

Mr Stephane Buchs
Quality Manager
Dassault Aviation Business Services SA
UK.145.01464

Dear Sir,

PART 145 – UK CAA APPROVAL OF MAINTENANCE ORGANISATION EXPOSITION

We acknowledge receipt of your correspondence dated 16th September 2024.

The CAA in accordance with Part 145.B.330 approves Edition B Rev 0 dated 1 May 2024, of your Maintenance Organisation Exposition reference DA-0100_UK.

This Exposition approves the following:

- Geneva Scope reduction
- FAB Base changed to FAB Line Station
- LTN is added as Line Station
- Lugano, Cascais, Paris, Le Bourget and Sion Line Stations removed
- MRU for FAB and LTN
- A1 ratings removed -
 - Cessna 550/560 series
 - BAE 125 series
 - BAE 125 series 1000
 - Gulfstream G200
 - Gulfstream GV
 - Gulfstream GVI
 - AVIONICS AND INSTRUMENTS SYSTEM INSTALLATIONS
 - ELECTRICAL SYSTEMS INSTALLATIONS
- A2 ratings removed -
 - Piaggio P180
 - Cessna 400 series
 - Cessna 172
 - Cessna 182
- B3 ratings removed -
 - Honeywell RE-100/220
 - Hamilton T20/T-62
 - Safran SPU300
- Other minor corrections/amendments

Please ensure that all copies of the Exposition are similarly amended.

NOTE: The UK SMS requirement became effective 01 July 2024. This MOE approval does not cover any SMS elements that may be inadvertently included prior to SMS implementation.

NOTE: A revised Approval certificate will follow in due course.

Yours sincerely

Richard Severn

Airworthiness Surveyor

CAMO

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Dassault Aviation Business Services SA

Reference: DA-0100_UK

Edition B – 1 May 2024

Revision 0

Maintenance Organisation Exposition

Approved Maintenance Organisation

UK CAA Part 145 certificate

Primary Location Base Station	Switzerland	DABS Geneva 20 Chemin des Papillons, P.O. Box 36 CH - 1215 Geneva 15 / Airport Phone: +41 58 123 0000	GVA
Additional addresses		-Rue Robert A Stierlin 6 - CH-1217 Meyrin	
Line Station	United Kingdom	DABS Farnborough Business Aviation Centre - Farnborough Airport Farnborough- GU14 6XA Phone: +44 1252 526700	FAB
		DABS Luton Signature Hangar 7&8 Percival Way– London Luton Airport LU2 9LX Bedfordshire – United Kingdom	LTN

Maintenance Organisation Approval

- Part-145 Approval Number

UK.145.01464

Refer to DA-0108 for additional Maintenance Approval

Service Centers

- DASSAULT
- PILATUS PC12 / PC24
- HONEYWELL Engine (CFE738 / TFE731 / HTF7000) & APU (GTCP36 Series et RE220)
- PRATT & WHITNEY (PW305 / PW306 / PW307 / PW308)
- SAFT
- ZODIAC / ROCKWELL

Manuals and associated Forms are available on Internal Server (DABS Technical data) accessible to all DABS employees.

A web access for NAA approvals, the MOE, its supplements and associated document is available for customers and authorities (<https://approvals.dassault-business.com/tag/approvals/>).

Maintenance Organisation Exposition

DABS's Manual reference	DA-0100_UK
Status of this document	Edition B – 1 May 2024 Revision 0

The reference manual approved by UK CAA is the exposition written in English. If necessary, parts of the exposition may be translated for the employees of DABS in their mother language.

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GVA

FAB & LTN

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PART 0
INTRODUCTION

PART 0 INTRODUCTION

Dassault Aviation Business Services SA is a Swiss limited Company registered in Geneva (Switzerland) registered UID number CHE-106.044.456.

Dassault Aviation Business Services SA is an approved Maintenance Organisation (**AMO**),

UK CAA Part-145 Approval Number is **UK.145.01464**. Additional approvals are described in **DA-0108**.

Dassault Aviation Business Services SA holds line stations in location described in cover page.

0.1 FOREWORD

0.1.1 MOE DESCRIPTION

This Manual exposes the company system which is the basis for the grant and continuation of maintenance approval in order to achieve the standards required by UK CAA. This Manual is approved by the UK CAA. Detailed Procedures, Guidance, Forms and Instructions issued to support and extended this manual are described in Appendix 5.

This manual has been issued in accordance with Part-145.A.70 and are based on the example of Exposition contents shown in AMC 145.A.70(a).

The manual is based on the following Regulation:

- Regulation (EU) 2018/1139 as retained (and amended in UK domestic law) under the European Union (Withdrawal) Act 2018 Commission Regulation (EU) No 1321/2014 of 26 November 2014 as retained (and amended in UK domestic law) under the European Union (Withdrawal) Act 2018.
- UK Acceptable Means of Compliance and Guidance Material for Regulation (EU) No. 1321/2014 as retained (and amended in UK domestic law) under the European Union (Withdrawal) Act 2018

The manual complies with the following:

- Appendix I and VII of Technical Regulation concerning UK CAA Part-M and Part-CAMO.
- Appendix II of Technical Regulation concerning UK CAA Part-145.
- Appendix III and IV of Technical Regulation concerning UK CAA Part-66 and Part-147.

The Manual is completed by additional controlled documentation (individually approved by UK CAA or by DABS through indirect approval i.a.w §1.11.5)

- **Maintenance Certifying Staff (DA-0103)**, which list all staff with privileges.
- **Component Capability list (DA-0105)**, which list Components where DABS could perform maintenance.

Status of *assimilated* legislation (EU):

- 1321/2014 of 20 November 2021 *last amended*
- 2018/1139 *(as applicable) last amended*

<https://www.caa.co.uk/uk-regulations/aviation-safety/basic-regulation-the-implementing-rules-and-uk-cao-amc-gm-cs/continuing-airworthiness/>

0.1.2 COMPANY HISTORY

“AEROLEASING SA” was founded in 1966 at Geneva Airport as a small air charter company operating with one Piper Comanche Aircraft.

The company received its first business jet in 1968 and started maintenance works on its own aircraft in Geneva, before offering its services to outside customers. During the next decade, **“AEROLEASING SA”** regularly developed its charter activities together with its maintenance capabilities.

Since 1 January 1999, **“AEROLEASING SA”** belongs to **“TAG Aviation Holding SA”** and become **“TAG Aviation SA”**

At the end of 2014, TAG Aviation bought **“BURNET Interiors SA”**, a company specialised in cabin design, custom fitting-out, aircraft cabin Parts and Appliances fabrication and maintenance of VIP aircraft and helicopters. **TAG Aviation** has fully integrated this capability.

In 2019, **“TAG Farnborough Engineering Limited”** become an additional maintenance station under approval of **“TAG Aviation SA”**.

In 2019, **“TAG Aviation SA”**, belongs to **“Dassault Aviation SA”** and become **“TAG Maintenance Services SA”**.

In October 2019, **“RUAG Business Aviation Ltd”**, become additional base maintenance stations under approval of **“TAG Maintenance Services SA”**. The maintenance company is integrated:

- Transairco/TSA (integrated into RUAG in January 2008) that became TMS Geneva H3.

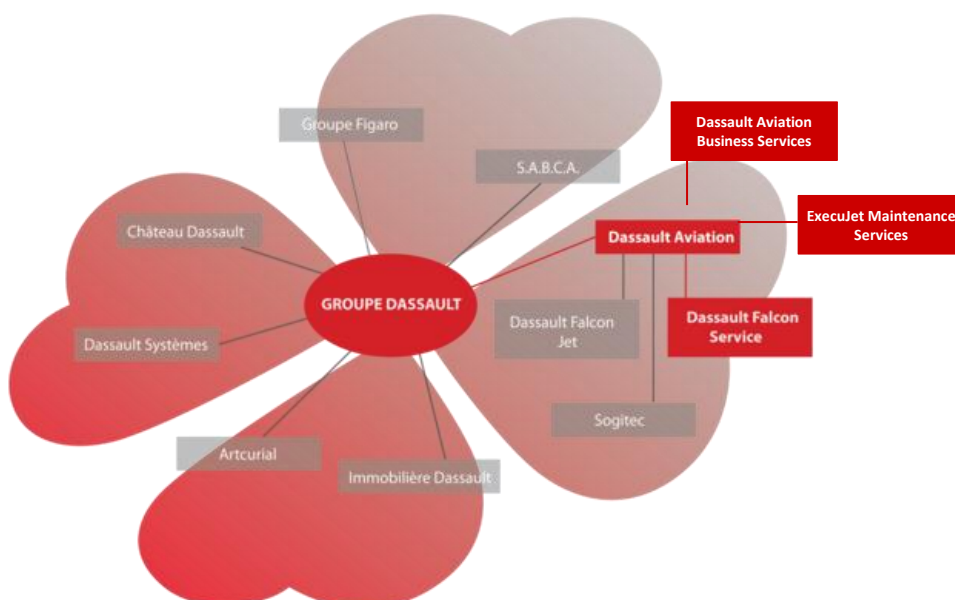
1 October 2022, **“TAG Maintenance Services SA”** become **“Dassault Aviation Business Services SA”**.

0.1.3 COMPANY DESCRIPTION

Mother Company: **Dassault Aviation SA**

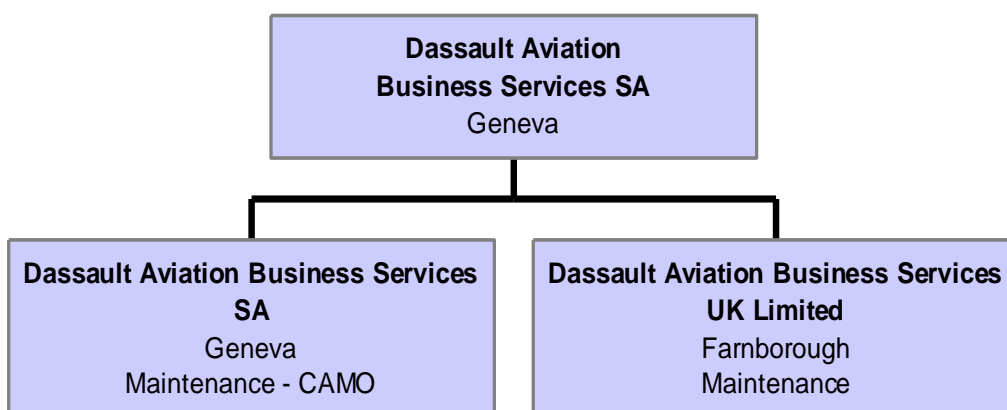
Dassault Aviation SA is a France-based company that operates in the global civil and military aviation industry. The Company specializes in the design, manufacture and sale of combat aircrafts and executive jets. Its portfolio of products includes Falcon family for the civil aviation market, as well as Mirage 2000, Rafale and Neuron aircrafts for the military sector. It also offers spare parts, tools and a range of services, such as technical support, maintenance and repair of airframe equipment and parts, among others. The Company has its offices in Europe, Asia, South America and Middle East. Dassault Aviation SA has a number of subsidiaries, located in Europe, Africa and Northern America, including DFJ-Little Rock, Sogitec Industries, DFJ Teterboro, Dassault Falcon Service, Dassault Aviation Business Services, ExecuJet, Aero-Precision Repair & Overhaul Co., Inc, Dassault Procurement Services Inc., Dassault Aircraft Services and Midway Aircraft Instruments Company.

This chart presents the Group Dassault.



Dassault Aviation Business Services SA

This chart presents the subsidiaries of Dassault Aviation Business Services. All are under the same Part 145 approval. All personnel directly employed by these entities are considered as employed and not contracted personnel.



0.2 TABLE OF CONTENTS

The MOE is divided into parts, which are broken down into chapters and sub chapters. In the bottom, each page shows a number, consisting of a group of numerals indicating the Part, the Chapter and the consecutive page number in that chapter.

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1.4-10	B - 0	1 May 2024
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1.4-12	B - 0	1 May 2024
1.4-13	B - 0	1 May 2024
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1.4-16	B - 0	1 May 2024
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Established by Dassault Aviation Business Services SA

Edition B – DIRECT APPROVAL

Revision 0

Laurent BURNIER
Director Maintenance

Stephane BUCHS
Safety&Quality Director

CAA approved




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Edition B – DIRECT APPROVAL

Revision 0

Laurent BURNIER
Director Maintenance

Stephane BUCHS
Safety&Quality Director

CAA approved




Date: 1 May 2024

Effective Date:

0.4 REVISION LIST

Each amendment of this document is accompanied by a "List of change" showing the page to be removed and those to be inserted and Form DA-0160 detailing and assessing amendment made.

Ed-Rev	Issued Date	Details	Eff. date	by
Ed. A-0	1 April 2023	Transition from UK CAA based UK CAA supplement to FULL UK MOE in support of approval and regulatory changes driven by UK withdrawal from EU	22 June 2023	UK CAA
Ed. B-0	1 May 2024	<p>New Responsible for Safety</p> <p>Function updated for compliance – new form SRG1705</p> <p>FAB and LTN stations become line stations.</p> <p>Other stations are removed</p> <p>MOE 0.3 – Update</p> <p>MOE 0.4 – Update</p> <p>MOE 0.5 – Update</p> <p>MOE 1.3 – Name updated – New VP safety</p> <p style="padding-left: 40px;">New Technical Services and Support director</p> <p style="padding-left: 40px;">New Assessors</p> <p>MOE 1.4 – Duties updated – New VP safety</p> <p style="padding-left: 40px;">Quality & Compliance director (update)</p> <p style="padding-left: 40px;">New Technical Services and Support director</p> <p style="padding-left: 40px;">Chapter reorganised</p> <p>MOE 1.5 – chart updated – New VP safety</p> <p style="padding-left: 40px;">Quality & Compliance director (function updated)</p> <p style="padding-left: 40px;">New Technical Services and Support director</p> <p>MOE 1.6 - Non-CMPA removed</p> <p style="padding-left: 40px;">Commander is replaced by Pilot</p> <p>MOE 1.8 - Facility update</p> <p style="padding-left: 40px;">DABS Luton added</p> <p>MOE 1.9.1.1: Use of data for component activity (Appendix II of Part 145)</p> <p>MOE 1.9.1.8 – Description of base maintenance – coordination added</p> <p>MOE 1.9.2: approval update</p> <p style="padding-left: 40px;">DABS GVA scope is updated</p> <p style="padding-left: 40px;">DABS Farnborough becomes line station</p> <p style="padding-left: 40px;">DABS Luton added - line station</p> <p style="padding-left: 40px;">DABS LBG is removed</p> <p>MOE 1.9.3: update</p> <p>MOE 1.9.6 inspection added in case of subcontracting</p> <p>MOE 1.9.6.2 - Welding activity – update for resistance welding added</p> <p>MOE 1.9.6.5 - work release added in case of work on same aircraft</p> <p style="padding-left: 40px;">C27 removed in refurbishment</p> <p>MOE 2.1.2.4 - supplier - 2 Years questionnaire is based on monitoring of services for supplier</p> <p>MOE 2.1.3.5 - subcontractor monitoring - Audit for L1&2 subcontractors based on risk assessment</p> <p>MOE 2.2.1 -Update and clarification</p> <p>MOE 2.5.6 – Label for calibration</p> <p>MOE 2.13.1 – text updated for MRC issuance</p> <p>MOE 2.16 – instruction to correct a certificate added + Text updated</p> <p>MOE 2.18 & 2.25 – Reorganisation of chapters</p> <p>MOE 2.23 –Text updated (cat A staff)</p> <p>MOE 2.23 - “in unforeseen circumstances when only one person is available” added</p> <p>MOE 2.24 -Clarification added for run / taxi. / compass swing / MCF</p> <p>MOE 3 – Level 1 – immediate action to be taken</p> <p>MOE 3.4.1 – non-CMPA removed</p> <p>MOE 3.4.4 - Clarification added for maintenance experience</p> <p>MOE 3.4.6 - Clarification added for cat A privilege and flight crew</p> <p>MOE 3.4.7 - Clarification added for run & taxi.</p> <p>MOE 3.13 – Human Factors is included in Safety training</p> <p>MOE 3.13 – Safety training is included in Continuing training</p> <p>MOE 5.3 – Luton and Farnborough added as Line station</p> <p>Appendix FAB update including MRU</p> <p>Appendix Luton added including MRU</p>		UK CAA

0.5 ABBREVIATIONS AND DEFINITIONS

0.5.1 ABBREVIATIONS

The following definitions and abbreviations of terms are used. However, abbreviations used that are specific, are normally described in the chapter concerned.

AD	Airworthiness Directive	HIL	Hold Item List
ADDL	Acceptable deferrable defect List	HSI	Hot Section Inspection
AFM	Aircraft Flight Manual (ops)	i.a.w	In accordance with
AMC	Acceptable Means of Compliance	ICA	Instruction for Continuation Airworthiness
AMO	Approved Maintenance Organisation	ISO	International Standard Organisation
AML	Aircraft Maintenance Licence	LRN	Long Range Navigation
AMM	Aircraft maintenance Manual	MEL	Minimum Equipment List
AMP	Aircraft Maintenance Programme	MMEL	Master Minimum Equipment List
AOG	Aircraft on Ground	Mods	Modifications
APO	Additional Purchase Order	MOE	Maintenance Organisation Exposition
APU	Auxiliary Power Unit	MOR	Mandatory Occurrence Reporting
ASNT	American Society for Non-Destructive Testing	MPD	Maintenance Planning Document
ASEA	Association Suisse des Entreprises Aérotechniques	MPI	Major periodic Inspection
ATA	Air Transport Association of America	MPM	Maintenance Project manager
ATL	Aircraft Flight Technical Log	MRB	Maintenance Review Board
CofA	Certificate of Airworthiness	MRC	Maintenance Release Certificate
CofC	Certificate of Conformity	MRT	Mobil Repair team
CAME	Continuing Airworthiness Management Exposition	MS	Military Standard
CDCCL	Critical Design Configuration Control Limitation	MTOM	Maximum Take Off Mass
CDL	Configuration Deviation List	NAA	National Aviation Authorities
CMPA	Complex Motor-Powered Aircraft	NAS	National Airspace System
CMTS	Computerized Maintenance Tracking System	NDT	Non-Destructive Test
CRS	Certificate of Release to Service	OEM	Original Equipment Manufacturer
CCS	Component Certifying Staff	OJT	On Job Training
CMm	Compliance Monitoring manager	OPEA	Ordonnance sur le personnel préposé à l'entretien des aéronefs
CSM	Customer Support manager	POA	Production Organisation Approval
CSN	Cycle Since New	PPE	Personal Protective Equipment
CSO	Cycle Since Overhaul	PtF	Permit to Fly
CT	Communication Technique (CH)	RNAV	Air Navigation
DIL	Differ Item List	RVSM	Reduced Vertical Separation Minimum
DO	Design Organisation	SAE	Society of Automotive Engineers
EASA	European Aviation Safety Agency	SB	Service Bulletin
EMM	Engine maintenance Manual	SPM	Standard Practice Manual
EROPS	Extended range for Twin-Engine Operations	SQ	Safety and Quality department
©TSO	(European) Technical Standard Order	STC	Supplementary Type Certificate
EWIS	Electrical Wiring Interconnection system	SSNT	Swiss society for non-destructive test
FAA	Federal Aviation Administration (USA)	TBO	Time Between Overhaul
FAR	Federal Aviation Requirements (USA)	TC	Type Certificate
FCOM	Flight Crew Ops Manual	TCH	Type Certificate Holder
FOCA	Federal Office of Civil Aviation (CH)	TPM	Technical procedure manual - Stations
FTS	Fuel Tank Safety	TSN	Time Since New
GSE	Ground Support-Equipment	TSO	Time Since Overhaul
GSM	Ground Servicing manual (ops)	WAF	Work Acknowledgement form

0.5.2 DEFINITIONS

Accountable Manager	Manager, accepted by the Authority, who has corporate authority for ensuring that all maintenance activities can be financed and carried out to the standard required by the Authority
Approved standard	Means a manufacturing/design/maintenance/quality standard approved by the Authority
Aircraft	Aeroplane or Helicopter
QUANTUM	Computerised Maintenance software used by DABS to records works performed including parts control and traceability, tools control, staff records, releases issuance and invoicing.
CMTS	Computerised Maintenance Tracking System - software used by DABS to fulfil operational and continuing airworthiness control of the aircraft. Could be CAMP or CMP
Maintenance	One or a combination of the following aircraft / component operations: Overhaul, repair, inspection, replacement, modification or defect rectification
CMPA Complex Aircraft	Means (i) an aeroplane: <ul style="list-style-type: none"> • with a maximum certificated take-off mass exceeding 5700 kg, or • certificated for a maximum passenger seating configuration of more than nineteen, or • certificated for operation with a minimum crew of at least two pilots, or • equipped with (a) turbojet engine(s) or more than one turboprop engine, or (ii) a helicopter certificated: <ul style="list-style-type: none"> • for a maximum take-off mass exceeding 3175 kg, or • for a maximum passenger seating configuration of more than nine, or • for operation with a minimum crew of at least two pilots, or (iii) a tilt rotor aircraft;
Class Product	Complete aircraft, aircraft engines, or propellers are classified as products. These items are associated with a specific Type Certificated (TC) product The term " Product " will be used in this manual
Class Parts and appliance	Major components installed on "product" (e.g. wings, fuselages, empennages assemblies, landing gears, power transmissions, control surfaces. etc.). It also includes any part, material or appliance approved and manufactured under the (E)TSO system in the "C" Rating.
Standard Parts	Parts that are not classified in the two previous classes and are generally detail parts or minor assemblies whose failure would not jeopardize safety. Usually, these parts are not associated with a specific type certificated (TC) product. Those parts are designated as AN (Airforce and Navy), NAS (National Aerospace System), SAE (Society of Automotive Engineers), etc.

