* 1. **Scope of Repair Station Operations**
     1. Aircraft and component maintenance, inspection and alteration services are offered to customers of KINGS AVIONICS, INC. On demand (AOG) services are also available at the request of KINGS AVIONICS, INC. customers. Aircraft and component maintenance and alterations shall only be performed within the scope of the Repair Station operation specifications.
     2. Maintenance and alterations performed by the Repair Station are divided into two categories**:**
        1. ***On-Wing***; aircraft brought to the Repair Station for routine/non-routine maintenance and alteration.
        2. ***Off-Wing***; aircraft accessories and components delivered to the Repair Station for routine/non-routine maintenance and alteration.
     3. **Customer Sales**
        1. Aircraft, accessory, and component maintenance, inspection, or alterations, are solicited by KINGS AVIONICS, INC.
        2. The scope of work is defined in a sales Proposal, and offered to the customer for review and approval. All terms and conditions of the proposed maintenance or alteration and scope of work are communicated to the customer during the Proposal process.
     4. **Repair Station Work Order System**
        1. **Accessories/ Appliances/ Parts**
           1. KINGS AVIONICS, INC. Sales department receives a requirement initiated by the customer, which in turn, initiates a requirement for the Repair Station.
           2. Aircraft accessories and components are routed to the Repair Station for maintenance or alteration, or to approved suppliers.
           3. The Work Order Traveler is used to document all maintenance and alterations accomplished on components. A complete overview of this and other forms used in the maintenance and alteration of components may be found on the KINGS AVIONICS, INC. computer system (system of record).
           4. Following the completion of maintenance and alterations to accessories and components to customer requirements, the article is appropriately packaged and shipped to the customer.
        2. **Aircraft**
           1. The Work Order is used to identify the aircraft owner/operator, the aircraft or component information, and the part under which the aircraft is being operated when applicable (i.e., §91, §121, §135). The signed copy of the Customer Authorization form constitutes a binding contract between the Repair Station and its customers.
           2. The remainder of the work order system, tags, forms, etc., is generated as needed based on the known scope of work, as well as work that arises from other maintenance and/or alteration activities. The entire library of forms and instructions for their use is accessible through the KINGS AVIONICS, INC. intranet.
     5. **Materials and Material Handling**
        1. **Procurement**
           1. Parts and materials used in the maintenance, inspection and alteration of aircraft and/or components are procured through the KINGS AVIONICS, INC. Parts Department, which is comprised of material handlers, parts expediters, and purchasing personnel. All parts and material requests are facilitated through the use of Purchase Orders.
        2. **Receiving Inspection**
           1. Parts and materials used in the maintenance, inspection and alteration of aircraft are received into each facility at established Material Receiving areas.
           2. All parts and materials are subjected to a receiving inspection, which consists of a review of the documentation supporting airworthiness, and a state of preservation and/or visual inspection to determine whether the part or material was received in acceptable condition. All receiving personnel are specifically authorized by the Repair Station to perform this task. A list of authorized personnel is maintained in current status at all times, and is available for review by all Repair Station personnel and regulatory authorities.
        3. **Parts Handling and Storage**
           1. Materials which are purchased for use in the performance of maintenance, inspection and alteration of aircraft and/or components and aeronautical articles, are stored in dedicated areas. These areas are secure, and only authorized persons are allowed entry. The storage areas are equipped with shelving and other storage and containment devices. Once issued, parts and materials are identified to the respective aircraft and/or components for traceability, and are protected against damage and deterioration during the maintenance operation, and may be stored in locations at the aircraft and/or components.
           2. Materials, which are subject to Electrostatic Discharge Safety (ESDS), are handled, packaged and protected such that damage does not occur during storage and handling. Special calibrated ESDS packaging tables are used during the receiving process to ensure product integrity.
     6. **Repair Station Manuals**
        1. Compliance with federal regulation and the achievement of business goals and objectives is facilitated through the use of the policies, procedures and forms contained in the Repair Station Manual (RSM), Quality Control Manual (QCM), and Forms Manual (FM). The RSM/QCM/FM library of manuals is utilized by all KINGS AVIONICS, INC. operated FAA approved repair stations.
