required by Part 145.

12.1.1.3. Document the results of the self-evaluation assessment.

12.1.1.4. Keep a copy of the self-evaluation assessment on file. Reference Capabilities Manual for additional instructions.

12.1.1.5 Parts that are not received for work after a period of 36 months, a self-evaluation assessment shall be performed to ensure that the necessary housing,facilities,equipment,material,technical data, processes and trained personnel are available.

12.1.1.6

A copy of this assessment shall be kept on file.

12.1.2 Revision

The revision procedure is described in Section 6.0 of the repair station capability list manual.

The Accountable Manager, or in his absence, the General Manager will review and approve the evaluation before establishing or revising the Capability List. The Capability List is a controlled document, and once an initial list or revision has been approved by the Accountable Manager it will be forwarded to the FAA by electronic means or mail within five (5) days of creation of revision.

Any time a process needs to be removed from the capabilities list a letter shall be written to the FAA stating which process(s) are being removed and update the capabilities list accordingly.

Section 13: **APPENDICES**

APPENDIX: A

Fabrication Quality Control System (FQCS)

APPENDIX: B

ACI Procedures and Processes