This Manual applies to male- and female personnel, for simplification, references in the text are made in the masculine gender only.

0.5.3 NAME USE

Dassault Aviation Business Services SA will keep its UID number CHE-106.044.456 registered with the commercial register of Canton Geneva.

The term "**Dassault Aviation Business Services SA**" will be use during any Part 145 activity such as on/within Maintenance Work Package, Purchase Orders, invoices, Certification, approved manuals and procedures.

The term "**DABS**" will be use in this manual.

PART 1
MANAGEMENT

PART 1 **MANAGEMENT**

1.1 **CORPORATE COMMITMENT BY THE ACCOUNTABLE MANAGER**

This Exposition and any associated referenced manuals define the organisation and procedures upon which the UK CAA Part 145 approval is based as required by Part 145.A.70.

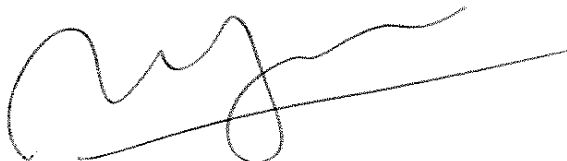
These procedures do not apply to aircraft which are outside the remit of the Basic Regulation. They are approved by the undersigned and must be complied with at all times and when work/orders are being progressed under the terms of the Part 145 approval.

It is accepted that these procedures do not override the necessity of complying with any new or amended regulation published by the UK CAA from time to time where these new or amended regulations are in conflict with these procedures.

It is understood that the UK CAA will approve this organisation whilst satisfied that the procedures are being followed and work standards maintained. It is further understood that the UK CAA reserves the right to suspend, limit or revoke the Part 145 approval of the organisation if the UK CAA has evidence that procedures are not followed, or standards not upheld.

Dated: 1 April 2023

Signed:



Franck MADIGNIER

President Dassault Aviation Business Services

Accountable Manager

For and on behalf of **Dassault Aviation Business Services SA**

1.2 SAFETY AND QUALITY POLICY

1.2.1 SAFETY AND QUALITY POLICY PRINCIPLE

Mission

Develop the best possible services in safe, efficient, flexible, integrated and friendly environment to maintain aircraft in skilled and timely manner.

Policy

Safety and Quality policy is promoted and approved by the Accountable Manager. Policy states the company's intentions, management principles and aspirations for continuous improvements.

The Policy provides a starting point for the department's objectives. It defines the perimeter within which each department will run. Policy is readily accessible and reviewed on a regular basis, minimum once per year during management review.

Safety principles

Our safety principles are based on:

- An active integrated Management System to continually improve the Safety and Quality by identifying, eliminating or mitigating weaknesses and deficiencies precursors, and by ensuring that all employees consider at all times the safety implications of their actions;
- A practical support to enable the personnel to do their jobs safely in terms of qualification training, planning, resources and workable procedures;
- An open and friendly reporting culture;
- The effectiveness of processes and the compliance with applicable regulations and high standards including best industry practices;
- A learning culture and enthusiasm to improve through a process of training, measurement, analysis and change;

Objectives

Objectives setting are key element to measure performance in each department.

Each part of the organisation is responsible to explicit set of objectives in relation with the mission and accomplished in regards to the safety principles.

These objectives are defined and reviewed periodically to validate completion during the management review board (MRB).

Performance

The performance of the department needs to be monitored, proactively and reactively, to ensure that the objectives to be achieved. An effective way to measure improvement is:

- To analyse the event reported through the event reporting system.
- To identify and control hazards.
- To evaluate coherent set of key performance indicators (KPI).
- To inspect the processes and its efficiency.
- To audit the processes and inherent latent conditions.

The results are documented and used as feedback to improve the system. Refer to SQMS manual.

The aim being to ensure that activities are conducted in a way that ensures that aircraft are released to service in a safe condition.

1.2.2 NON-PUNITIVE POLICY

DABS has developed a “just culture” as part of its management system.

A “**just culture**” in Event Reporting system can be defined as a system in which employees are **not punished for honest mistake or decisions taken with their experience and training, but where active negligence and violations are not accepted.**

DABS senior management is committed to supporting a Just Culture where staff are treated fairly and not inappropriately punished for reporting or cooperating with investigations. The adoption and implementation of the Non-Punitive policy is a key enabler to the delivery of the overall Maintenance Error Management System.

The Non-punitive policy is not intended to replace current disciplinary or administrative procedures but instead, is there to encourage a transparent and consistent analysis of behaviour.

The Just Culture is based upon the following principles:

- Staff at all levels understand the hazards and risks inherent in their activities and those with whom they interface;
- Staff understand the importance to contribute actively to improving safety
- Staff are encouraged to report errors that occur and Hazards
- The management and staff acknowledge that it is in the human condition to make errors and understand the role of Human Factors in contributing factors
- Staff and management understand on what is acceptable and unacceptable; The “Just Culture” concept is used when deciding if disciplinary action is appropriate.
- Failing to report occurrences is not acceptable.
- Staff know they will be treated in a fair, objective and consistent manner
- When Occurrences or Hazards are reported, they are analysed, and action is taken, as appropriate to mitigate potential errors from the system;
- Occurrences / Hazards, and actions taken are reported at appropriate levels of the organisation;
- Feedback is provided to reporters and Staff;

The following has been adopted to support of the Just Culture:

Principles

- acknowledge that errors will occasionally occur, to even the most experienced individuals
- be intolerant of reckless behaviour
- expect errors to be reported and improvements to be made
- accept accountability if risky choices are made
- expect to be treated fairly as a result of an error

Duties

- work within the regulatory framework and not deviate unless authorised to do so
- admit to errors when they occur
- raise reports where potential risk is identified
- manage risk at the appropriate level
- encourage reporting without fear or embarrassment

Note: Alcohol and drugs policy in the company is part of the internal regulations manual managed by the Human Resources Department.

1.2.3 MAINTENANCE ERROR MANAGEMENT

The Maintenance Error Management System (MEMS) plays a crucial role in the management of risk associated with maintenance errors, enabling the Company to analyse how we do things and consider how we might change our behaviour and culture to ensure that safety is not compromised.

The aim of the MEMS is to encourage staff to report maintenance related errors, occurrences, near-misses or hazards in order to understand contributing factors, thus enabling appropriate interventions to be put in place to prevent recurrence and reduce the future incidence and consequence of human error.

The MEMS includes:

- comprehensive error management training for all staff through Human Factors training,
- commitment to Just Culture principles and clarification of disciplinary procedures,
- reporting schemes,
- consistent investigation when appropriate,
- action to mitigate the risk of reoccurrence,
- analysis of data to provide trends,
- feedback to staff,

Internal reporting processes and forms are detailed in Part 5 and SQMS manual.

1.2.4 FATIGUE MANAGEMENT

DABS is committed to protecting all staff and contracted personnel from fatigue-related risk. The following has been designed to ensure that staff are fit for work.

- Risks associated with fatigue are minimized and managed
- On-going monitoring are in place and assessments when required
- Consideration of fatigue is taken for decisions regarding shift/planning or working arrangements
- Staff have access to further information regarding fatigue through guide material

Both management and its staff have a shared responsibility to manage fatigue-related risk:

- Management will ensure that, in the context of the performance that is required, adequate rest breaks between new shift/work occurs.
- Individuals have a duty of care to ensure that adequate rest is obtained. and that out of hours activities do not cause fatigue or impair performance. When fatigue is detected, staff have a further responsibility to report the matter to their supervisor/manager. At no time should staff put themselves or others at risk.

1.2.5 COMPETENCY ASSESSMENT AND CONTROL OF MAINTENANCE PERSONNEL

‘**Competence**’ is defined as a measurable skill or standard of performance, knowledge and understanding, taking into consideration attitude and behaviour. Refer to §3.14.

DABS has determined the need to establish and control the competence of personnel involved in any management, planning, and performance of maintenance, in accordance with a procedure and to a standard described in §3.14.

This Policy relates to employed maintenance personnel in relation to their competence and its assessment and is to ensure that all maintenance personnel are systematically assessed for their adequate competence before work commences and that competence is controlled on a continuous basis.

In case of and contracted maintenance personnel, if competence is reviewed and assessed, they could work as qualifying staff.

If not, they work as **unauthorised staff** and their work should be checked by an **authorised staff**. Refer to §1.4.9.

1.2.6 SECURITY PROGRAMME

The following function is responsible for the implementation of the Security & Prevention programme:

- Health and Security officer in Geneva Facility.
- Station manager in Station Facility.

The officer is responsible to provide means of control the access security to the building and in the building in different secure area.

Airport access is controlled directly by the airport authority.

Employees need specific card to work in this Area. This card is delivered by the airport and to get it the employee have to supply personal information such as extracts from penal registers and to do E-training course about airport safety and security.

Access to the building and to the different areas of DABS is controlled.

Each employee authorised to work in this area, own a personal electronic card with appropriate right.

Access permissions are managed by the Security Function.

The system records entry and exit of all individual outside normal operation hours.

Access to the hangar is also controlled by electronic card.

Additionally, a system of cameras is available to record hangar interiors, entrance of both hangars and tarmac. System is managed by the Health and Security who has only the access to records.

When aircraft is parked on tarmac after maintenance, aircraft will always be closed and protected against environment.

1.2.7 POLICY



SAFETY AND QUALITY POLICY

Safety is a corporate value of our company, and we believe in providing our employees and customers with a safe environment.

Dassault Aviation Business Services has an effective Management System taking into account Safety and Quality principles as described in Management System manual.

We are committed to implement, develop, maintain and continuously improve processes to ensure that all our activities take place under a balanced allocation of resources, aimed at achieving the highest level of safety performance and complying with regulation, national and international standards, while delivering our services.

The following apply by the managers within the company that and reflect commitment to Safety and Quality Management System:

- Setting our highest Safety standards at or above the level required by the Authorities, applicable regulatory requirements and Customers requests,
- Ensuring that Safety standards are not reduced by commercial goals,
- Making effective use of our Resources to offer the Best services to our Customer,
- Providing Personnel with appropriate Data, Procedures, Tools and Equipment in accordance with best practices,
- Establishing and promoting a Safety Culture such that Personnel are encouraged to report safety concerns,

The Safety and Quality principles are promoted by all Personnel:

- Recognising Safety as a prime consideration at all times,
- Promoting Safety and applying Best Practices within the company Processes,
- Applying appropriately and consistently Human Factors and fatigue principles,
- Complying with procedures, Safety and Quality standards,
- Reporting related Hazards, Errors and Occurrences,
- Investigating reports to gain the maximum learning from these arising, and to prevent such Errors / Occurrences in the future,
- Cooperating with the Auditors and Safety & Quality Department.

Our Best Practices include:

- A safe and healthy working environment,
- System to detect and rectify deficiencies including a reporting system for errors, occurrences, discrepancies, feedback, poor data and safety concerns,
- A disciplinary policy, including just culture and non-punitive principles,
- Protection of data and safety information,
- Appropriate Qualification through a continuous process of training and education including Technical knowledge and human factors training,
- Control of man-hour planning including Human performance principles,
- Constant liaison between the different departments and different Facilities,
- Constant and open communication with the manufacturers and customers.

1 March 2023

Franck MADIGNIER

President Dassault Aviation Business Services SA

1.3 MANAGEMENT PERSONNEL

The table below refers only senior management personnel. Refer to §1.5 for maintenance chart.

Function	Responsible	Deputy
President – Accountable Manager	Franck MADIGNIER*	Laurent BURNIER
Safety and Compliance	Responsible	Deputy
VP Safety	Thierry BARRE	Stephane BUCHS
Quality & Compliance director	Stephane BUCHS*	Ines RODRIGUES
Compliance Monitoring manager	Base – Dominique SEGURA	Ines RODRIGUES
	Stations – Ines RODRIGUES	Dominique SEGURA
Practical Training Supervisor Occurrence & Investigation	Albert SERRANO	
Base station Geneva & Sion	Responsible	Deputy
Maintenance Director (GVA)	Laurent BURNIER*	Daniel HOLLENSTEIN Nicolas SIMON
Responsible Maintenance (Base)	H1/H2 -Daniel HOLLENSTEIN H3 – Nicolas SIMON	Laurent PORTIER Thierry DUPORT
Responsible Maintenance (Ramp & AOG)	Christophe CHABERT	Manual MACQUART
Logistic & Support Director	Denis CORMIER	Base – Jerome NOIRET Stations – Sofia VALERIA ROS
Technical Services & Support Director	Cyrille PILLET	Nicolas BATTAVOINE
Customer Support	Tarik AMMARI	Jose SOUSSA
Technical Services	Nicolas BATTAVOINE	Olivier FERRON
NDT	Responsible Level 3	
NDT	J-P. POLLIN (SSNT 2327) *	
Support	Responsible	Deputy
VP Customer Support	Cyrille PILLET	Tarik AMMARI
DO / Certification / Engineering	Thibaut AL HOMSI	
CAMO	Thierry VALET	Philippe MERG
Health and Security officer	Stephane CABON	

NOTE: (*) Nominated managers are accepted by UK CAA (See §1.10).

Station – Base limited and Line	Responsible	Deputy
Stations & MCC Maintenance Director	Vasco ARAÚJO*	John WHATLEY (maintenance) Ricardo TORRES (Tech. service)
Stations Compliance Monitoring manager	Ines RODRIGUES	Stephane BUCHS
Responsibility –Station – Line + MRU	Responsible	Technical services
Station manager — Farnborough – FAB	John WHATLEY	MCC – Ricardo TORRES
Station manager — Luton – LTN	Khaled RAZEK	MCC – Ricardo TORRES

Responsibility –Station for AOG	Responsible	Technical services
Line Station (AOG)	Lisbon - LCT	Joel FONSECA
	Lugano - LUG	Gabriele GHILARDI
	Basel - BSL	Sebastien BELS
	Sion – SIR	Laurent BURNIER
		Nicolas BATTAVOINE

NOTE: (*) Acceptance is required for the Nominated managers which is submitted to UK CAA by the SQ department using a UK CAA Form 4 (SRG 1705). Acceptance is recorded on Internal Server.

Certified Assessor for OJT and Practical Training (refer to 3.14)

Following personnel are certified Assessors in Category of their licence:

R. BONTEAN	A. SERRANO	T. BERTRAND	E. FLOCH	G AVIEZ	T DUPORT
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1.4 DUTIES AND RESPONSIBILITIES OF MANAGEMENT PERSONNEL

The aim of this paragraph is to describe the maintenance management responsibilities for all persons involved in Maintenance part. When a manager is absent for any particular work shift or period, deputy is responsible of these duties.

Responsibility of **additional particulars responsibilities** for processes in different facilities are described in appropriate Appendices.

1.4.1 **ACCOUNTABLE MANAGER**

The **Accountable Manager** is legally responsible for all the activities of the all Company in regard to the Law and applicable regulations; the **Accountable Manager** has the overall responsibility for ensuring that all activities can be financed and carried out to the standards required by UK CAA and additional authorities.

Consequently, the **Accountable Manager** is responsible for providing the necessary resources and sufficient personnel to enable management personnel to perform the tasks for which they are responsible.

The **Accountable Manager** ensures cooperation and coordination within and between all departments of the Company.

The operational responsibilities for the control of facilities are supported by:

- **VP Customer support.**
- **Stations & MCC Maintenance Director** for line and AOG activities outside these facilities.

Responsibilities related to Activities:

- Ensure that activities are striven with the highest standards of safety, reliability and quality and meet the particular applicable requirements of UK and additional authorities,
- Define the intent of an integrated Management System and ensuring that it remains appropriate and efficient,
- Establish and promoting the Safety and Quality policy and objectives within the all Organisation, which include human factors principles,
- Ensure that identified hazards and risks are managed in order to mitigate risks associated with maintenance activities and supplied Services
- Provide the sufficient qualified personnel and resources to enable the managers to pursue their objectives and to perform the tasks for which they are responsible,
- Ensure that all personnel are competent and trained for their duties,
- Ensure that the training objectives are applied to all personnel and properly implemented,
- Maintain direct reporting links to the SQ department,
- Ensure that the audits schedule Plan is validated and properly implemented,
- Ensure that effective corrective and preventive actions are taken and properly implemented by managers,
- Organise the periodical management review of the overall results, including safety and compliance activities,
- Ensure that changes described in §1.10 are notified to UK CAA and appropriate additional authorities.

In particular, the **Accountable manager** is responsible to ensure that all maintenance ordered by the customer are performed in accordance with the applicable requirements, regulations and approved standards, in coordination with the **VP Customer support**.

1.4.1 Accountable Manager

Responsibilities related to Resources:

in coordination with the [Nominated managers](#)

- Ensure that sufficient manpower required for the maintenance workload, on permanent or temporary basis, is available,
- Ensure that the necessary tools, equipment, manuals, data and facility requirements are available.

Responsibilities related to Customer Relations and Sales:

in coordination with the Sales & Marketing

- Ensure that DABS maintains network of manufacturer relations,
- Ensure that DABS maintains network of customer relations,
- Ensure that customers are adequately supported in technical, regulatory and organisational matters,
- Ensure that customer request for quotations is timely progressed,
- Ensure feasibility of quotations and contracts in financial and technical matters,
- Monitor sales activities,
- Influence that customer orders are placed in the manner that results in an even workload and full-time employment of the workforce.

Responsibilities related to Financial:

- Ensure that regulatory charges in respect of the approvals are paid, as invoiced by UK CAA and appropriate additional authorities,
- Ensure that charges are paid, as invoiced by contractors, subcontractors and suppliers,
- Ensure financial controlling of on-going projects,
- Ensure that salaries and bills are paid, and invoices are charged in timely manner,
- Monitor company financial parameters.

1.4.2 NOMINATED MANAGERS

The **Nominated managers** described in §1.3 (*) are **nominated responsible for the Part-145 Maintenance activities**.

The **Nominated managers** have corporate authority for ensuring that all maintenance activities can be and carried out in each base maintenance to the standards required.

The **Nominated managers** report directly to the Accountable manager.

Main duties are:

- Monitor the yearly operating budget to ensure the necessary resources and cost effectiveness.
- Assume the responsibility to meet Regulation requirements.
- Ensure that the maintenance organisation is in compliance with the regulatory requirements and manufacturers recommendations in following areas:
 - a. **Facilities** appropriate to the planned work,
 - b. **Office accommodation** appropriate to the management of the planned work,
 - c. **Working environment** appropriate to the tasks being undertaken,
 - d. **Technical manuals and Documents** appropriate and up-to-date.
 - e. **Sufficient competent personnel** to plan, perform, supervise, inspect and certify the work being performed,
- Review with the **SQ department** any changes to the organisation's activities, approval, location, personnel as specified in §1.10.

The **Accountable Manager** must be informed whenever deficiencies emerge which require attention in respect of finance and the compliance of standards.