        2. The RSM and QCM provide guidelines and work instructions for both regulated and non-regulated elements of repair station operations. Where a process control is required to ensure compliance, a procedure will invoke the use of a form whose purpose is stated, and instructions for its use are given.
        3. The RSM and template versions of its forms are available to all KINGS AVIONICS, INC. employees through the KINGS AVIONICS, INC. intranet.
     7. **Technical Data**
        1. All maintenance, inspection, and alterations performed by the Repair Station are accomplished using FAA accepted or approved technical data, including; manufacturer’s maintenance manual or Instructions for Continued Airworthiness (ICA), Service Bulletins, and FAA Airworthiness Directives.
        2. The Repair Station maintains or has direct access to a library of current technical data provided by the manufacturers of aircraft and/or components and other aeronautical articles. Subscription services are maintained where applicable. For those manuals or technical data which are not subscribed, the Repair Station will access the necessary data through the manufacturer as required. Whether subscribed on unsubscribed, the Repair Station and its personnel shall ensure that applicable and current data is used.
     8. **Documentation of Work Performed**
        1. All maintenance and alterations accomplished by the Repair Station are documented on the appropriate Repair Station forms. All work is detailed on the appropriate form, and includes the name of the employee performed that work, and the date it was accomplished. Reference is made to the technical data that was used to accomplish that work. Drawings, schematics, parts and material certification documents are attached as witness to the work performed.
     9. **Electronic Recordkeeping**
        1. The Repair Station utilizes an electronic Enterprise Resource Planning (ERP) system approved by the Operations Specifications to supplement its recordkeeping system of record creation, record storage, and record archiving and retrieval.
        2. System security includes user authentication (certificate) and 128 bit encryption of data transfer/sharing between users, internet/intranet firewall, and system mainframe.
           1. All users of the ERP are limited in access by permissions and security authorizations.
           2. User roles define access authorizations and limitations.
           3. KINGS AVIONICS, INC. issues unique User ID.
           4. User created password (encrypted).
     10. **Digital Electronic Signature**
         1. KINGS AVIONICS, INC. is presently developing a digital electronic signature system to denote approval, acceptance, or accomplishment of business processes, including documentation of work performed, and inspections of that work. Until this system receives the approval of FAA/Flight Standards District Office, the Repair Station will continue to use original ink signatures.
            1. The digital signature system requires the employee provide (and maintain on record with the Repair Station) a copy of their legal signature, which is stored in a secure database. When signing Repair Station documents, the employee is prompted for their User Name and password. An instance of their stored signature is associated with that transaction, which remains resident within the ERP. When those documents are printed, that person’s signature appears in the respective signature block of that form.
     11. **Inspection System**
         1. All maintenance and alterations, including inspections, test witnessing and functional tests are documented on Repair Station forms. The performance of these inspection tasks is limited to personnel who are trained, qualified and authorized by the Repair Station. A list of authorized inspectors is maintained in current status at all times, and is available for review by all Repair Station personnel and regulatory authorities.
         2. All inspections accomplished by the Repair Station are documented on the appropriate Repair Station forms, and include the name of the employee who performed that inspection, and the date it was accomplished.
         3. Aircraft and Components
            1. Prior to commencing maintenance or alteration, arriving articles are subject to a Preliminary Inspection.
            2. If an aircraft of component has been involved in an accident, that article undergoes a Hidden Damage Inspection.
     12. **Work Away From Station**
         1. The Repair Station temporarily transports material, equipment and personnel needed to perform maintenance and alterations, on articles for which it is rated, to locations other than the Repair Station’s fixed location on a recurring basis. One or more technicians are assembled and established to perform maintenance and alterations. All work performed as Work Away From Station is accomplished and documented in the same manner as work performed at the Repair Station’s fixed location.
     13. **Planning (Work Flow and Scheduling)**
         1. The Repair Station is supported by personnel familiar with, and responsible for, monitoring, analyzing, adjusting and communicating a master schedule to maximize the utilization of resources, such as labor, tools, components and facilities.
     14. **Engineering**
         1. KINGS AVIONICS, INC., when applicable, relies on OEM approved engineering FAA Designated Engineering Representatives to provide FAA Approved data on an as needed basis.