The **Nominated managers** have the operational responsibility to the following:

- Liaise with the **Accountable manager** for all maintenance matters.
- Promote the company safety and quality policy.
- Maintain the Safety & Quality System for the organisation and ensure that processes are accomplished i.a.w to the management System standards.
- Ensure that all necessary resources are available to accomplish maintenance in accordance with established processes to support the organisation's approval.
- Coordinate appropriate achievement of the processes in conjunction with other departments as required.
- Promote a code of practice in respect for duty hours of maintenance personnel taken account of Human Factors issues.
- Ensure that Maintenance procedures are established and published within the organisation, to achieve good maintenance practices and compliance with the MOE requirements.
- Organise periodic meeting with management personnel to discuss maintenance and airworthiness matters as necessary.
- Ensure that Environmental Health and Safety rules and regulations are adhered to.
- Ensure that incidents and accidents are reported to the **SQ department**.
- Validate and ensure implementation of preventive and corrective action resulting from the compliance monitoring.

1.4.3 MANAGEMENT SYSTEM / SAFETY AND QUALITY / COMPLIANCE MONITORING

The **integrated management system** and associated procedures for the Maintenance activities and descriptions of associated duties are described in Safety and Quality Management System Manual.

The term “**SQ department**” used in this document refer to the department in charge of Management System.

1.4.3.1 VP Safety

The **VP Safety** is nominated by the **Accountable Manager**. The **VP** is responsible for the implementation, administration and maintaining an effective safety management system on behalf of the **Accountable manager**. Function is to:

- Develop and harmonise the processes / procedures concerning the Safety within the all organisation,
- Ensure that the Management system complies with regulation requirements (including different Authorities),
- Ensure that Safety processes are implemented and regularly reviewed by the Organisation,
- Develop and ensure the roll-out of the Emergency Response Plan (ERP),
- Review the needs for an integrated safety, quality and risk management software and facilitate its implementation within the organisation,
- Organise an effective event reporting system,
- Manage a reporting system, including confidential reporting, to facilitate the risk identification, analysis and management of hazards to ensure that an unacceptable risk is eliminated, or is reduced to an acceptable level,
- Provide and/or request resources for investigation, when necessary,
- Implement processes for hazard identification and risk assessment management,
- Propose actions on safety-risk related-issues as needed,
- Facilitate changes necessary to improve efficiency and safety across the organisation,
- Facilitate the implementation of actions to mitigate risks,
- Provide periodic reports on Safety & Quality performance (KPI) to permit Review of the management system to ensure that it is effective and suitable; It includes details of any reported discrepancies not being adequately addressed or any problems concerning effective corrections,
- Advise the **Accountable manager, senior managers** regarding safety issues identified.

1.4.3.2 Quality & Compliance director

The **Quality & Compliance director** is named by the **VP Safety** and reports directly to the **Accountable manager**. The responsibilities are to:

- Ensure that Compliance processes are implemented and regularly reviewed by the Organisation,
- Establish an independent compliance monitoring System in which compliance with the relevant requirements and adequacy of the procedures is reviewed at regular intervals,
- Review and Submit, in the field of Maintenance, manuals and processes revisions to ensure that the Standards required by the Authorities are implemented in the different manuals and processes,
- Ensure validity of Authorities’ approval,
- Perform review of the Safety, Quality & Compliance processes for their effectiveness, including audits, findings, observations and the internal reporting,
- Ensure the implementation of the company’s policy / procedure,
- Work with personnel to ensure on-going compliance with quality requirements,
- Ensure that personnel are trained in regard to their knowledge,
- **Verify** that internal authorisation certificates are issued/renewed/cancelled for authorised staff,
- Lead compliance audits (regulatory) in Base Maintenance and, when required, in Stations,
- **Verify compliance of instructions and procedures for specific processes created by managers with the required standards and support them, upon request,**
- Support, if necessary, during the opening process of new Station.

1.4.3.3 Compliance Monitoring managers (CMm)

The **CM managers** are named by the **Accountable Manager**.

Main responsibilities are to verify, in the fields of Maintenance, that the standards required and any additional internal requirements, are being carried out under the supervision of the nominated managers.

The functions of the **CM managers** are to:

- Carry out audit/inspection in accordance with the independent compliance monitoring System in which compliance with the relevant requirements and adequacy of the specific procedures is reviewed,
- Lead Local compliance audits (internal / provider / Customer / Authorities),
- Assist in the Suppliers / Providers / Subcontractors qualification and evaluation programme,
- [Support the Compliance Director in the review of the manuals and processes,](#)
- [Support the evaluation and opening process of new Station.](#)
- Manage the corrective actions Plan (CAP) process in Area
- Initiate, review & oversee the adequacy of root cause analysis, corrective actions, preventative actions and effectiveness,
- Ensure the adequate and appropriate closure of audit findings with respect to root cause analysis, corrective and preventative actions,
- Ensure initiation and follow-up of investigations / roots cause analysis for event reported,
- Provide periodic reports on compliance monitoring performance ([KPI and SPI](#)); [It includes details of findings management,](#)
- Advise the **Accountable manager**, if necessary, regarding [compliance](#) issues identified by the compliance monitoring system.

The SQ department is responsible for the compliance and facilitation of the processes to support managers in reviewing processes, procedures and work instructions for their respective staff to perform their activities in a safe manner.

1.4.3.4 Safety / Quality and Compliance Monitoring function

Function in SQ department:

• Safety and Risk	T. BARRE
• Training	
• Quality and Compliance	S. BUCHS
• Authorisation	
• Compliance Monitoring	D. SEGURA / I. RODRIGUES
• Stations Quality	I. RODRIGUES
• Subcontracting managing	D. SEGURA
• Component Capability List managing	D. SEGURA
• Practical Training Supervision	A SERRANO
• Investigation / Roots Cause Analysis	A SERRANO
• Administrative function (for all facilities)	M.ENINA

All the SQ staff promote corporate culture for safety, quality and compliance.

Safety and Risk:

- Identify Performance Indicators (KPI and SPI) in their processes to increase their commitment,
- Support the manager for Hazard identification,
- Record hazard risk controls (mitigations),
- Support the manager for Hazard risk assessment,
- Support the manager for immediate action taken in case of risk,
- Ensure safety action is addressed by the compliance monitoring function,
- Provide safety performance to MRB,
- Ensure safety documentation is addressed by the compliance function,
- Provide advice on safety matters,

Training:

- Ensure that Training plan are properly implemented, maintained, and continually reviewed and adapted,

Quality & Compliance:

- Act independently to encourage the reporting,
- Maintain a close liaison with managers and personnel on all matters affecting regulation and processes, support them on to the day-to-day activities,
- Keep current on all national and international requirements relating to our activities, to advise managers / Personnel concerned Changes/Updates,
- Work with heads of department to help formulate procedures/instructions,
- Maintain a close liaison with authorities, including application related to the AMO certificate,
- Be involved in occurrence / accident investigations,
- Ensure the performance of audits of the compliance monitoring function,

Authorisation:

- Review assessment of personnel to reissue internal authorisation,
- Amend internal authorisation certificate,
- Maintain a close liaison with authorities, including authorised staff list approval and training processes,
- Control Due training for all staff working in maintenance area,

Stations Quality:

- Review specific MCC processes, including WAB, WAAS and SEA,
- Maintain a close liaison with authorities, including approval of these processes,

Compliance monitoring:

- Ensure that Audit schedule are properly and continually reviewed and adapted,
- Conduct audits/inspections of any aspect of the activities relating to approval certificate in all parts of the organisation, and as necessary, any subcontracted organisation,
- Ensure regular audits of the activities in accordance with the audit plan to:
 - monitor the compliance with, and adequacy of the documented procedures,
 - monitor the compliance with the applicable requirements,
 - verify the adequate process monitoring by the managers,
- Support managers for inspection of their area,
- [Support SQ department for assessment of personnel and investigation,](#)
- Review existing practices / procedures and making recommendations to the manager to improve,
- Ensure facility procedures & instructions are appropriate to the day-to-day activities,
- Identify non-compliance and analysing with the managers having the responsibility to ensure corrective actions the feed-back from reporting system and compliance monitoring system,
- Monitor that requested corrective actions are taken in a timescale,
- Verify with the relevant managers that requested corrective actions meet their intended purpose,

Subcontracting managing:

- [Review subcontractors,](#)
- [Maintain a close liaison with subcontractors, including authorised staff list and training records,](#)
- [Ensure that assurance surveillance plan is properly implemented, maintained, and continually reviewed and adapted,](#)
- [Maintain a close liaison with authorities, including subcontractor list approval,](#)

Component Capability list managing:

- [Review component on Capalist,](#)
- [Maintain a close liaison with manager, including assessment of component work,](#)
- [Maintain a close liaison with authorities, including component Capalist approval,](#)

Practical Training:

- Elaborate PT and OJT syllabus support for approval by appropriate authority,
- Support the staff in realisation of their PT – OJT syllabus, [with the support of the maintenance managers,](#)
- Authorise and maintain a list of assessor and instructor/supervisor,
- Elaborate, with the support of maintenance managers, the training syllabus for
 - Pre-flight course
 - Aircraft variant Course
 - Crew course & Authorisation
 - Engine Run & Taxi (ERT) course
 - Ramp & Cleaning course

Investigation/Roots cause Analysis:

- Act independently to encourage the reporting,
- Oversee event reporting system,
- monitor occurrence investigations,
- Coordinate and communicate on safety issues within the organisation, and customer as appropriate,

Administrative:

- Manage the enrolment of staff on learning training,
- Record Training Certificate,
- Prepare Licence file in case of amendment,
- Prepare of assessment for internal authorisation,
- Support Training & Authorisation function,

1.4.3.5 Health and Security

Responsibilities:

- Provide appropriate control of access of the company facilities,
- Ensure that evacuation route maps are up-to-date and displayed in each work area,
- Conduct periodic emergency exercise to ensure all employees are thoroughly familiar with the actions to be taken in the event of an emergency,
- Provide protection, security and health for individuals and property,
- Ensure required inspections, testing, and preventive maintenance are performed and documented on all facility fire alarm devices and fixed and portable extinguisher systems under the control of the company,
- Review/inspect facilities (through periodical rounds of the facility) to verify/control protection of personnel, facilities and materials against potential risks (e.g., proper use of PPE, appropriate disposal of the PPE, appropriate and cleaned working environment, proper labelling on containers/cylinders, appropriate practices to assure proper use and handling of hazardous chemicals, appropriate chemical / Flammable storage, appropriate procedures for emergency response, ...),
- Maintain Material Safety Data Sheets (MSDS) and the Hazardous Chemical inventory List in each appropriate location where chemicals products are used,
- Participate to the event investigation and analyses when injury of personnel occurs,
- May participate to the Risk evaluation and assessment of Hazards when health and security might be concerned.

1.4.4 MAINTENANCE MANAGEMENT

1.4.4.1 Maintenance Director (GVA)

The **Maintenance Director** is a **nominated responsible for the Part-145 Maintenance activities** and is acceptable to the authority. Main duties are to lead day to day the GVA facility. The **Maintenance Director** is assisted by **Maintenance Managers, Maintenance Supervisors** and **Hangar managers** to ensure use of proper practices.

Main duties are:

- Direct, motivate and control the maintenance personnel, ensuring that personnel are provided with training and knowledge to maximise their performance,
- Ensure that the maintenance organisation is in compliance with the regulatory requirements and manufacturers recommendations in following areas:
 - a. **Tools, instruments and equipment** necessary for carrying out the planned tasks,
 - b. **Storage facilities** for parts, tools, equipment and materials,
 - c. A **training plan** for the personnel, taking into account qualification and continuous training requirements,
 - d. A **Man Hours plan**, taking account of human factor/performance issues,
- Ensure the competence of all personnel by establishing a programme of training.

Responsibilities related to Maintenance activities:

- Be knowledgeable of the applicable DABS policies and procedures and to train and assist subordinates in the proper practices to be followed,
- Check that adequate standards, procedures and safety precautions for maintenance performance are established and that the **managers** constantly ensure their compliance and necessary improvements,
- Approve specific work procedures and practices when required i.a.w the **SQ department** and to make sure that they are followed by the personnel,
- Monitor that GSE, Hangar and Workshops are in a serviceable working condition, including periodic checks, maintenance, and calibrations of Tools, Equipment and GSE,
- Monitor those parts, materials, components, LRUs, are properly handled, identified, tagged, preserved and stored before, during and after maintenance is performed,
- Monitor that aircraft are properly handled, towed, taxied, parked and stored inside the Hangar and outside on the Tarmac.

Responsibilities related to Maintenance Planning and Resources:

- Ensure establishment of the maintenance man-hour plan,
- Monitor that sufficient manpower, on permanent or temporary basis, required for the workload with the appropriate skills for general and specific maintenance tasks is available. Any deviation of >25% in available manhours during a calendar month should be reported during the MRB.

Responsibilities related to Personnel:

- Assist the **Human resources department** in recruitment,
- Ensure assessment of Personnel in **Maintenance** function,
- Monitor competence of maintenance Personnel, ensuring that evaluations are performed and determining the need for training relative to the work to be carried out (including recurrent training),
- Ensure that competence assessments of personnel are performed for reissuing internal authorisation,
- Ensure that personnel could perform appropriate training.

Responsibilities related to Management:

- Organise meeting in conjunction with the **other departments** to coordinate activities,
- Ensure that costs and projected hours are respected for maintenance works,
- Participate in Management Review Board (MRB) and SQRB Meetings,
- Inform the **SQ department** of maintenance errors/defects i.a.w. §2.18 where required,
- Participate actively in solution in case of findings/errors,
- Participate to periodic meeting with the **SQ department** to monitor processes & discrepancies.

1.4.4.2 Stations & MCC Maintenance Director

The **Stations & MCC Maintenance Director** is responsible in day to day for operational processes control of Base Limited facilities, Line Stations, MRU and MRT.

Main duties in Stations are the same than Maintenance Director.

Additional Duties are:

- Ensure the financial management of the [Base Limited facilities, Line Stations, MRU and MRT](#),
- Ensure the contacts with appropriate entities regarding the administration processes under the activity of additional Stations (tax administrations, employment, airport authorities, hangar owner),
- Ensure that maintenance is performing in a satisfactory manner and in accordance with Facility procedures and in the adequate Facilities and Workshops,
- Control the competence of maintenance personnel in coordination with the **Station manager**, ensuring that personnel are provided with training and knowledge,
- Monitor that sufficient manpower, on permanent or temporary basis, required for the workload, with the appropriate skills for maintenance tasks is available, in coordination with the **Station manager**,
- Harmonise the processes in all Stations [and AOG activities](#),
- Coordinate the implementation of procedures in all Stations [and AOG activities](#),
- Coordinate with managers in facility when necessary.

1.4.4.3 Maintenance Control Center (MCC)

The **MCC Manager** is based in the Lisbon Station, and reports to the **Stations & MCC Maintenance Director** and ensures that all maintenance on aircraft/component is carried out to the standards specified in EASA / NAA during AOG project.

The **MCC Manager** is responsible for AOG project to:

- Be aware of the content of the MOE, station MOE and appropriate procedures,
- Ensure appropriate resources for the planning, execution, monitoring, control and certification of the work carried out,
- Ensure that the personnel assigned from the Stations are trained and experienced in order to allow them to properly perform their work in accordance with DABS requirements,
- Ensure compliance with regulation governing the maximum permitted working hours for maintenance staff, taking human factors into account,
- Ensure that personnel use current data with latest revisions. Data includes Manufacturer's MM, IPC, and SRM. It also includes access to the DABS and operator's procedure,
- Ensure that all maintenance work carried out is correctly documented and that records are archived/scanned correctly and securely in compliance with the regulations,
- Ascertain that a sufficient supply of firefighting and safety equipment is provided for use on aircraft and in the office,
- Submit reports of defects or unairworthy condition to the **SQ Department**. MOE §2.18.3 details list of events must be reported,
- Ensure that investigations are conducted into occurrences and accidents. And ensure that roots causes are determined, evaluated and corrective measures initiated,

1.4.4.4 Station manager

The **Station manager** is based in Station, and is responsible to the **Stations & MCC Maintenance Director** for ensuring that all maintenance on aircraft/component is carried out to the standards specified in EASA / NAA legislation.

The **Station manager** is responsible to:

- Be aware of the content of the MOE and appropriate procedures,
- Ensure necessary office/space/hangar, appropriate environment to the work to be carried out,
- Ensure necessary warehouse space for parts, tools, equipment and materials,
- Ensure appropriate shops/space to the work to be carried out on component,
- Ensure appropriate resources for the planning, execution, monitoring, control and certification of the work carried out,
- Maintain a current short and long-term planning for scheduled maintenance,
- Ensure that the personnel assigned to the Station are trained and experienced in order to allow them to properly perform their work in accordance with **DABS** requirements,
- Ensure that competence assessments of personnel are performed for reissue internal authorisation,
- Ensure compliance with regulation governing the maximum permitted working hours for maintenance staff, taking human factors into account,
- Maintain office/space/hangar/warehouse/shops in a clean and orderly manner,
- Maintain all **GSE and tools in a serviceable condition**, assuring that periodic checks/calibrations are completed on time on GSE and tools. Records are maintained current. **Copies is scanned in Quantum**,
- **Purchase parts and equipment**, maintaining a stock of items at a level which will enable the Station to function in a normal manner,
- Ensure the performance of **incoming inspection** of parts, and that only acceptable parts and supplies will be received and stored with an authorised component Release Certificate,
- **Properly store and protect** materials, parts and supplies to acceptable industrial practices taking care of MSDS and shelf-life specifications,
- Ensure that **rejected and unserviceable parts** are identified and handled in such a way as to prevent their reuse as serviceable parts. Parts/components properly identified are stored in "Holding" areas,
- Ensure the proper handling of all components and parts while in maintenance process and when work is completed (e.g. tagging, preservation, plugging, storage, etc.),
- Ensure that personnel **use current data** with latest revisions. Data includes Manufacturer's MM, IPC, and SRM. It also includes access to the DABS and operator's procedure,
- Ensure that all maintenance work carried out is correctly documented and that records are archived/scanned correctly and securely in compliance with the regulations,
- Ascertain that a sufficient supply of firefighting and safety equipment is provided for use on aircraft and in the office,
- Submit reports of defects or unairworthy condition to the **SQ Department**. MOE §2.18.3 details list of events must be reported,
- Ensure that investigations are conducted into occurrences and accidents. And ensure that roots causes are determined, evaluated and corrective measures initiated,

The **Station manager** is responsible for any corrective action in Station resulting from the compliance/occurrence monitoring. The **Station manager** is also responsible for the implementation of the Safety Management System processes in site, supported by the CM manager.

1.4.5 MAINTENANCE

1.4.5.1 Maintenance Manager

The **Maintenance Manager(s)** are reporting to the **Maintenance Director**,

Duties in their area:

- Implement and monitor the strategy, developing procedures and standards to ensure objectives are achieved in compliance with all relevant regulations and DABS policy,
- Maintain the Hangar and working area in a clean and orderly manner,
- Ensure that all maintenance is carried out on time and to an approved standard, efficiently and with the minimum downtime to maximize the aircraft availability in coordination with **Team leader**,
- Ensure work planning and Technical / manhours follow up,
- Ensure that all scheduled and unscheduled maintenance required on customer aircraft and components plus any defect rectification, is carried out to the requirements and quality standards,
- Assign Personnel in the Hangars in regards to additional defects on maintenance project and need of personnel for AOG,
- Direct, motivate and control the personnel, ensuring that personnel are provided with training and knowledge to maximise their performance,
- Ensure the necessary resources and cost effectiveness,
- Ensure the smooth interfacing with other departments, especially with the **Customer support**, for reporting and approval requests for additional work,
- Make annual evaluations of **Maintenance Supervisor** in conjunction with the **Maintenance Director**,
- Make training proposals to the **Maintenance Director**,
- Perform risk assessment in case of more than 50 % of contracted personnel.

The **Maintenance Managers** are assisted by the **Team leader** in case of Base/Heavy maintenance. An additional dedicated **Project manager** could assist the **Maintenance manager** in case of Heavy maintenance.

1.4.5.2 Project manager

The **Project manager(s)** are reporting to the **Head of Project**,

The specific role of dedicated **Project manager** in heavy maintenance is to:

- Coordinate works of heavy projects with all involved departments and shops (Customer support, planning, customer support, design & certification, logistics, cabin/paint, as required) from project kick-off until delivery and debriefing,
- Manage and coordinate project technical issues with the support of manufacturers when required,
- Follow up labour hours and schedule in maintenance project,
- Report work progress, in particular to the management,
- Organise briefing and debriefing meeting of scheduled maintenance inspection,

1.4.5.3 Maintenance Supervisor

The **Maintenance Supervisors** are reporting to the **Maintenance Managers**. **Duties** are:

- Direct, motivate and control the **Technicians**, ensuring downtime and quality are maintained,
- Control the maintenance project in coordination with **Team leader**,
- Ensure planning and hours follow up for maintenance works,
- Inform the **Maintenance Director** and appropriate **Maintenance Managers** about any mishap, untoward event or maladroitness, resulting in injury or damage,
- Ensure that all maintenance related errors, occurrences, accidents and un-airworthy conditions are reported to the **SQ department**,
- Be knowledgeable of the content of the MOE and applicable procedures and to assist the **Technicians** in the proper practices to be followed,
- Ensure Shift-handover, when handover is required on maintenance project,
- Perform independent inspection in coordination with **Team leader** when required,
- Verify weighing report in coordination with **Team leader** and **SQ department** when required,
- Ensure that Adequate standards, procedures and safety precautions for the performance of maintenance are followed,
- Make annual evaluations of their personnel in conjunction with the **Maintenance Director** and to make training proposals to the **Maintenance Director**,

Day to Day, the **Maintenance Supervisor** could also act as **Team leader**.

1.4.5.4 Hangar manager

The **Hangar manager(s)** are reporting to the **Maintenance Managers**. **Duties** are:

- Ensure that all maintenance related errors, occurrences, accidents and un-airworthy conditions are reported to the **SQ department**,
- Perform independent inspection in coordination with **Team leader** when required,
- Ensure that safety precautions for the performance of maintenance are followed,
- Keep Hangar in a clean and orderly manner,
- Make periodic self-inspection of the hangar to verify cleaning policy, safety environment, standard practices and conformity to procedures in working area,

Day to Day, the **Hangar manager** could also act as **Team leader**.

1.4.5.5 Team leader

The **Team leader** reports to the **Maintenance Supervisor**.

Base/Heavy maintenance, **Duties** are:

- Keep maintenance project and working area in a clean and orderly manner,
- Coordinate Activities with Workshops and Specialists on maintenance project,
- Ensure all work on aircraft and components including defect rectification are performed in a satisfactory manner and in compliance with specifications/datas applicable to works (MM, ICA, CMM, SB, AD, etc.),
- Ensure only acceptable Components are fitted with appropriate component release certificate on the aircraft in respect of applicable requirements of Regulations, Standards and DABS procedures,
- Conduct Shift-handover, when handover is required,
- Ensure appropriate Staff is available to perform independent inspection when required,
- Ensure Equipment and tools are available for work to be performed,
- Control access to the aircraft and limit it only for authorised personnel,
- Ensure Proper handle of Components/parts (tagging, plugging, protection),

The **Team leader** is responsible to take care of aircraft maintenance project assigned.

1.4.5.6 Planning

The **Planning function** report to the **Maintenance Director** in GVA Facility.

The **Planning function** is elaborated by the **Station manager** in Station.

Main duties are:

- Plan for the hangar's occupation and aircraft movement/run up in cooperation with **Hangar manager**; It includes placement of the aircraft in the hangar taking account positioning from wall and between aircraft,
- Assign **Team leader** and Personnel to maintenance project according to personnel competences /experiences and the Aircraft Type,
- Assign Personnel to maintenance project according to personnel competences/experiences and the Aircraft Type in coordination with **Maintenance Supervisor**,
- Maintain a current short-term planning for scheduled maintenance inspection,
- Maintain a current detailed man-hour plan in coordination with **Maintenance Supervisors**,
- Coordinate daily status and problems of scheduled maintenance project in conjunction with **Maintenance Supervisors** and **Managers** in terms of lack of resources and delay due to additional works,
- Advise the management on future workload and problem of manpower and hangar area,
- Monitor individual man-hours,
- Organise meeting with **Shop supervisor** and **Maintenance Managers** to organise the work on the week,

1.4.5.7 Ramp & AOG manager

The **Ramp & AOG Manager** reports to the **Maintenance Director in GVA**.

GVA - **Duties** are:

- Implement and monitor the strategy, developing procedures and standards to ensure objectives are achieved in compliance with all relevant regulations and DABS policy,
- Ensure that all maintenance is carried out on time and to an approved standard, efficiently and with the minimum downtime to maximize the aircraft availability,
- Ensure work planning and hours follow up,
- Ensure that all AOG, unscheduled and limited scheduled line maintenance required on customer aircraft plus any defect rectification, is carried out to the requirements and quality standards,
- Assign Personnel in regard to maintenance project and need of personnel for AOG,
- Direct, motivate and control personnel, ensuring that personnel are provided with training and knowledge to maximise their performance,
- Ensure the necessary resources and cost effectiveness,
- Ensure the smooth interfacing with other departments, especially with the Customer support, for reporting and approval requests for additional work,
- Make annual evaluations of **personnel**,
- Make training proposals to the **Maintenance Director**,

1.4.6 WORKSHOP

1.4.6.1 Shop supervisor

The **Shop supervisor** function report to the described **Maintenance manager** in chart -GVA (§1.5).

The **Shop supervisor** function report to the **Station managers** in Stations.

Duties in their shop are:

- Maintain the Workshops and working area in a clean and orderly manner,
- Maintain material and tools assigned to each Workshop, to assure periodic checks and calibrations are completed (i.a.w §2.4 and §2.5),
- Ensure that consumable materials used in the Workshop have shelf-life label, document to ensure traceability and are not overdue,
- Maintain the capability list of Parts/Component to be repaired or maintained, [including technical data/CMM \(available and update\)](#),
In case of the **Maintenance Directors** determine that supplementary Parts are required to be added or removed from the Capability list, they are responsible to show compliance with applicable requirements in regard to the technical knowledge, documentation and Tools,
- Implement all revisions of technical / manufacturer document assigned to each Workshop, and to assure that maintenance data used are always updated,
- Ensure that Tools/Equipment required by manufacturer documentation are available,
- Make annual evaluations of their personnel in conjunction with the **Maintenance manager** and to make training proposals to the **Maintenance Directors** each year,
- Make periodic self-inspection of their workshop to verify standard practices and conformity to procedures in its shop,
- Inform the **Manager** and the **Maintenance Directors** about any mishap, untoward event or maladroitness, resulting in injury or damage,

The **Shop supervisors** are responsible to the **Maintenance Directors** in regard to maintenance work **to supervise the completion of all maintenance tasks in accordance with the WP**. **Duties** are:

- Perform all maintenance activities in full compliance with specifications applicable to works performed, as requested. (CMMs, SBs, Technical information, ADs, etc..),
- Review of WP and Identify Critical tasks as appropriate,
- Perform preliminary Parts inspection,
- Distribute works according to **Technician** competences,
- Ensure that personnel have accurate and current documentation to perform tasks,
- Ensure that additional works required for failure found during inspection are documented and that additional Task card are opened for that,
- Report additional works and problems to the **Team leader**,
- Ensure to use/install only /Parts identified by approved sources,
- Ensure that all work performed is inspected before task releasing by authorised personnel,
- Ensure that works, cards and instructions, including CRITICAL tasks, are properly executed and well documented with all pertinent details and signed,
- Verify before issuing a Form 1 that Components/Parts are in the Capability list and that documentation used are up-to-date,
- Ensure that each personnel verify its personal toolbox at the end of each working day,

1.4.6.2 Store Control

The **Store supervisor** reports to the **Logistics & Support Director**.

The **Store Function** reports to the **Logistics & Support manager** in Station.

Duties are:

- Perform the incoming inspection of the material as outlined in the incoming inspection procedure and ensuring that only acceptable parts and supplies will be accepted,
- Identify and segregate the material serviceable and unserviceable,
- Inform the **Purchasing function** when receiving parts without appropriate component release certificate or not conform to order specifications,
- Properly stock, protect and preserve the material to acceptable industry practices, including Parts that are subject to deterioration and shelf-life specifications,
- Procure the material requested on time directly to the Aircraft if required,
- Verify AD applied to Parts,
- Ensure that older materials/consumables are used first and that shelf-life expired products are eliminated from stock,
- perform the stock inventory,
- Prepare shipping according to the shipping procedure, including known consignor and Hazmat principle,

1.4.6.3 Tools Control

The **Tools supervisor** reports to the **Maintenance Director** in GVA Facility.

The **Tools Supervision Functions** reports to the **Station managers** in Station.

Duties are:

- Purchase Tools / Equipment on request with the approval of the **Maintenance Director**,
- Maintain database of Tools / Equipment, including GSE, in Quantum,
- Issue the **Tools control Due List**, including Inspection and preventive maintenance, at the beginning of each month,
- Ensure that Tools / Equipment used are testing / inspecting / calibrating at time,
- Maintain the Calibration/inspection history report for Tools and Equipment,
- Ensure that incoming inspection, including a review of support document, calibration sheet, is performed following calibration/inspection or when a Tool/Equipment is loan,
- Ensure that **Tools control Due Label** is issued on the Tool/Equipment,
- Conditioning the Tools and Equipment for appropriate storage when necessary,
- Ensure that a Toolbox Inventory List is available in each Toolbox, and in Tools shop, including contracted personnel,
- Check each Toolbox for completeness i.a.w the Inventory List on a regular Basis,
- Ensure that **form DA-0162** is completed when necessary to fabricate equivalent Tool/Equipment,
- Monitor Calibration service provider described in the list of accepted metrology provider (**DA-0104**),
- Remove Tool/Equipment from operation when required (unserviceable/Defective/Due),

1.4.7 CUSTOMER SUPPORT & TECHNICAL SERVICES

1.4.7.1 Technical Services & Support director

The Customer Support function are under the responsibility of the **Technical Services & Support director**, and is reporting to the **Accountable manager** in GVA facility.

Duties are:

- Deliver robust Sales & Marketing strategies and plan that meets or exceeds the budgeted annual man-hour targets, service offerings and contracted customers,
- Elaborate a marketing plan that puts the company in the forefront of all potential and current customers,
- Seeks new business opportunities from existing and new customers at every opportunity,
- Meet with existing customers on a regular basis to discuss current and new business opportunities, and build long-term relationships to ensure that DABS is their first choice,
- Ensure all 'interface' and 'Service Level Agreement' documents are produced and agreed with each major customer,
- Ensure that aircraft contracts are valid and relevant for the Part 145 work undertaking,
- Review feedback from customers, post maintenance inputs, and feedback concerning the processes,
- **Ensure these feedbacks are collected and investigated,**

1.4.7.2 Head of Customer support

The **Head of Customer support** is reporting to the **Technical Services & Support director**. Duties are:

- **Seek Excellence in deliverables to achieve the highest level of Customer Satisfaction,**
- Translate policy into goals and objectives to deliver the highest standards and level of safety,
- Manage the Customer Support manager team (CSM),
- Ensure that customer work requests are transferred accurately into workscopes / quotations,
- Ensure that quotation is provided to the customer for the work to be undertaken,
- Meet with existing customers on a regular basis to discuss current maintenance project,
- Ensure that appropriate offices are available for Customers,
- Build a performance culture within Customer support function and ensures that safety, quality, integrity and continuous improvement are always parts of the operations,
- **Seek and share customer feedback with the organisation and support** the SQ department for occurrences relating to the Customer support,
- Assist with the implementation of software for customer processes oriented,

1.4.7.3 Customer Support manager (CSM)

The **Customer support personnel (CSM)** is reporting to the **Head of Customer support**. Main role is:

- Act in liaison between DABS and customers,
- Be knowledgeable of the applicable customer procedures and to assist the maintenance Team in the proper practices to be followed,
- Coordinate with the customers the establishment of maintenance scheduling,
- Analyse PO / issue Additional PO / Monitoring down payment,
- Report to the customer the status of scheduled and unscheduled work (+ costs),
- Verify final invoice in coordination with Billing Department,

They should ensure that The **Planning function** and the **Head of Technical Services** are notified in a timely manner of aircraft arrivals for scheduled maintenance,

1.4.7.4 CSM Line / MCC staff

The CSM line (GVA) is reporting to the **Head of Customer support**.

The MCC staff (stations) is reporting to the **MCC manager**.

Their main role in line maintenance is to:

- Act in liaison between DABS and customers and is responsible for communicating the DABS availability and initial costs for the event,
- Be knowledgeable of the applicable customer procedures and to assist the Team maintenance in the proper practices to be followed,
- Analyse PO / issue Additional PO / Monitoring down payment,
- Report to the customer the status of scheduled and unscheduled work (+ costs),
- Ensure that during AOG, work is assessed, including WAB and SEA issuance and the certifying staff attributed to the aircraft,
- Ensure that APO is signed and that the payment is received, if applicable, prior to aircraft certification,
- Responsible to verify Work Package compliance prior to aircraft certification issue (CRS/MRC),
- Ensure that all received documentation are in compliance with DABS standards,
- Issue Log book entry or CRS for the relevant product (Engine(s) / APU),

Duties also includes duties of technical personnel (described in 1.4.7.6-2)

1.4.7.5 Head of Technical Services

The **Head of Technical Services** is reporting to the **Technical Services & Support director**.

The **Head of Technical Services** assists the **Maintenance department** and the **Customer support** for the planning and organisation of scheduled maintenance. **Duties** are:

- Ensure analyse of WP to determine period and time objectives for each scheduled maintenance to plan and organise appropriately the work to be performed,
- Control External manufacturer documentation (except CMM) used in company and ensure the availability of all necessary maintenance data,
- Ensure analyse of manufacturer documentation to create template including work organisation, part to be ordered and time objectives to perform the work,
- Ensure that templates are integrated in Quantum to facilitate Quote and work preparation,
- Ensure that work packages are prepared and recorded at time by the **Technical personnel**,
- Organise in coordination with the **Planning function** the use of contractor personnel,
- Advise the management on future workload and problem of manpower and tools,

1.4.7.6 Technical personnel

The Technical personnel are reporting to the **Head of Technical Services**.

1-Method personnel – Duties are:

- Review and analyse new maintenance data from TC Holder before implementation on Internal Server,
- Create and maintaining up-to-date **Templates** in Quantum, including CRITICAL task identification,
- Create Work Descriptive Sheet (**WDS**) to facilitate the technicians works and traceability records,
- Analyse performed work to improve work efficiency and Templates,
- Assist **Team leader** by development of objectives in terms of times and organisation,
- Record and notify **inaccurate, incomplete or ambiguous procedure**, information or instruction contained in the maintenance data used by maintenance personnel, (refer to §2.27)

2-Technical personnel – Duties for the maintenance event are:

- Open the **WP/tasks** in Quantum i.a.w Work scope described in the PO, including subcontracting tasks,
- Prepare the **WP** for the maintenance event including:
 - Issuance of **task cards** and **associated maintenance data** [task that not to be performed could be cross out in data]
 - Verification of the **status of the maintenance data** before maintenance event
 - **Critical tasks** identification i.a.w DA-0202
- Prepare **WAF** document that reflects tasks and data used in Quantum for the WP,
- Verify that all necessary **entries and signatures** on Task cards / Procedures / ATL are properly executed,
- Sign off **protocol and cross-referenced tasks** (CMTS) when appropriate,
- Record task performed in **Quantum**,
- Prepare the **aircraft certification** including Work report, Summary (if appropriate), CRS/MRC, ATL, DIL,
- Issue and sign **Logbook entry** (Tasks, Ads, Mods/SBs) for the relevant product (Engine(s) / APU),
- Scan and record **Work Package** on Internal Server,
- Send original/electronic **Work Package** to the Customer,
- Coordinate with **Team leader/certifying staff** the reservation/shipping of materials, components and tools necessary for the execution of works be performed,
- For Stations, ensure parts issuance and also that parts certificates, labor, DIL, HIL, ATL are placed in the Work Package,

1.4.8 LOGISTICS

The role of **Logistics department** is to ensure that all components/consumables and raw material required are available for the maintenance activities, including additional stations.

The **Logistics & Support Director** is responsible of the harmonisation of the process in the different sites.

1.4.8.1 Logistic & Support Director

The **Logistic & Support Director** is directly responsible to the **Accountable Manager** for Part sales activity, Store and Part management.

Main duties are to:

- Direct the process which includes the planning of procurement, inventory control, logistics and distribution. Ensuring that every step of the process is functioning effectively to avoid costly delays and lost sales opportunities,
- Evaluate costs for maintenance works,
- Support Part sales activity,
- Ensure that Environmental requirements are respected,
- Monitor competence of Personnel, ensuring that annual evaluations are performed and determining the need for initial and recurrent training for the personnel relative to the work to be carried out (including recurrent training),

1.4.8.2 Purchasing Function

Main duties of **Purchasing Function** are to:

- Provide strategic and operational leadership in managing all materials sourcing and procurement activities, supplier qualifications, inventory management, and logistics,
- Purchase the material and repair services requested by the maintenance department,
- Identifies new sources of procurement where necessary to improve performance, reduce cost, and reduce supply process,
- Ensure that materials purchased are conform to regulatory and manufacturer requirements,
- Ensure that materials arrive at the facility as scheduled and monitor the status/planning of all material requested,
- Define the minimum quantities available in store for consumables and parts in coordination with the Maintenance Director and Initiate parts purchasing when the minimum stock is reached,
- Organise the store inventories,
- Coordinate special shipping,
- Monitor the return of the material to the appropriate Supplier,
- Evaluate the service of supplier and keeping Suppliers list current in Quantum,
- Review the discrepancies in incoming process and taking the appropriate actions,

1.4.8.3 Store Control

Refer to §1.4.6.2

1.4.9 MAINTENANCE FUNCTION

This chapter addresses in more detail the function description of **maintenance staff**, named “**Technician**” in this document. It includes:

- **Authorised staff:** (staff with stamp + competence assessment)
 - **Rated staff;** (licenced staff with Aircraft type on internal authorisation certificate)
Rated staff is qualified as category B1 or B2, (with or without appropriate Aircraft rating),
 - **Qualifying inspector** for specialised tasks (§1.6.2) described on in internal authorisation certificate,
 - **Qualifying staff** for specialised tasks (§1.6.2) described on in internal authorisation certificate/stamp,
 - **Contracted** Authorised staff if assessed,

The following function is performed by Authorised staff

- **Team leader,**
- **Certifying Staff** – Aircraft (CS) – component (CCS) – Engine and NDT,
CS is an Aircraft type-rated staff qualified A, B1, B2, C as appropriate, (aircraft certification)
CCS is a qualifying staff/inspector with relevant qualification/privilege on the component (Form 1)
Engine certifying staff is a staff with relevant qualification/privilege on the engine (Form 1)
NDT certifying staff is a NDT staff with relevant qualification/privilege on the method (Form 1)
- **AC-Rated staff;** (equivalent to support staff on base maintenance environment)
AC-Rated staff is qualified with relevant Aircraft rating and appropriate category B1 or B2,
‘Relevant’, means aircraft or components specified in the internal authorisation.

And

- **Unauthorised staff:**
 - Technician without stamp,
 - Temporary Contracted staff without internal authorisation / stamp,
 - Trainee / Apprentice,

1.4.9.1 General Policy

-Team leader is in charge to coordinate a base maintenance project.

-Certifying Staff (could release work and issue aircraft certification (CRS/MRC) / Form 1 for product/component in accordance with their privilege.

-AC-Rated staff can **release** Task card if appropriately qualified (Aircraft type and Cat). It covers all Product Type on the company Scope of work. This privilege is described in the internal authorisation.

-Authorised staff can **sign-off** all maintenance tasks on Task card. This privilege covers all Product Type on the company Scope of work. This privilege is not described in the internal authorisation.

Maintenance data used should be stamped to ensure that work have been carried out to the required standard and maintenance data.

-Qualifying inspector can **sign-off/supervise** those specialised tasks which are in their Internal Authorisation. Maintenance data used should be stamped to ensure that work have been carried out to the required standard and maintenance data. They **could** certify work on work statement and on Task card. They **could not** issue a aircraft certification or Form 1.

Component Certifying Staff are considered as **Qualifying inspector in their area of competence.**

-Qualifying staff can **sign-off** tasks in their area of competence which are written in their **Internal Authorisation certificate** / stamp. Maintenance data used should be stamped to ensure that work have been carried out to the required standard and maintenance data.

Unauthorised staff (without stamp), can **sign** task step they performed under the supervision of an appropriate **Rated staff** or **Qualifying inspector**. Maintenance data used should be marked with the name of staff to ensure that work steps have been carried out to the required standard and maintenance data.

Supervision of work performed should be signed on Task card (box 3.3).

Recording **on task card** is described in §2.13.