     15. **Aircraft and Component Release/Approval for Return to Service**
         1. Quality Control personnel specially trained and qualified to approve aircraft and components for return to service provide a final audit of the Repair Station’s work documents, and provide a maintenance record entry as required by 14 CFR § 43.9, § 43.11, § 91.411 or § 91.413 as applicable. Repair Station procedures include the necessary forms used to facilitate the release process. Maintenance record entries are provided to the aircraft operator, and a record copy of all work documents is maintained by the Repair Station and is available on request.
     16. **Aircraft Records**
         1. The Repair Station maintains records of aircraft and component maintenance and alteration, in paper and electronic formats, with the ability to generate paper copies for operators and regulatory authorities. These records are retained for a period of 2 years following the approval for return to service of an article.
     17. **Housing and Facilities**
         1. The facilities maintained by KINGS AVIONICS, INC. for its repair station operations are comprised of free span structures, and are divided into aircraft housing, designated repair shops, and inventory and removed parts storage areas. Aircraft maintenance operations are separated from other operations (such as painting) to prevent compromising any process.
     18. **Facility Protection**
         1. The Repair Station is serviced by municipal Emergency & Fire Department.
     19. **Communication**
         1. The Repair Station is interconnected by telephone and computer (network) systems.
     20. **Flammable and Hazardous Materials**
         1. Flammable material cabinets are provided in all work areas for storage of small quantities of material that is dispensed to the workforce. Other storage devices are used in the material storage area prior to being dispensed to the workforce.
         2. Where necessary, hazardous waste containers are located in each facility for the disposal of spent fluids and other materials incidental to the maintenance, inspection and repair of aircraft and aircraft components.
     21. **Facility Floor Plans**
         1. Drawings of the facility floor plans are found in the Repair Station Manual.
     22. **Tooling and Equipment**
         1. Equipment and tooling required in the performance of maintenance, inspection, and alteration is either that which is required by the manufacturer, or tooling which is shown to comply with the requirements on the basis of a tool equivalency program adopted by the Repair Station.
         2. The Repair Station may develop and use equivalent equipment or test apparatus, and will follow the procedures of the Repair Station Manual in determining the suitability of equivalent equipment or test apparatus.
     23. **Leased / Borrowed Tooling**
         1. Certain tooling and equipment, which is leased or borrowed, may be subject to the calibration requirements of the Repair Station. In those instances, the tooling or equipment is incorporated into the Repair Station’s calibration tracking program prior to its use.
     24. **Tool Calibration and Calibration of Test Equipment**
         1. Certain specialized tooling and tooling that is used to make determinations of airworthiness is subject to periodic calibrations traceable to the National Institute of Standards and Technology (NIST) or other national, or international standards, as accepted by the FAA.
         2. Repair Station personnel and specialized contractors are employed to administer the Repair Station’s calibration program. A database is used to track and account for all tooling subject to periodic calibration, including date of last calibration, date next calibration due, tool Model/Serial number, and a unique tool tracking number assigned by the Repair Station.
     25. **Special Access Devices**
         1. High lift devices may be used throughout the facility, including static platforms and articulating lift devices when and where required to facilitate the work being performed.
     26. **Human Resources**
         1. KINGS AVIONICS, INC. owned and operated repair stations are supported by the company’s Human Resources (HR) department.
            1. The HR department is responsible for recruiting, screening and tracking the workforce that supports its repair station operations.
     27. **Employee Training**
         1. KINGS AVIONICS, INC. provides technical and regulatory training to ensure its personnel are properly educated in the procedures of the Repair Station, Federal Regulation, and manufacturer’s recommended practices and procedures.
         2. KINGS AVIONICS, INC. may also provide other specialized training, such as NDT, visual inspection techniques and practices, etc.
     28. **Repair Station Personnel Record Keeping**
         1. The Human Resources department maintains all personnel records establishing experience, training assessments, and qualifications.
         2. The Chief Inspector maintains all lists and required documents of specific authorizations and qualifications relative to final inspection of work, return to service, and Operator RII listings.
         3. The Facility Manager maintains all lists and required documents of specific authorizations and qualifications relative to supervision and performance of work.
         4. Personnel records are maintained for a period of two (2) years following the termination of the employee.