1.4.9.2 Team leader

The **Team leader** is responsible to take care of aircraft base/heavy maintenance project assigned. Duties are:

- Review of WP, verifying the list of works to be performed,
- Identify Critical tasks,
- Perform preliminary/incoming aircraft inspection, if appropriate,
- Validate supplementary works required for defects found during inspection,
- Report problems to the **Maintenance Supervisor**,
- Ensure that Task cards are released by an **AC-Rated staff** with appropriate qualification/privilege in their internal certificate (Aircraft type and Cat),
- Ensure that each **technician** checks its toolbox at the end of each working day,
- Ensure that the final survey/outgoing inspection is performed before signing aircraft certification,
- Review the WP, ensuring that all maintenance ordered has been performed or deferred,
- Ensure that a CRS/MRC and a Release to Service in the Tech Log are issued for any maintenance performed and put on board before aircraft leaving,
- Ensure that certification in Tech Log includes information of maintenance including tasks performed / deferred, AD, SB and modification/repair performed, WP, name of Certifying Staff and AMO approval,
- Ensure that the aircraft certification is signed by appropriate Certifying staff,
- Ensure that defects affecting safe operation are rectified, taking into account the Customer MEL,

The **Team leader** is also responsible to ensure that an **AC-Rated staff** verifies for each task:

- Assign works according to the **Technician** competences and give to these Personnel all the instructions and assistance they need for the execution of works,
- Ensure that personnel have competence and accurate documentation to perform tasks,
- Ensure that all personnel performing work is signing-off data and task card as appropriate,
- Ensure that supplementary works are documented on additional Task cards,
- Ensure that all work performed is satisfactory checked/reviewed as necessary by appropriate staff before releasing Task, including:
 - error capturing method are appropriately carried out for the CRITICAL tasks,
 - works are properly executed/stamped and all necessary entries well documented in Task cards and procedures,

In case of shift, Assignment of personnel authorised to sign-off the different tasks and verification/review that the job has been completed and signed-off properly are under the responsibility of the **AC-Rated staff** signing the box 3.3 in task card.

Refer to §2.13.

1.4.9.3 Certifying Staff

The **Certifying Staff** are authorised/assessed by the **Maintenance Director** and the **SQ department**. It also includes **Component Certifying staff**, **Engine Certifying staff** and **NDT Certifying staff**.

A **Certifying Staff** must hold a valid **Internal Authorisation certificate** issued by the **SQ department** i.a.w **§1.6.1** and

- A valid **Aircraft Maintenance Licence (AML)** in accordance with Part-66 (Category A, B1, B2, C) for Aircraft maintenance, **or**
- A valid **Swiss authorisation (Type S or P)** for Component maintenance in Swiss facility, **or**
- (assessed) **competence and qualification** for Component maintenance not in Swiss facility, **or**
- (An assessed) **competence and qualification** i.a.w EN4179 for NDT

The **Certifying Staff** are responsible to determine, when Aircraft or Component are ready for release to service or when a release to service is not possible.

The **Certifying Staff** are responsible for issuing Release to Service after works. In case of doubt, if a Release to Service cannot be issued, the **SQ department** must be notified about such condition.

Privileges with respect to the Aircraft Type Rating or Specialised task listed in the valid **Internal Authorisation certificate** are described in **§1.6.1** and DA-0103.

Point 145.A.50(a) states the following:

*A certificate of release to service shall be issued by **appropriately authorised certifying staff** on behalf of the organisation **when it has been verified that all maintenance ordered has been properly carried out** by the organisation in accordance with*

145.A.70, taking into account the availability and use of the maintenance data specified

*145.A.45 **and that there are no non-compliances which are known to endanger flight safety***

This verification doesn't necessarily mean that **certifying staff** has to perform or supervise the whole process, **but** the necessity of assessing the complexity of the **maintenance event**.

In consequence, before issuing a Release to Service, the Certifying Staff must ensure that:

- The required and approved procedures and technical documentation had been used during maintenance and described in Task Cards,
- The different tasks have been properly coordinated and supervised, including CRITICAL tasks identification and associated error capturing method,
- All works, including check, run-up and check flight, are reviewed and released in task card by **AC-Rated staff** within the limits of the Internal Authorisation certificate,
- Inspection for foreign objects and tools had been conducted before closure of panels,
- All maintenance ordered have been performed or deferred,
- All uncompleted maintenance and defects are properly identified and communicated to the customer / correctly entered into the Release to Service and the Tech Log and if appropriate classified as per MEL and entered into the HIL/ADDL,
- Maintenance related errors, occurrences, accidents and un-airworthy conditions are reported to the SQ department,

Coordination and supervision are under the responsibility of the **team leader** in case of base maintenance.

Assignment of personnel authorised to sign-off the different tasks and verification/review that the job has been completed and signed-off properly are under the responsibility of the **AC-Rated staff** releasing the task card.

1.4.9.4 NDT / Welding staff

NDT/Welding Staff is an authorised staff who sign-off and releases the related task(s).

NDT/Welding Staff must hold a valid **Internal Authorisation Certificate** issued by the SQ department i.a.w §1.6.1 and

- A valid qualification (NDT or welder) as per international standards for related Specialised tasks.

NDT/Welding Staff is responsible to:

- Perform the Inspection/check functions in described specialised tasks and ascertain that work is performed and completed in compliance to established standards, and applicable specifications.
- Sign off and stamp Task cards after work;
A task on WP is necessary release by an **AC-Rated staff**;
A task on WO is released with a Form 1
- Issue work statement; An aircraft release to service is necessary by an appropriate AMO,
- Issue work shop and Form 1

Required Qualifications are described in §3.11.

Function and level of tasks are described in **Internal Authorisation certificate**.

1.4.9.5 AC-Rated staff

The **AC-Rated staff** are authorised/assessed by the **Maintenance Director** and the **SQ department**.

An **AC-Rated staff** must hold a valid **Internal Authorisation certificate** issued by the SQ department i.a.w §1.6.1 and:

- A valid **AML** in accordance with Part-66 (Category A, B1, B2) for Aircraft maintenance
- relevant Aircraft type in licence and internal authorisation certificate

The **AC-Rated staff** is responsible to release task cards after works. Privileges with respect to the Aircraft Type Rating listed in the valid **Internal Authorisation certificate** are described in §1.6.1 and DA-0103.

***AC-Rated staff** is equivalent to support staff on base maintenance environment,*

***AC-Rated staff** is qualified with relevant Aircraft rating and appropriate category B1 or B2,*

The **AC-Rated staff** shall ensure that the **relevant tasks have been carried out to the required standard** by **appropriate and competent staff** before the **certifying staff** issues the aircraft certification.

This doesn't necessarily mean that the **AC-Rated staff** has to perform or supervise the whole process of **the task**. The **AC-Rated staff** has the last call on the amount of involvement they would like to perform in order to be satisfied that **the task can be properly released**.

In consequence, before Releasing a Task card, the AC-Rated staff have to ensure that:

- Maintenance tasks have been assigned to personnel authorised to sign-off to the corresponding level
- Maintenance tasks are carried out in accordance with appropriate maintenance instructions/data.
- The approved procedures and technical documentation have been used / stamped and described in the Task Cards (reference and revision),
- List of serialised components replaced are identified in the Task Cards,
- All works, including operational and functional check are completed,
- Independent Inspections, CDCCL or EROPS tasks, if appropriate, are properly executed,
- All uncompleted maintenance and defects are correctly entered into the task cards,
- Maintenance related errors, occurrences / un-airworthy conditions are reported to the SQ department,

1.4.9.6 Qualifying Inspectors

Qualifying Inspector is an authorised staff who undertakes inspection functions and sign-off the related task(s). The various types of “Qualifying inspector” are:

- **Store receiving inspector,**
- **Qualifying Inspector** for specialised tasks (as described in §1.6.2),

A **Qualifying Inspector** must hold a valid **Internal Authorisation certificate** issued by the SQ department i.a.w §1.6.1 and

- A valid Swiss authorisation (Type S or P) for the area concerned, **or**
- An assessed competence and qualification for the area concerned,

Store receiving inspector is responsible to perform and attest the receiving/incoming inspection of components/materials as per §2.2. The **inspector** has authority to **add/sign** information on Certificate concerning Hour/Cycle/Landing/life limit as applicable of any life limited Parts if appropriate proof available.

Qualifying Inspector is responsible to:

- Perform the Inspection/check functions in described specialised tasks and ascertain that work is performed and completed in compliance to established standards, and applicable specifications. It includes In Process Inspection and Final Inspection as required,
- Sign off and stamp Task cards after inspection/check of specialised tasks;
A task on WP is necessary release by an **AC-Rated staff**;
A task in WO could be released by the inspector.
- Issue work statement in specialised tasks; Release to service is necessary by an appropriate AMO,

Required Qualifications are described in §3.7.

Function and perimeter of specialised tasks are described in **Internal Authorisation certificate**.

Qualifying Inspector is not authorised to issue a release to service for aircraft or component or engine, unless holding a “Certifying Staff privilege”.

Qualifying Inspector could issue a work statement in case of contracted work for an AMO.

Note: *In the aircraft maintenance environment the **qualifying inspector** function does not correspond to the **AC-Rated staff** function. After the inspection task sign-off, a further signature is necessary by B1 and/or B2 **AC-Rated staff** to release the task card as applicable.*

1.4.9.7 Qualifying Staff

Qualifying Staff is a technician without licence (or licence without Aircraft type in our scope) who owns a stamp given by the SQ department after a competence assessment by the supervisor to authorise to work without supervision and sign off work performed.

Qualifying Staff shall be able to carry out tasks to any standard specified in the maintenance data, and will notify responsible of mistakes requiring rectification to re-establish required maintenance standards.

Qualifying Staff are considered as “**Authorised Staff**” and are authorised to sign-off tasks personally performed as described in §1.6.2.

Qualifying Staff shall Sign-off task carried out in procedures, and shop reports as appropriate.

Required Qualifications are described in §3.8.

Qualifying Staff is **not authorised to release a task card**, unless holding a “certifying staff privilege”.

Note: *In the maintenance environment the **Qualifying Staff** function does not correspond to **AC-Rated staff** function. After the task sign-off, a further inspection stage may be necessary by an appropriate **AC-Rated staff** or **Qualifying Inspector** as applicable/decided by the staff releasing the task **in order to be satisfied that the task can be properly released**.*

B1 and B2 **AC-Rated staff** or **Qualifying Inspector** shall ensure that all relevant tasks or inspections have been carried out to the required standard before the **Certifying Staff** issues the certificate of release to service.

1.4.9.8 Unauthorised staff

Unauthorised staff (without stamp) is a staff with a technical competence not yet assessed in regard to its competence but only in regard to its records, and is authorised to work by direct manager.

The **Unauthorised staff** could perform work under the supervision of an **AC-Rated staff** or **Qualifying inspector**.

The **Unauthorised staff** sign off task performed. Maintenance data used should be stamped to ensure that work have been carried out to the required standard / maintenance data.

The **Unauthorised staff** is not authorised to work without appropriate supervision. A **check of work** performed by an appropriate **AC-Rated staff** or **Qualifying inspector** should be formalised on Task card. They shall ensure that all relevant tasks or inspections have been carried out to the required standard before the task is releasing and the Certifying Staff issues the certificate of release to service.

1.4.9.9 Sign-off responsibilities

Day to day, the **Technician** must report to the **Team leader** or **Shop supervisors** in charge of the maintenance project. They are responsible to:

- Perform work in clean and orderly manner,
- Use approved procedures/maintenance data as noted in task cards and technical data,
- Identify serialised component removed from aircraft with appropriate Tag, including the reason for removal and unserviceability if applicable,
- Use proper equipment and tools, calibrated and in serviceable condition,
- Complete and sign off forms, task cards, and stamp procedures before leaving work place,
- Inventory their tools before leaving work place,
- Report as soon as possible of any malfunction or defect or mistakes found,
- Call for additional inspection or assistance when the scope of works exceeds their competence.

1.4.10 CERTIFICATION/ENGINEERING SUPPORT FUNCTION

Function of **Certification/Engineering support** is performed by the **Design Organisation (DO)** and **engineering staff** in GVA facility.

Function of **Certification/Engineering support** is performed by **Technical services** in Stations.

Certification/Engineering support function ensure:

- Giving support (Liaison / coordination / deviation) to the modification or repair process / data approval in case of work requested by the customer when data are not yet properly described or approved by appropriate competent authority.
- Coordination with **Customer support** for the quote.
- Coordination with maintenance for implementation of modification or deviation of approved data.
- Giving support to the modification or repair process/ data approval in case of work contracting to internal or external Design Organisation (DO).

The personnel coordinate the interface between approved DO and the maintenance department before beginning of work and during the maintenance until approval of maintenance data used.

The personnel are responsible to advise the DO about any deviation or difficulties.

1.4.11 NDT RESPONSIBLE LEVEL 3

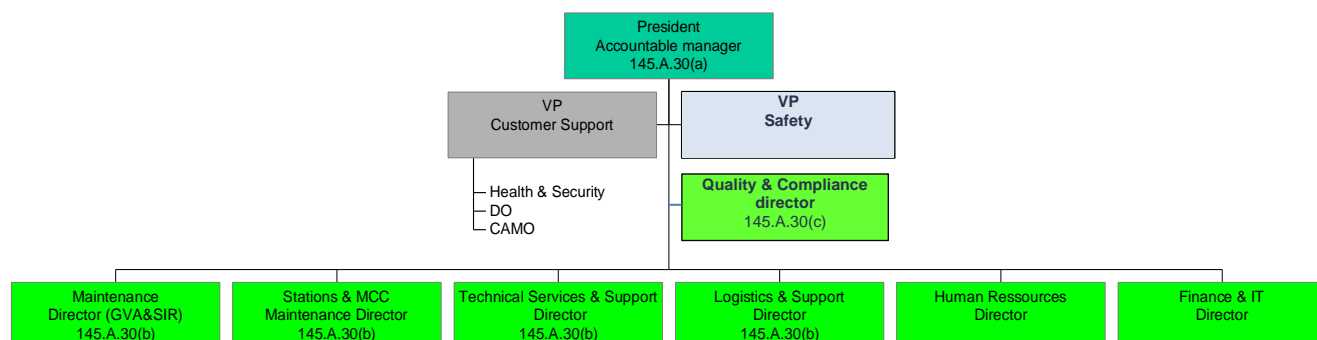
The Nominated **NDT responsible Level 3** is a nominated manager.

The Nominated **NDT responsible Level 3** is responsible to the **Director of Maintenance** for the NDT procedures and their implementation. This role is responsible for ensuring DABS is in continued compliance with NDT established standards.

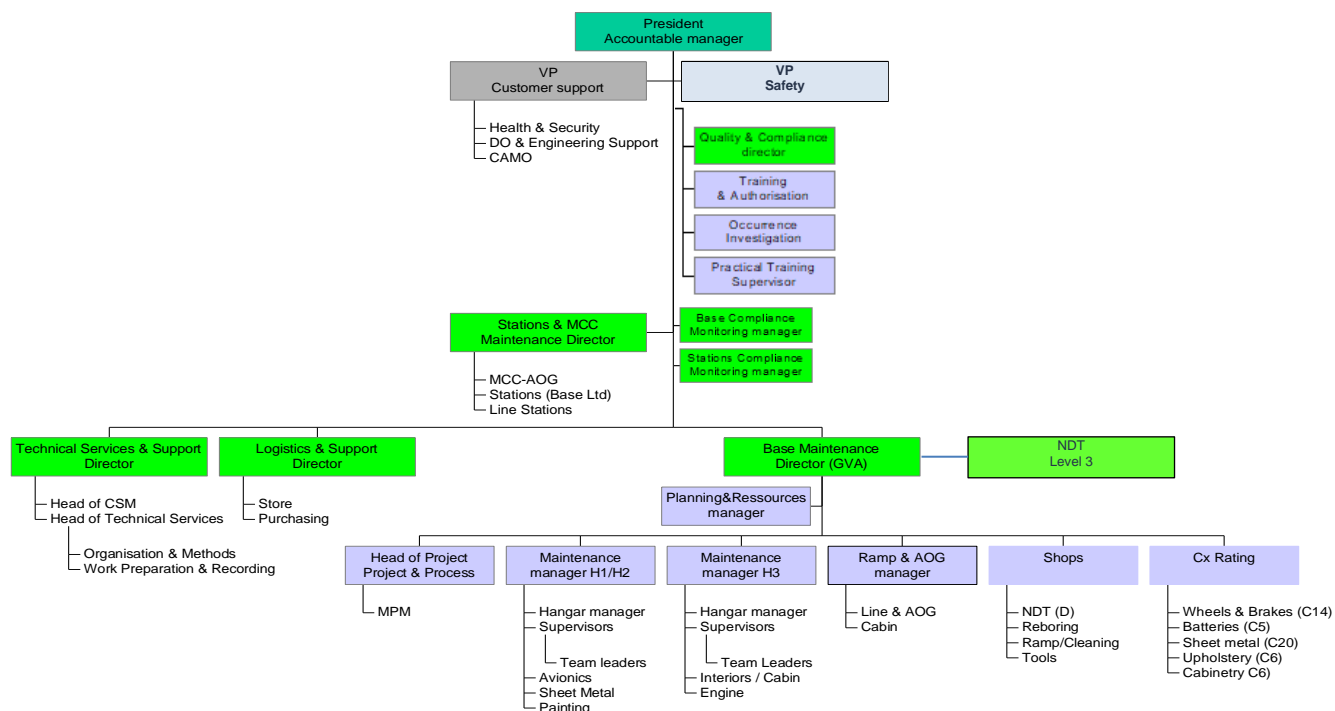
The nominated NDT **level 3** is also responsible to produce the approved NDT Instructions. The **NDT level 3** also carries out the yearly NDT Audit and performance of the NDT Level 2 staff.

1.5 MANAGEMENT ORGANISATION CHART

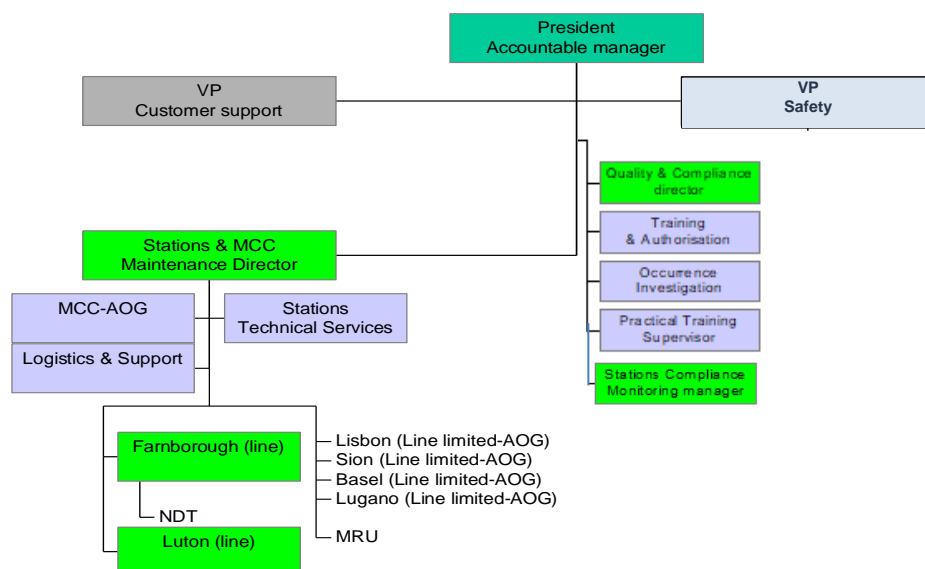
Refer to Appendices for specific chart in each Facility.



Base (GVA)



Station (FAB/LTN)



1.6 LIST OF CERTIFYING STAFF

1.6.1 DESCRIPTION

1.6.1.1 Licence system

Privileges for Certifying Staff are based on Part-66 licence regulations for aircraft certification.

Product / area	requirement for release to service
CMPA - Complex	A1 = Minor Line maintenance Certifying Staff - Limited Tasks B1.1 = Line maintenance Certifying Staff - Mechanical/Electrical B2 = Line maintenance Certifying Staff - Avionic/Electrical C = Base maintenance Certifying Staff
Component/ Engine (Swiss Facility)	S = Component Certifying Staff on Technical Area (Electrical/Mechanical/Engine)
	P = Component Certifying Staff on specific component or area not covering by Technical Area (Cabinetry /Upholstery)
Component/ engine (UK Facility)	Component Certifying Staff No licence required. Release authorisation for component in based on qualification and experience requirements as described in DA-0106.
NDT	No licence required. Release authorisation in based on qualification and experience requirements i.aw EN 4179

Individual Privileges for Authorised staff are listed in **DA-0103**. DABS keeps a record of the Authorised staff, which includes all details required by Part-145, i.e. qualifications, experience, training and details of the scope of authorisation issued to them.

1.6.1.2 Internal Authorisation certificate

An **Internal Authorisation certificate (DA-0032)** to describe privilege for certification is issued/amended by SQ department, after an assessment conducted i.a.w **§3.4.4**, with the approval of the **Maintenance Director**.

Privilege for each Authorised Staff member are described in the document referenced **DA-0103**.

This document lists privilege, aircraft type, component, NDT method and authorises the holder to certify work / to sign for "Release to Service" on behalf of DABS, for aircraft, engines and components.

Privileges reflects personal maintenance Licence issued.

The **reference** of the **Internal Authorisation** is "XX yyyyyy-NNzzzzzz"

- **XX** = "66" if EASA licence or "**name of authority**" if national licence only (i.e UK CAA)
or **XX** = "**component area**" where the component staff could issue a Form 1 or a Work statement.
- **yyyyyy** is the privilege given (i.e A/B1/B2/C/S/P or /NDT). S and P is for component certifying staff. Certifying staff qualification relevant to these categories must remain in compliance to appropriate standards listed in §1.6.1.1.
- **NN*** is the authority issuing the licence, as appropriate.
- **Zzzzzzz*** is the Licence number, as appropriate.

***** in case of multiple licence, EASA number is taken on priority – Reference of national Licence will be written on the **Internal Authorisation**.

1.6.1.3 Stamp issuance and control policy

An individual stamp is delivered to the **Certifying Staff** and **Qualifying Inspector** in accordance with DA-0103 by the SQ department. The stamp is strictly individual. It contains:

- Name of the organisation in Form 3
- Name of staff,
- Reference of **Internal Authorisation**

A stamp is also given to **qualifying staff** for identification when sign off/stamp task cards and procedures. It contains:

- Name of the organisation in Form 3
- Name of staff,
- Area of work (specialised tasks described in §1.6.2),

Staff identify themselves with their stamp and signature when signing Task cards, work reports, Form 1, Release to Service. Only stamp is required on Procedures and maintenance data.

The handwritten legible SIGN-OFF with corresponding reference to the internal certificate is authorised.

Electronic stamp is only authorised on Procedures and maintenance data in case of AOG when personal logins are used on the computer.

In case of lost, missing or stolen stamp, the personnel are responsible to inform immediately the SQ department for replacement.

When a staff leaves DABS, stamp must be returned to the SQ department.

Temporary Contracted staff are identified with their full name (or Stamp if competency assessed) + signature, except for staff from Dassault company group who could use their stamp.

Personnel without stamp are considered as unauthorised staff and should work under supervision.

1.6.1.4 Training

Once a year, a Training plan is established i.a.w **DA-0106** further to the work planning charges analyses according with §2.22, keeping Staff updated in terms of procedures concerning the nature of the activity and human factors issues which means it is one part of ensuring quality.

The method of training is intended to be a flexible process and include a continuation training course, aeronautical courses, internal short duration courses, seminars, etc. (Refer to §3.4).

Description of continuation training are described in §3.4.5.

Description of continuation training requirements for staff are described in **DA-0106**.

1.6.2 PRIVILEGES

1.6.2.1 General

Procedure **DA-0201** describes the authorisation and privilege to certify/release/sign off the different maintenance activities under DABS approval (including aircraft certification i.a.w Part-145.A.50(b)).

With respect to the Aircraft Type Rating or Component type or specialised tasks listed in the valid **Internal Authorisation Certificate / Stamp**, the following applies:

- **Pilot** is authorised to certify self-performed and self-inspected limited Maintenance tasks and simple defect rectification within the limits of tasks specifically endorsed on the **DABS “Limited Authorisation Certification”** i.a.w 145.A.30(j)4. Refer to §3.4.6.2.
- **Privilege “cat A”** permits the holder to:
 - Sign off for self-performed and self-inspected minor scheduled line maintenance works and simple defect rectification within the limits of Aircraft Type and tasks endorsed on the **Internal Authorisation certificate** and recorded on the “Individual training records” (DA-0080).
 - Issue Certificates of Release to Service following minor scheduled line maintenance works and simple defect rectification if work personally performed.
- **Category “B1” or “B2”** permits the holder, within the limits of Aircraft Type endorsed on the **Internal Authorisation certificate**, to:
 - Sign off Tasks, Repairs and rectification when performing or supervising work on aircraft.
 - Issue Form 1 for Components removed from aircraft in Serviceable Condition.
 - Issue Certificates of Release to Service following **Line Maintenance** works (as described in DA-0103 or maintenance programme).
 - Issue Certificates of Release to Service following **all Maintenance** works for Non-Complex aircraft.
- **Category “B1” or “B2”** permits also the holder to Sign Independent inspection in regard to critical tasks. This inspection is performed by an **AC-Rated staff** who did not participate to the work.
- **Component Certifying Staff** or **NDT** privilege permits to:
 - Sign off Tasks, Work Reports when performing or supervising specialised work.
 - Issue Work statement following maintenance works and defect rectification in their area.
 - Issue Form 1 after component Maintenance according to Capability List/Scope.
- **Qualifying inspector** privilege for specialised tasks* permits to:
 - Sign off Tasks, Work Reports when performing or supervising work in concerned specialised area.
 - Issue Work statement following works and defect rectification in concerned specialised area.
 - Work on component **but Not** issue Form 1.
- **Category “C”** permits the holder, within the limits of Aircraft Type endorsed on the **Internal Authorisation certificate**, to issue Certificates of Release to Service only for Base Maintenance work.
- **Qualifying staff** privilege for specialised tasks* permits to:
 - Sign off Tasks, Work Reports when performing work in concerned specialised area.
 - Work should be inspected by a **Qualifying inspector** or an appropriate **Rated staff**.

*Specialised tasks

It covers Mechanics, Avionics, Paint, Cabin, Upholstery, Cabinetry, Sheet Metal, Composite, Engine, Welding, Wire work, Cleaning/Detailing, Ramp.

Requirement for Working and Signing-off

It does not require technician with licence to carry out and sign off work, rectify defect or trouble shooting. Work should be checked and signed by an appropriate **Rated staff** or **qualifying inspector**.

Task Release has to be signed by an **AC-Rated staff** i.a.w licence category, after ensuring that the work has been performed i.a.w Standard.

Aircraft certification (CRS/MRC) has to be issued by appropriate **Certifying Staff** before flight.

1.6.2.2 Summarize

The table below summarises all Category privileges.

Area	Technical personnel	Internal Authorisation						
		Pilot	"A"	"B1"	"B2"	CCS	Q inspector	"C"
Pre Flight / Post Flight / Cleaning / Data download		Y	Y	Y				
Daily Check / Servicing / Data download i.a.w procedures in MM		Y	Y	Y	Y			
Defect / Simple and routine task (Note 1) Task Release		Personally performed	Personally performed	Y	Y	Y		
Defect / Troubleshooting – complex Work (Note 1) Task Release				Y	Y	Y		
Specialised Task / Work and Checking (Note 1) Task Release				Y Release	Y Release	Y Checking +Release	Y Checking +Release	
RTS in Techlog/Task card release (Note 1 / 3)		Personally performed	Personally performed	Y	Y			
Line maintenance (Note 4) Aircraft MRC			Y	Y	Y			
RTS –Base maintenance (Note 1) Aircraft CRS								Y
Form 1 (Note 1) Component certification				Y serviceable	Y serviceable	Y		
Contracting work (Note 1) Work statement				Y	Y	Y	Y	
Critical task identification	Y			Y	Y		Y	
Independent Inspection (Note 2) Signature				Y	Y			
MEL – HIL Entry without (M) procedure		Operator resp.	Y	Y	Y			
MEL – HIL Entry with (M) procedure (Note 1)		If trained & authorised	If authorised	Y	Y*			
Work report Signature	Y							
Log book Entries List of AD / SB / Parts / Mods Signature	Y							

Key	Y	Authorised		Not authorised
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Note 1: i.a.w scope of work listed in the Internal Authorisation certificate

"A" – Minor scheduled works and simple defect rectification within the limits of trained tasks and on internal authorisation

"B1" – Maintenance including structure, powerplant and mechanical and electrical system

"B2" – Maintenance on avionic and electrical system

"CCS" – Maintenance on component

"Q inspector" – task Certify on Specialised task

"C" –Aircraft certification after Base Maintenance

I.a.w Part-66.A.20(a)(3), **B1 aircraft type staff** may also certify B2 work involving:

- electrical systems,
- avionic systems, providing the serviceability of the system can be established **by a simple test**.

Any other B2 tasks should be **released** by a **properly B2 AC-Rated staff**.

Note 2: Rated staff are authorised to sign independent inspection in regard to critical tasks in its competence domain. This inspection is made by a **Rated staff** who did not participate to the concerned task.

Note 3: B1 AC rated staff is authorised to issue a **task release / aircraft certification** after maintenance works (incl. B1, engine & specialised tasks) if all tasks have been appropriately signed off by a **Qualifying inspector / AC-Rated staff**.

Note 4: Line Certifying staff, in charge of the maintenance event, is authorised to sign off **MRC** after LINE maintenance if all tasks have been appropriately released and certified in task card by an AC-Rated staff i.a.w licence category.

1.6.2.3 List of Certifying Staff

List of Authorised Staff includes privileges for main Base, Base limited, Stations. **DA-0103** includes:

- Name/Forename/Function
- Category of licence ("B1"/"B2"/"C"), UK CAA and Component release ("S").
- Internal Authorisation identification reference
- Privileges/limitations given on internal authorisation
- Specific privileges (NDT, Welding, ERT, Borescope, specialised task as appropriate)
- Assessor and Instructor privilege (if concerned)

Privilege, Scope, Limitation and qualification for each staff member are described for each rating in **DA-0103**. This list, separate from the MOE, is an integral part of the MOE and is approved by the authority or by DABS through procedure described in §1.6.4. The SQ department is in charge to update this document. Training records are described in §1.6.3.

In addition, the following are monitored by the SQ department:

- Date of the issue of the internal authorisation and Due date for renewal
- Date of expiry for the licence
- Due date for continuation training as described in §3.4.5

1.6.2.4 Privilege "cat A"

Internal Authorisation certificate with Privilege "cat A" may be issued for qualified Certifying Staff i.a.w **AMC 145.A.30(g)** after appropriate task training. Refer to **§3.4.6.1**.

1.6.2.5 Specific Privileges

a Aircraft towing

Only personnel who have demonstrated their ability, and have been assessed, will be permitted to tow aircraft. Refer to **§2.24.2**.

Authorised staff shall have received instruction (internal) i.a.w manufacturer documentation.

b Engine Run up and Aircraft taxiing (ERT)

Qualifications are described in §3.4.7.

Privileges is described in DA-0103 and in **Internal Authorisation certificate**.

c Welding

Qualifications are described in §3.11.2.

Privileges is described in DA-0103 and in **Internal Authorisation certificate**.

d Borescope

Qualifications are described in §3.4.7.

Authorisation is required when parameter should be verified or measured. It concerns Engine and APU when inspection required i.a.w EMM or APUMM.

Authorised staff shall have demonstrated their ability, and have received a formalised course on Engine or APU (manufacturer or approved training organisation) and adequate training to borescope.

Engine specialists/CS have this privilege on all Engines and APUs.

Privileges is described in DA-0103 and in **Internal Authorisation certificate**.

Nevertheless, Borescope is a visual inspection and is considered as simple maintenance task performed i.a.w Data. This task (i.e. inspection for leak, contamination, corrosion in Tank / APU) could be performed by any qualifying staff without special authorisation, except the knowledge of the equipment.

In case of AOG, borescope is authorised in cold area of Engine.

e Peening

Qualifications are described in §3.7.

Authorised staff shall be **qualifying inspector** with Structure experience and have received adequate training to Peening.

Privileges is described in DA-0103 and in **Internal Authorisation certificate**.

1.6.2.6 Assessor

Qualifications are described in DA-0106.

Additional privilege is given to Certifying Staff by the SQ department as Assessor to assess the practical training or OJT performed.

Privileges is described in DA-0103 and in **Internal Authorisation certificate**.

1.6.2.7 Instructor

Qualifications are described in DA-0106.

Additional privilege is given to Certifying Staff as instructor ([that is equivalent to the OJT supervisor function](#)) to sign the related tasks on the training, Practical training syllabus and OJT.

Privileges is described in DA-0103 and in **Internal Authorisation certificate**.

1.6.2.8 Limited Authorisation Certification for Pilot

Privileges - Typical tasks that may be certified and/or carried out by the **Pilot** holding a limited authorisation certification are minor maintenance or simple checks i.a.w Part-145.A.30(j)4 as described in **§3.4.6.2**.

This Authorisation does not provide or permit the **Pilot to certify maintenance or any defect rectification other than the authorised tasks.**

Process – DABS is responsible to train the **Pilot** on tasks and issue the “**Limited authorisation certification**” to the **Pilot** and to maintain records of all authorised personnel.

The **process** to authorise a **Pilot** to perform and certify the Limited maintenance task is:

- 1- The Customer submits a request to DABS for **Pilot** 's authorisation with a copy of Pilot licence. The request form (**DA-0079**) should detail type of training requested including data reference (procedure).
- 2- [DABS controls if tasks are authorised by AMC1 145.A.30\(j\)\(4\) para 2\(i\) or if a specific task approval should be requested to the authority.](#)
- 3- DABS organises instruction on the requested task for the relevant aircraft type i.a.w the described data.
- 4- When the instructions are given by a rated certifying staff, DABS records this training on a "**Training Record**" form (**DA-0079**) with the details of instructions given.
- 5- The SQ department issue the "**Limited authorisation certification**" form (**DA-0032_PIL**) with a unique individual Authorisation Number to the trained **Pilot** and sends the Authorisation to the Customer with a copy of the **Training Record** form. This form includes *Pilot name, Authorisation number, Operator name, Aircraft Type, Details of authorisation issued and expiry Date.*

The Customer is in charge to notify their crews and arranging training for airworthiness regulation and revised instruction / data.

Validity of Authorisation - Validity is **one year**. Authorisations will cease to be valid if the **Pilot** terminates employment with the Customer or if the Maintenance Contract between the Customer and DABS is terminated. Extension is possible after assessment and self-training. (DA-0079_extension)

Instruction - The authorisation requires the **Pilot** to quote their individual Authorisation Number given by DABS and the AMO approval number when the **pilot** certifies a work in the ATL.

A customer PO must be received before works and appropriate data should be signed/completed by the pilot and sent to the MCC after work with the ATL certified to ensure appropriate records of work performed.

1.6.3 RECORDS

1.6.3.1 Training programme

The Training programme (**DA-0106**) documents requirements for training.

Following documents are issued to monitor the schedule training as follow:

- Approved scheduled Training Plan for the current year for Aircraft and Engine type
- Current Training Plan for Aircraft and Engine type
- Training Plan performed precedent years for Aircraft and Engine type
- Continuation training plan including details of Training performed and due date
 - Safety training
 - Human Factors (HF)
 - Fuel Tank Safety (FTS)
 - Electrical Wiring Interconnection System (EWIS)
 - Procedures/Regulation update
 - Up-to date knowledge on relevant technology.

DA-0103 is used to manage the training plan by the SQ department.

1.6.3.2 Training records

a Authorised staff List (DA-0103)

DA-0103 or Qpulse is used to documents the following.

- Name of Certifying Staff
- Internal Authorisation number
- List of privileges given by DABS

b Personalised Personnel Folder

For each Certifying Staff, Qualifying staff and Personnel involved in Maintenance activities.

Details of personal file (this document are available on electronic format or in Qpulse)

- Summary – Form 19 - CV
- Qualification
 - Maintenance Licences (AML)
 - Basic Education Including Module if appropriate
 - Technical certificate for component or specialised tasks
- Internal certificate authorisation,
- Assessment,
- Experience,
- Aircraft / Engine Training Certificate:
 - Theoretical & practical
 - Variant
 - ERT, Borescope
- Task Training records for privilege “cat A” if relevant
- Specific training for NDT or component or specialised task
- Continuation Training (safety, HF, EWIS, FTS, regulation, Internal procedure, Technology)
- On Job Training (OJT)
- Practical training (if performed in DABS facility)

1.6.4 CERTIFYING STAFF LIST AMENDMENT

The Authorised staff list (DA-0103) is a stand-alone document and amended independently from this MOE. The Authorised staff list defines related work scope for the Certifying Staff per Rating (aircraft /engine /component /specialised tasks).

The Authorised staff list may be extended at any time in respect of company scope of rating by request of **Maintenance Director / Maintenance Station director** with acceptance of the **SQ department**.

UK CAA should be notified for approval/acceptance.

The **SQ Department** is responsible:

- for Internal control of above-mentioned procedure (DA-0061),
- for control of list amendment form (DA-0138),
- for update and internal validation of the list (DA-0103),
- For advising the authority in case of changes, and
- For subsequently distributing copies of approved **DA-0103 appendix** (List of authorised staff).

Assessment

The SQ Department is responsible to ensure by conducting an evaluation of the Staff records, that the requirements to perform maintenance on a particular Aircraft type /Component are met.

Personnel Qualification requirements are assessed in **DA-0061**. Following are evaluated:

- More than 21 years old,
- Holding a valid AML with the rating on the aircraft type (or GROUP 3 / subGROUP 2b / subGROUP 2c),
- Holding a valid national licence with specialised activity/component or appropriate qualification,
- Holding a recognised qualification, as appropriate for NDT or Welding,
- Receiving type training at a level corresponding to Part-66 for aircraft Type (Except grandfathering) and additional training for particular Variant (equivalent to Level 3),
- Demonstrating experience on GROUP 3 / subGROUP 2 aircraft relevant to the licence category,
- Receiving training on HF, safety, FTS and EWIS if appropriate, and up-to date knowledge on relevant technology, Regulations, and internal procedures (in previous 2 years),
- Demonstrating enough maintenance experience i.a.w MOE **§3.4.4**,
- Demonstrating enough experiences in practical, supervision and evaluation skills, in case of **instructors**,

The Certifying Staff is assessed by Manager (skills and ability) and by SQ (knowledge) – **DA-0031**; Upon positive evaluation, the Certifying Staff List can be amended with

- Name of Certifying staff, Reference to licence number and category
- Internal Authorisation number
- Aircraft Type and/or specific privilege (added or removed)
- Instructor privilege if appropriate

New Certifying List (**DA-0103**) and the self-evaluation Form (**DA-0138**) will be sent to UK CAA.

Indirect approval - Under its indirect approval, DABS is authorised to manage and amend the list of authorised Staff (DA-0103) within the limits of currently approved ratings and staff licence.

As the regulations do not require UK CAA review and acceptance of the authorised staff list revisions before implementation, the **SQ department** will issue a new authorised staff list after the internal validation (formalised in Status pages of the roster).

Acceptance by UK CAA is formalised by an email reply. If the UK CAA finds a revision unacceptable, the **SQ department** shall recall revisions. A review of work performed will be performed to determine if product/part was adversely affected and if recall is required.

Direct approval - Approval by UK CAA is formalised on the **DA-0138**. After Approval by UK CAA, the amendment can be considered as effective.

1.7 MANPOWER RESOURCES

1.7.1 GENERAL

DABS employs sufficient maintenance personnel to ensure that the Company can plan, perform, supervise, inspect and monitor in accordance with the Part 145 Approval.

Manpower planning is performed in accordance with §2.28.

For Line station/MRU, each scheduled maintenance project is evaluated, taking into account the necessity of having a task or a defect which can be only solved exercising the privileges of **B1 or B2 AC-Rated staff** and the necessity of having a **C Certifying Staff** if appropriate.

Additional Temporary Contracted staff could be involved, as necessary.

During each maintenance project, the proportion of “contracted staff” should be less than 50% of the allocated manpower to ensure adequate organisation.

In case of specific operational necessity, a temporary increase of the proportion of contracted staff may be permitted.

In such case, a risk assessment needs to be performed by the **Maintenance Director** /manager and submitted for review to the **SQ Department**.

It includes necessity, reason, planning, duration of the increase, organisation in place, staff in charge of work supervision, competence/experience of the contracted staff and nature of work to be performed by them.

The **SQ Department** will report to the Authority for acceptance in case of the proportion of “contracted staff” is more than 50% in workshop, hangar or line maintenance.

It must be noted that contracted certifying staff are not considered as “contracted staff” as they hold an internal authorisation and have signed the Agreement for Contracted Personnel.

1.7.2 RESOURCES

Refer to DA-0103

This document lists the number of maintenance personnel for all facilities /Site:

- Management personnel
- Certifying Staff for each aircraft type included in the approved scope of work.
- Component Certifying Staff for each component included in the approved scope of work.
- Engine and NDT Certifying Staff in the approved scope of work.
- Qualifying inspectors,
- Technicians
- SQ personnel,
- Customer support personnel
- Technical personnel,
- Logistics personnel.

Temporary Contracted staff involved in the maintenance activities are all external staff who are not directly / permanently employed and are not considered in this document.

A separate list exists monitored by the SQ department.

Record of qualifications, training and experience are kept by the **SQ department**.

1.8.2 BASE STATION

1.8.2.1 Geneva - Location

The Company has facilities which provide the capability to carry out the overhaul, modification, maintenance, repair, certification and outfitting specified in § 1.9 and under the terms of this Company's Part-145 Approval.

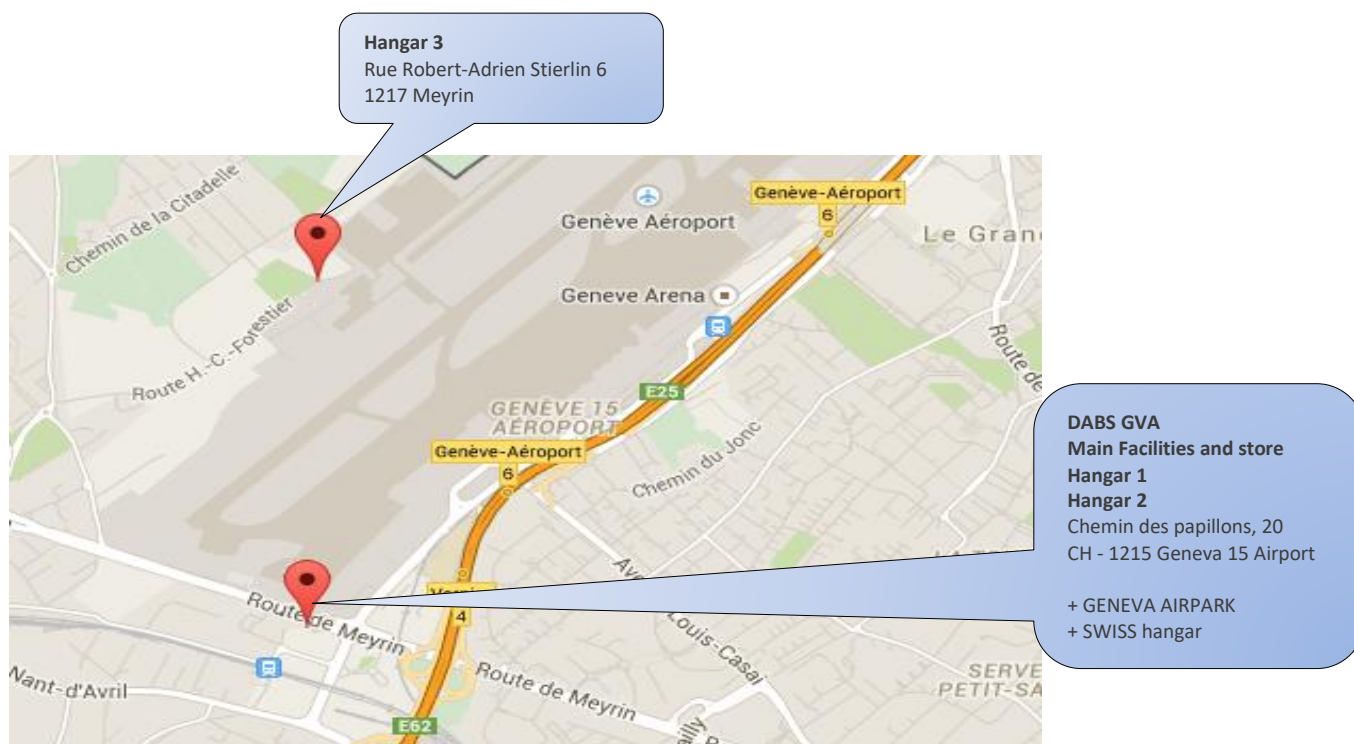
Specialised tools and equipment, ground equipment, and access stands, to cover aircraft, engines and equipment to be maintained, are provided.

Following facilities are used:

- Geneva Airport - Chemin des papillons, 20
 - Technical building (including Hangar 1, Shops and Technical office)
 - Hangar 2
- Geneva Airport - Rue Robert-Adrien Stierlin 6
 - Hangar 3
 - Shop Cabin (upholstery and Cabinetry)

Remarks: Area in the GENEVA AIRPARK and SWISS hangar could be used by DABS for line maintenance and hangar.

Refer to appendix A1 for additional details.



1.8.3 LINE STATIONS

1.8.3.1 Farnborough - Location

The Company has **LINE facilities** which provide the capability to carry out the maintenance, overhaul, **minor** modification & repair specified in §1.9 and under the terms of this Company's Part-145 Approval.

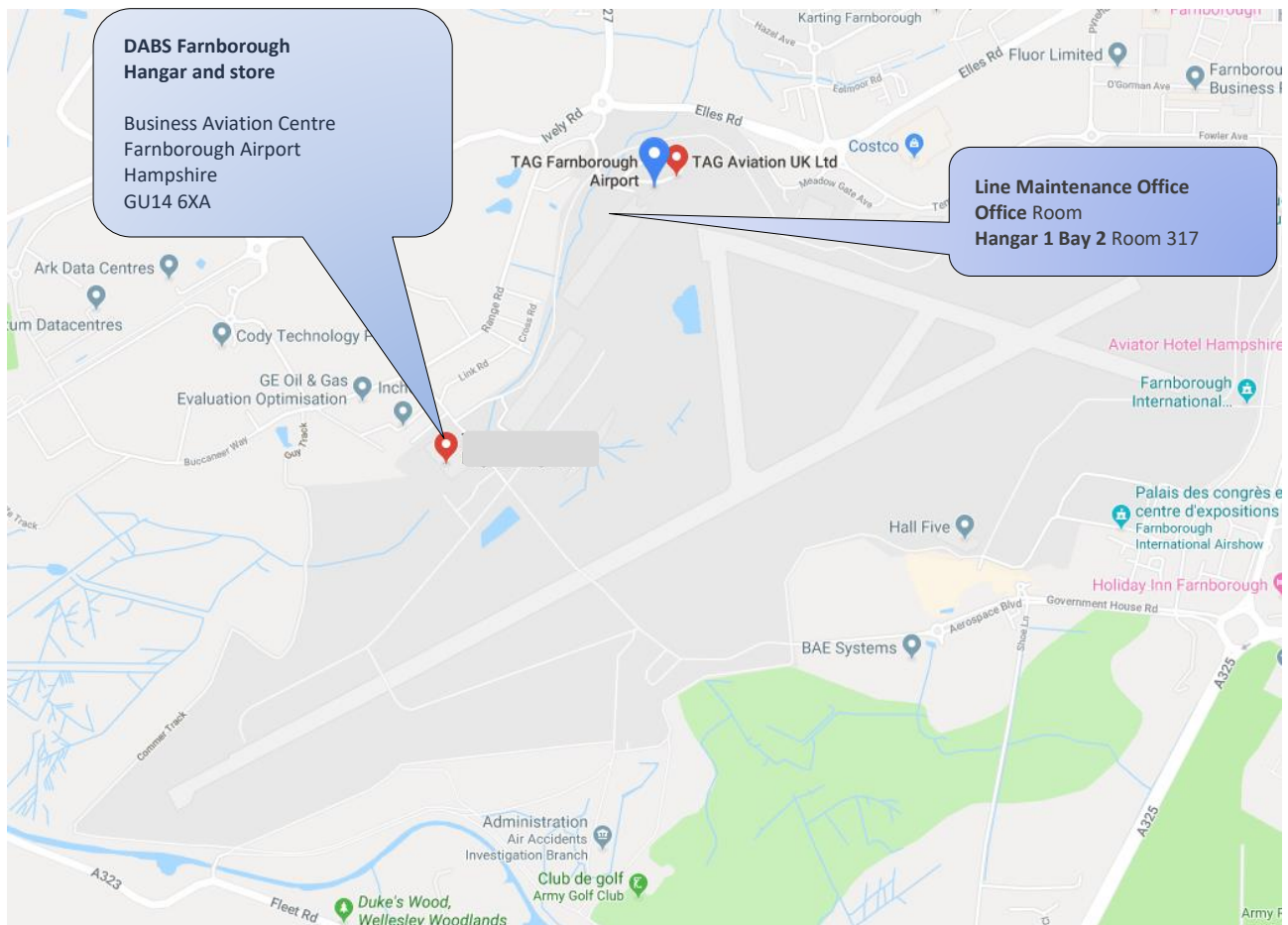
Specialised tools and equipment, ground equipment, and access stands, to cover aircraft to be maintained, are provided.

Following facilities are used:

- Farnborough Airport - Business Aviation Centre
 - **Technical building (including Hangar and store)**
- Farnborough Airport – Hangar 1 Bay 1 - Room 317
 - Technical office,

Refer to appendix A2 for additional details

MRU is available.



1.8.3.2 Luton - Location

The **Station office** is located in the Airport of Luton (UK).

Refer to appendix A3 for additional details

MRU is available.



1 Office
2 Stores
Hangar space

1.9 SCOPE OF WORK

1.9.1 PRIVILEGES

1.9.1.1 Use of maintenance data

DABS is authorised to use Engine / APU and/or component **maintenance data**, when using Ax or Bx rated AMO privilege. Where the same maintenance task is available in different maintenance data, the particular maintenance data to be used should be specified in the **customer Purchase order**.

The decision of whether to perform **component activity** within the Ax, Bx or Cx rating is determined by the maintenance data, and/or when a Workshop is required [i.a.w Appendix II of Part 145](#).

- Ax rating (Line or Base) may be used when the activity is carried out i.a.w the AMM/EMM or CMM **only** whilst such components are fitted to the aircraft ([component may be temporarily removed to improve access & maintenance](#)); **Form 1 is not required**. In case of specific request to perform maintenance activities (except repair) i.a.w CMM not provided by the TCH, assessment (DA-0137) is required to permit a certifying staff to release the tasks.
- Bx rating may be used when the activity is carried out on an engine / APU components, i.a.w EMM , APUMM or CMM, **only** whilst such components are fitted to the Engine / APU ([component may be temporarily removed to improve access & maintenance](#)). **Form 1 is not required**.
- a Cx rating is used in following cases. **Form 1 is required**
 - in all cases when overhaul task is performed i.a.w CMM not given by TCH ,
 - In the case of modification, repair, test, when it is necessary to work i.a.w CMM or specific Mods/repairs data on the uninstalled component and when a particular Workshop is required,

1.9.1.2 Type of approved facilities

a Base Stations

Facility has own personnel for SQ, technical services, tools and parts control.
MOE is applicable. Specific Technical instruction as listed in **DA-0050**.

b Line Stations

Facility is under the overview of main base for tools and parts management.
[Technical services are performed by MCC](#).

c AOG

AOG is under the overview of the maintenance Station director.

[Technical services are performed by MCC. The MCC ensure full control for the completion of the processes and the appropriate certification of aircraft being maintained.](#)

MRU ("Van") is under the control of the MCC with the support of designated facility.

Tools, equipment, data, parts, consumables can be transported in location by an approved Van, without the inconvenience of extended travel distances, as described in Appendix A2 [and A3](#).

The **MCC** ensure full control for the completion of the processes and the appropriate certification of aircraft being maintained.

Mobil repair unit (Van) content is under the overview of **main base** for tools and parts management.

Note: this type of operation does not constitute the establishment of approved station because it is temporary in nature. Before and after completion of the ordered maintenance, tools, equipment, personnel and removed part are transported to approved facility.

1.9.1.3 Maintenance at Approved Facility (scope)

DABS may carry out the following work on aircraft and any component for which it is approved, at the approved Facility identified in the MOE.

- Any maintenance, repair, modification on Aircraft and any Component that are fitted to the aircraft (including Engine, APU, component) i.a.w aircraft, engine and component data's relative to the approvals and limitations as detailed in §1.9.2 (Ax) and §1.9.3 (Bx),
- Any maintenance, repair, modification on Engine i.a.w engine data's relative to the approvals and limitations as detailed in §1.9.3 (Bx),
- Any maintenance, repair, modification on uninstalled/installed Component described in the Capability list (DA-0105) and relative to the approvals and limitations as detailed in §1.9.4 (Cx),
- Non-Destructive examination (NDT) as detailed in §1.9.5 (D1),
- Specialised tasks as detailed in §1.9.6,
- Fabrication of parts i.a.w 145.A.42(b)(iii) as described in §1.9.7,

DABS will only perform work on Aircraft, Engine, APU or components for which it holds the required current technical data, necessary tooling and trained personnel.

Specific Tasks could be subcontracted to Organisations which do not hold appropriate approval if they have the expertise to perform these tasks and the work do not exceed DABS scope of approval. Refer to §2.1.2.6.

1.9.1.4 Maintenance Above Approval Scope

Scope of work shall be limited to aircraft type listed in the MOE 1.9 scope of work.

For temporary or occasional cases, DABS may perform at approved Facility maintenance such as but not limited to scheduled maintenance, major repairs and modifications that is not already described within scope limitation (i.e. base maintenance task under line maintenance environment).

Maintenance could be conducted subject to a task assessment performed by the **Maintenance management** to demonstrate availability of dedicated team, technical data, equipment and tools and accepted by **SQ department** on "WAAS" form.

Authority approvals are requested with the "WAAS" Form (DA-0141_WAAS); **Refer to §1.9.9.**

1.9.1.5 Work Away from approved Facility

Scope of work shall be limited to aircraft type listed in the MOE 1.9 scope of work.

The **Maintenance management** may occasionally authorise to maintain any aircraft, engine or component for which DABS is approved, at any location subject to the need for such maintenance arising either:

- (1) from aircraft unserviceability (§1.9.1.6) or
- (2) from the necessity of supporting limited Line Maintenance works (scheduled) for contracted aircraft under Customer request. (§1.9.1.7)

MCC/Technical personnel are in charge to organise availability of hangar, staff, technical data, equipment, tools as required; A task assessment including all relevant aspects and conditions is performed on "WAB" form. **Refer to §1.9.10.**

1.9.1.6 Technical problem - AOG - Away from approved Facility

DABS may carry out any defect rectification subject to the need for such work arising only from unserviceability (**AOG**) of the aircraft or component for which it is approved at any location provided DABS has the appropriate technical data, staff and tools to perform and certify required maintenance.

In this regard , DABS will provide an emergency on-call service by responding to special circumstances such as AOG requiring defect correction.

The following options are possible:

1. Discrepancies is corrected by a DABS Certifying Staff. It could be:
 - a Certifying Staff **with Aircraft Type rating** on licence;
Work is formalised in the “**WAB**” Form (DA-0141_WAB) in case of **Extensive maintenance works** (i.e. repair requiring team, specific Tools, hangar, shop or more than 12 hours down time); **Refer to §1.9.8.**
 - a Certifying Staff **with similar technology/system on Aircraft Type** on internal authorisation using a “**SEA**” One-off Form* (DA-0131); **Refer to §2.16.4.9.**
2. Discrepancies is corrected by an external staff, with experiences, holding ICAO licence rated for the Aircraft Type requiring certification using a “**SEA**” One-off Form* (DA-0131); **Refer to §2.16.4.9.**
3. Discrepancies is corrected by an authorised **Pilot** according to the described scope in their **limited authorisation certification** issued by the **SQ department**; **Refer to §1.6.2.8.**

Note: Maintenance performed away from the approved facilities under Bx ratings, Cx-components, D1 ratings shall be limited to the activities carried out “on-wing” to support an aircraft unserviceable due to an unscheduled event, such as an AOG condition. WAB should be used if not the case; **Refer to §1.9.8.**

Completion of the maintenance is done by issuing a Form 1, aircraft certification or a work statement.

In addition, the following apply:

- Coordination is organised with the Ax rated AMO responsible for issuing the aircraft certification,
- With regards to Cx rating, this privilege is limited to those components which are not readily transportable (thrust reverser, radome, LDG strut, etc.).

* “**SEA**” Form (DA-0131) is sent to the authority for notification **in 7 days** after the aircraft certification.

The use of this privilege is limited to those cases where DABS has a maintenance contract with the customer.

1.9.1.7 Limited Line Maintenance works - Away from approved Facility

Scope of work is limited to Line Maintenance work which includes Scheduled/Due tasks not exceeding the Basic/monthly check as specified in the AMP or SBs/ADs or aircraft Storage with a limited scope (i.e. an Aircraft down time up to 2 days and/or 25 hours of man-hours).

Work is assessed and formalised in the “**WAB**” (Form DA-0141). Form is accepted by **SQ department** and by the **authority**. **Refer to §1.9.8.** The use of this privilege is limited to those cases where DABS has a maintenance contract with the customer.

When the number of uses of the same non-approved location **for scheduled maintenance** (MPD tasks) is more **than 5 events** per year (more than **2 events** per year for the same customer), it should be justified to the authority, or the extension or approval of a Line Station shall be requested to UK CAA based on an assessment and site audit.

MRU could be used to support this process. Equipment, data, parts, consumables can be transported in airport by an approved Van (Appendix A2 and A3).

1.9.1.8 Line Maintenance works

AMC 145.A.10 / GM 66.A.20(a)

The definition of line maintenance works is provided in AMC.145.A.10, together with a list of activities which “may” be considered as line maintenance work. The word “may” is used because it is not possible to establish a provision giving a border line between line and base maintenance, having general applicability to all cases. Based on the above, DABS should ensure before any intended maintenance project in **Line Stations** that the activity can be carried out under its line maintenance scope of approval and does not fall under base maintenance.

This assessment is based on already established scope. A description of work considered as line maintenance work is generally described per Aircraft type in maintenance programme.

Description of rules applicable in fixed base is described in DA-0103.

The following provide guidance / criteria to consider the level of maintenance to be carried out under the line maintenance scope of approval:

- A. **Trouble shooting, Defect Rectification**, are those unscheduled tasks required for the daily operation of an Aircraft.
- B. **Component replacement** with use of external test equipment if required. Component replacement may include components such as **engines**.
- C. **Scheduled checks**, are those scheduled tasks which includes visual inspections that will detect obvious unsatisfactory conditions/discrepancies but **do not require extensive in depth inspection**. It may also include internal structure, systems and powerplant items which are visible through quick opening access panels/doors.
- D. **ADs, Minor repairs/modifications, SBs** that do not require extensive disassembly and can be accomplished by simple means.

Maintenance tasks falling outside these criteria are considered to be Base Maintenance.

Example of maintenance activity considered to be Base Maintenance.

When any of the following are required to be carried out (scheduled maintenance check or arising from a defect rectification/AOG situation), Category “C” Certifying Staff and a Base maintenance scope of approval are needed to accomplish the following:

- *High number of different type of tasks to be carried out, (i.e. a combination of routine task cards, non-routine task cards, scheduled maintenance, out of phase tasks, deferred items from previous maintenance, minor repairs, minor modifications, component replacement, etc.),*
- *Replacement of any major component where the related maintenance procedures clearly address the need of special GSE and/or complex and lengthy maintenance,*
- *Any scheduled maintenance task which requires extensive disassembly of the aircraft and/or extensive in depth inspection,*
- *Major repairs and/or major modifications,*
- *Trouble Shooting and/or Defect Rectification requiring special ground support usually relevant to base maintenance (e.g.: special equipment, complex and lengthy maintenance).*
- *A scheduled maintenance project, which in the planning phase has been already identified as significant in terms of duration and/or man-hours (i.e. an Down time above **1 week and/or above 100 hours of man-hours**).*
- *A work event requiring coordination in terms of team or (sub)contacting or staff involved on shift.*
- *A work event requiring a complex team composition (avionic, structure, cabin, NDT) or staff involved on shift.*

DABS **may perform at approved Line Stations** that is not already described within scope limitation, including **base maintenance (ADs, SBs, Scheduled tasks)**. A specific assessment should be performed for availability of dedicated team, technical data, equipment and tools. Assessment by **SQ department** and request for authority approval are performed through “**WAAS**” (Form DA-0141). **Refer to §1.9.9.**

1.9.1.9 Capability List Amendment Procedure

The Capability list (DA-0105) is a stand-alone document and amended independently from this MOE. The Capability list defines Models, Part Numbers and related work scope (Inspection, Repair, Overhaul) for the Component Maintenance per Rating Cx.

The Capability list may be extended at any time in respect of company scope of rating by request of **Maintenance Director** or **Shop supervisors** with acceptance of the **SQ department**. In other cases, UK CAA should be notified for approval i.a.w procedure described in §1.10.

The **SQ Department** is responsible:

- For Internal control of above-mentioned procedure
- For control of Self-evaluation form (**DA-0137**)
- For update and internal validation of the Capability list (**DA-0105**)
- For notifying the authority in case of changes, and
- For added approved **DA-0105** on Internal Server.

Assessment

The **SQ Department** is responsible to ensure by conducting a self-evaluation, that the requirements to perform maintenance on a particular Model and/or Part Number are met. Following requirements are assessed in Self-evaluation form (**DA-0137**):

- Concerned Facility
- Personnel Qualification (Licence, Training, Know-How and Experience)
- Maintenance Instructions (up-to-date components Manufacturer/Vendor Manual CMM/AMM/SB)
- Tools, calibrated Test-Equipment, Materials
- Workspace and work environment (Workshop)

Upon positive outcome of the self-evaluation, the Capability List can be amended with

- Description of Manufacture appliance / component P/N and ATA Code
- Description of component Rating (EASA/UK – FAA – TCCA)

New Capability List (DA-0105) and the Self-evaluation Form (**DA-0137**) will be sent to UK CAA, and additional authorities if needed, for acceptance/approval.

Indirect approval

Under its indirect approval, DABS is authorised to manage and amend the Capability list (**DA-0105**) within the limits of currently approved ratings.

As the regulations do not require UK CAA review and acceptance of the Capability list revisions before implementation, the SQ department will issue a new Capability list after the internal validation (formalised in list of effective pages).

Acceptance by UK CAA is formalised by an email reply. If the UK CAA finds a revision unacceptable, the SQ department shall recall revisions. A review of work performed will be performed to determine if product/part was adversely affected and if recall is required.

Direct approval

Approval by UK CAA is formalised on the Capability list (List of Effective Pages) and on DA-0137.

After Approval by UK CAA, the amendment can be considered as effective.

1.9.2 AIRCRAFT TYPE RATINGS

1.9.2.1 Geneva (main Base)

	TC Holder	Aircraft Model	Designation/limitation	Eng.	Scope level – up to and incl.	Base	Line
A1	Bombardier	BD-100-1A10	Challenger 300	AS907	250H/6M	no	Yes*
			Challenger 350	AS907	250H/6M	no	Yes
		BD-700-1A10	Global Express	BR710	Monthly checks	no	Yes*
			Global XRS	BR710	4500H/240M	Yes	Yes
			Global 6000	BR710	4500H/240M	Yes	Yes
			Global 6500	BR710	Monthly checks	no	Yes*
		BD-700-1A11	Global 5000	BR710	4500H/240M	Yes	Yes
			Global 5000 GVFD	BR710	4500H/240M	Yes	Yes
			Global 5500	BR710	Monthly checks	no	Yes*
		BD-700-2A12	Global 7500	Passport 20	500H/12M	no	Yes
		CL-600-2B16 (CL-601-3A/-3R)	Challenger 601-3A	CF34-3A	300H/6M	no	Yes*
			Challenger 601-3R				
		CL-600-2B16 (CL-604 variant)	Challenger 604 (<5701)	CF34-3B	6400H/192M	Yes	Yes
			Challenger 605 (>5701)		Monthly checks	no	Yes*
	CL-600-2B19 (RJ Series 100)	Challenger 850	CF34RJ	4500H/96M	Yes	Yes	
	Dassault	Falcon 10	Falcon 10	TFE731-2	2M	no	Yes*
		Falcon 20	Fan Jet Falcon	CF700	2M	no	Yes*
		Falcon 20-5	Falcon 20-D5 / -E5 /-F5	TFE731-5			
		Falcon 50	F50	TFE731-3	C INSPECTION (72M) & MULTIPLE	Yes	Yes
			F50EX	TFE731-40	C INSPECTION (72M) & MULTIPLE	Yes	Yes
		Falcon 900	F900	TFE731-5	C INSPECTION (72M) & MULTIPLE	Yes	Yes
			F900B				
		Falcon 900	F900C	TFE731-5	C INSPECTION (72M) & MULTIPLE	Yes	Yes
		Falcon 900EX	F900 EX	TFE731-60			
		Falcon 900EX	F900EX EASy	TFE731-60	C INSPECTION (72M) & MULTIPLE	Yes	Yes
			F900DX				
			F900LX				
		Falcon 2000	F2000	CFE738-1	C INSPECTION (72M) & MULTIPLE	Yes	Yes
		Falcon 2000EX	F2000EX	PW308	C INSPECTION (72M) & MULTIPLE	Yes	Yes
		Falcon 2000EX	F2000EX EASy	PW308C	C INSPECTION (72M) & MULTIPLE	Yes	Yes
			F2000DX				
			F2000LX				
			F2000LXS				
		Falcon 7X	F2000S				
Falcon 7X			PW307A	C INSPECTION (96M) & MULTIPLE	Yes	Yes	
Falcon 8X	PW307D						
Learjet	45 (Learjet 40)	Learjet 40/40XR	TFE731-20	300H/6M	no	Yes*	
		Learjet 45/45XR	TFE731-20	9600H	Yes	Yes	
		Learjet 75	TFE731-40	300H/6M	no	Yes*	
	60	Learjet 60/60XR	PW305A	300H/6M	no	Yes*	
Pilatus	PC-24	PC-24	FJ44	6000H/180M	Yes	Yes	
Embraer	EMB-135BJ	Legacy 600 / Legacy 650	AE3007A	250H/6M	no	Yes*	
A2	Pilatus	PC-12	PC-12 PC-12/45 PC-12/47 PC-12/47E	PT6	2400H/24M & MULTIPLE	Yes	Yes

Work on component fitted to the AC could be performed i.a.w CMM as described in §1.9.1.1.

*Work could be performed on this Aircraft Type only if **maintenance data** is **provided by the Customer or TC Holder** before work (i.a.w. 145.A.45(a)). Tools, GSE, Support and Certifying Staff are available.

1.9.2.2 Farnborough (Line maintenance)

Privileges include:

- Servicing / line works / Due / Troubleshooting / Rectification
- Due items and line scheduled maintenance works as described in limitation below
- Minor repairs and modifications
- SBs/ADs with a limited scope (Line)

Scope level includes Airframe, Engine and APU:

- **Due items** and **Limited scheduled maintenance works** from maintenance programme.
- Maintenance project is limited to down time below **1 week and/or 100 hours of man-hours**.
- **Form WAAS (DA-0141)** to be used for assessment in case of **work above described scope limitation**.

TC Holder	Aircraft Model	Designation/limitation	Eng.	Scope level – up to and incl.	Base	Line
A1	Bombardier	BD-100-1A10	Challenger 300	AS907	250H/6M	no Yes*
			Challenger 350	AS907	400H/12M	no Yes
		BD-700-1A10	Global Express	BR710	Monthly checks	no Yes*
			Global XRS	BR710	500H/15M	no Yes
			Global 6000	BR710	500H/15M	no Yes
			Global 6500	BR710	Monthly checks	no Yes*
		BD-700-1A11	Global 5000	BR710	500H/15M	no Yes
			Global 5000 GVFD	BR710	500H/15M	no Yes
			Global 5500	BR710	Monthly checks	no Yes*
		CL-600-2B16 (CL-601-3A/-3R)	Challenger 601-3A	CF34-3A	300H/6M	no Yes*
			Challenger 601-3R	CF34-3A	300H/6M	no Yes*
	Dassault	CL-600-2B16 (CL-604 variant)	Challenger 604 (<5701)	CF34-3B	600H/12M	no Yes
			Challenger 605 (>5701)	CF34-3B	600H/12M	no Yes
		CL-600-2B19 (RJ Series 100)	Challenger 650 (>6050)	CF34-3B	Monthly checks	no Yes*
			Challenger 850	CF34RJ	Monthly checks	no Yes
		Falcon 900	F900	TFE731-5	800H/12M	no Yes
			F900B	TFE731-5	800H/12M	no Yes
		Falcon 900EX	F900C	TFE731-5	800H/12M	no Yes
			F900 EX	TFE731-60	800H/12M	no Yes
		Falcon 900EX	F900EX EASy	TFE731-60	800H/12M	no Yes
			F900DX	TFE731-60	800H/12M	no Yes
			F900LX	TFE731-60	800H/12M	no Yes
		Falcon 2000	F2000	CFE738-1	800H/12M	no Yes
		Falcon 2000EX	F2000EX	PW308	800H/12M	no Yes
		Falcon 2000EX	F2000EX EASy	PW308C	800H/12M	no Yes
			F2000DX	PW308C	800H/12M	no Yes
			F2000LX	PW308C	800H/12M	no Yes
			F2000LXS	PW308C	800H/12M	no Yes
		Falcon 7X	F2000S	PW308C	800H/12M	no Yes
			Falcon 7X	PW307A	800H/12M	no Yes
		Falcon 8X	Falcon 8X	PW307D	800H/12M	no Yes
			Falcon 8X	PW307D	800H/12M	no Yes
Pilatus	PC-24	PC-24	FJ44	Monthly checks	no Yes	Yes

Work on component fitted to the AC could be performed i.a.w CMM as described in §1.9.1.1.

*Work could be performed on this Aircraft Type only if **maintenance data** is **provided by the Customer or TC Holder** before work (i.a.w. 145.A.45(a)). Tools, GSE, Support and Certifying Staff are available.

Tools, GSE, Support and Certifying Staff can be made available from Base station.

1.9.2.3 Luton (Line maintenance)

Privileges include:

- Servicing / line works / Due / Troubleshooting / Rectification
- Due items and line scheduled maintenance works **as described in limitation below**
- Minor repairs and modifications
- SBs/ADs with a limited scope (Line)

Scope level includes Airframe, Engine and APU:

- **Due items** and **Limited scheduled maintenance works** from maintenance programme.
- Maintenance project is limited to down time below **1 week and/or 100 hours of man-hours**.
- **Form WAAS (DA-0141)** to be used for assessment in case of **work above described scope limitation**.

	TC Holder	Aircraft Model	Designation/limitation	Eng.	Scope level – up to and incl.	Base	Line
A1	Bombardier	BD-100-1A10	Challenger 300	AS907	400H/6M	no	Yes*
			Challenger 350	AS907	400H/6M	no	Yes
		BD-700-1A10	Global Express	BR710	Monthly checks	no	Yes*
			Global XRS		500H	no	Yes
			Global 6000		500H	no	Yes
			Global 6500		Monthly checks	no	Yes*
		BD-700-1A11	Global 5000	BR710	500H	no	Yes
			Global 5000 GVFD		500H	no	Yes
			Global 5500		Monthly checks	no	Yes*
	Dassault	Falcon 50	Falcon 50 Falcon 50EX	TFE731-3 TFE731-40	2M	no	Yes
		Falcon 900	F900 F900B	TFE731-5			
		Falcon 900	F900C	TFE731-5	2M	no	Yes
		Falcon 900EX	F900 EX	TFE731-60			
		Falcon 900EX	F900EX EASy F900DX F900LX	TFE731-60	2M	no	Yes
		Falcon 2000	F2000	CFE738-1	2M	no	Yes
		Falcon 2000EX	F2000EX	PW308	2M	no	Yes
		Falcon 2000EX	F2000EX EASy F2000DX F2000LX F2000LXS F2000S	PW308C	2M	no	Yes
		Falcon 7X	Falcon 7X Falcon 8X	PW307A PW307D	2M	no	Yes

Work on component fitted to the AC could be performed i.a.w CMM as described in §1.9.1.1.

*Work could be performed on this Aircraft Type only if **maintenance data** is **provided by the Customer or TC Holder** before work (i.a.w. 145.A.45(a)). Tools, GSE, Support and Certifying Staff are available.

Tools, GSE, Support and Certifying Staff can be made available from Base station.

1.9.3 ENGINE & APU RATINGS

1.9.3.1 Scope Geneva – Form 1

Maintenance may be carried out on the following Engines & APU.

	TC Holder	Engine Model /Type	Maintenance level – Limitation Limited up to and incl.	Base	Line
B1	PRATT & WHITNEY (PWC)	PW307	Line maintenance / Minor repair / Borescope	no	Yes
		PW308	Line maintenance / Minor repair / Borescope	no	Yes
	HONEYWELL	TFE731	Line maintenance / Minor repair / Borescope	no	Yes
		HTF7000 (AS907)	Line maintenance / Minor repair / Borescope	no	Yes
	CFE	CFE 738	Line maintenance / Minor repair / Borescope	no	Yes
	BMW/RR	BR700-710	Line maintenance / Minor repair / Borescope	no	Yes
B3	HONEYWELL	GTCP 36	Line maintenance / Minor repair / Borescope	no	Yes

Release of works will be issued in **Form 1** by an **engine Certifying Staff** with Engine/APU Type listed on **Internal Authorisation certificate**.

1.9.3.2 Scope – All – A rating

Maintenance may be carried out on the following Engines & APU that are fitted to Aircraft Type listed in §1.9.2 (Aircraft ratings listed). **Base maintenance** is contracted to an approved Contractors (See DA-0104).

Engine TC Holder	Engine Model /Type	Limitation
PRATT & WHITNEY (PWC)	JT15D	Maintenance i.a.w manufacturer's light maintenance manual (LMM) Minor repair i.a.w manufacturer approved data
	PW150 / 305/306/307/308 / 530/545	
	PT6A-67	
CFE	CFE 738	
HONEYWELL	TFE731	
	HTF7000 (AS907)	
GENERAL ELECTRIC	CF34	
	CF700	
	GE Passport 20	
RR ALLISON	AE3007	
BMW/RR	BR700-710 /-725	
WILLIAMS	FJ44	
APU TC Holder	APU Model	Limitation
HONEYWELL	GTCP 36-100 / 36-150	Maintenance i.a.w manufacturer's light maintenance manual
	RE-100 / RE-220	Minor repair i.a.w manufacturer approved data

Maintenance includes following Works i.a.w manufacturer's LMM or AMM:

1- Engines & APU "ON WINGS" as described below

- Installation / Replacement of complete Engine/APU
- Borescope inspection
- Minor maintenance, preventive maintenance, defect rectification, and minor alteration.

Release of works will be issued in **Release to service** for aircraft or in a work statement (**DA-0136**) in case of aircraft or engine is not released by DABS. **DA-0136** is signed by a qualifying inspector.

2- Engines & APU "OFF WINGS" as described below:

- Removal of complete Engine/APU
- Disassembly & Reassembly works for shipping, preservation or before installation of Engine/APU
- Visual inspection / Preservation / Borescope inspection (refer to §1.9.6)

Release of works will be issued in **Form 1** by a **B1 Certifying Staff** with Aircraft Type listed on **Internal Authorisation certificate**.

1.9.4 COMPONENTS RATINGS

Scope of the component maintenance is repair, inspection, overhaul and modification as described in the Capability list (DA-0105). The decision of whether to perform component activity within the Ax, Bx or Cx rating is determined by the maintenance data, and/or when a Workshop is required. Refer to §1.9.1.1.

1.9.4.1 Geneva (GVA)

RATING			ATA Chapter	Work shop
*	C3	Comms & Nav	23 - 34	Avionics shop
*	C5	Electrical Power & Lights	24 - 33	Electrical accessories shop Battery shop
*	C6	Equipment	38 - 44 - 45 - 50	Electrical accessories shop
*	C6	Equipment	25 (Note 1)	Upholstery shop / Cabinetry shop
**	C7	Engine - APU	49 - 7x - 80 - 81 - 82 - 83	Engine shop
*	C14	Landing Gear	32	Mechanical Accessories & NDT shop
*	C18	Protection ice/rain/fire	26 - 30	Mechanical Accessories shop
*	C20	Structural	51, 53, 54, 57.10/.20/.30, 70	Sheet Metal shop

Notes

* **Approval is limited to those** Components described in the Capability list (DA-0105) with the reference to the appropriate approved data.

** Approval is limited to those products and activities specified in §1.9.3

Note 1: DABS can carry out the modification, repair, component replacement, inspection and tests of components designated as **category C6** under **ATA 25. Equipment (Interior Equipment & Furnishings)**. A non-exhaustive list of these items is described in §1.9.6.5.

The exceptions to this category are safety equipment.

1.9.5 NDT RATINGS

		Method	GVA
D1	Non-destructive inspection	Eddy Current examination (ET)	Yes
		Magnetic Particle examination (MT)	Yes
		Penetrant examination (PT)	Yes
		Ultrasonic examination (UT)	Yes

Non-destructive Testing/Examination:

Non-Destructive Testing/Examination is carried out in accordance with DA-0114 manual.

When DABS intends to perform NDT and certify such tasks using a **Form 1**, it has to be accomplished under the D1 rating with the capability to perform maintenance being determined by the NDT method listed in the approval scope, regardless of the specific aircraft, engine, or component which is subject to the inspection method.

Non Destructive Inspections	Reference	Qualification in accordance with	Procedure in accordance with	Internal Method Procedure
Eddy Current Examination (ET)	MIL-HDBK-728/2	DA-0114 EN 4179/NAS410	Manufacture requirement	DA-0114_ET
Magnetic Particle examination (MT)	ASTM E1444		Manufacture requirement	DA-0114_MT
Dye / Liquid Penetrant examination (PT)	ASTM E1417		Manufacture requirement	DA-0114_PT
Ultrasonic examination (UT)	ASTM E114		Manufacture requirement	DA-0114_UT

Non-Destructive Testing/Examination should be accomplished i.a.w procedures/instructions (approved by appropriate NDT level 3) by NDT personnel qualified (level 2) i.a.w DA-0114. Refer to §3.11.

Specific instruction could be used if approved per an appropriate NDT level 3.

Refer to DA-0114_Method_00X.

NDT Examination performed on Component removed from the aircraft.

- DABS issue a **Form 1**. These components are described in the **Capability list** (DA-0105) with the reference to the appropriate data.

In case of additional mechanical work performed on the component, the NDT qualified staff performing the NDT task issue a NDT report (**DA-0113**). A component certifying staff should certify the works performed to the component (including the NDT task) on a Form 1

NDT examination performed on the aircraft or component fitted on aircraft:

- If work performed is **part of a maintenance project** certified by DABS, Certification will be performed with aircraft/engine release to service. DABS issue a work report (**DA-0113_NDT**) without issuing a Form 1.
- If work performed is **part of a maintenance project NOT** certified by DABS, it would require an appropriate release by a D1 rated organisation. DABS issue a work release (**DA-0136_NDT**) and not a Form 1.

1.9.6 SPECIALISED TASKS CAPABILITIES

Specialised tasks	Additional specification	Process	Qualif
Training	OJT	3.15	3.15
Welding Resistance and Fusion Welding	-Steel Materials i.a.w ISO 9606-1 -Aluminium & Alloys i.a.w ISO 9606-2	2.24.23	3.11
Borescope / NDI	Engine / APU	2.24.24	3.4.7
Part Fabrication	Fabrication i.a.w §1.9.7	2.24.25	
Structure repair	Repair / Fabrication	2.24.26	3.7
Composite repair	Repair	2.24.26	3.7
Interior furnishing / Cabin refurbishment	Repair / Replacement / Fabrication upholstery, cabinetry, woodwork, veneering, varnishing	2.24.27	3.7
Painting / Coatings / Finishing	Aircraft / Component	2.24.28	3.7
Peening / Reboring	Shot peening / Flap peening / Reboring	2.24.29	3.7
Chemical processing Plating, Anodizing, Heat treating	Task is contracted - Processing, Repair i.a.w Specification given by maintenance data	2.24.30	

1.9.6.1 Training capability

Instructors and Assessors are qualified i.a.w DA-0106. Training is limited to the Aircraft Type listed in §1.9.2.

a Aircraft Practical Type Training (OJT)

OJT is elaborated to cover the appropriate training and sent to the authority for approval.

b Practical training for “cat A” privilege / Pilot authorisation / Towing / cleaning

A Practical training is elaborated to cover the appropriate task training. It includes:

- a dedicated practical training syllabus (DA-0080-catA-/DA-0079-Pilot-) for the relevant Aircraft type
- training delivered by a qualified B1 certifying staff (or instructor) on Aircraft type

c Practical training for missing experience

A Practical training is elaborated to cover the case of missing experience. It includes:

- a dedicated practical training syllabus for the relevant Aircraft type
- training delivered by an instructor / qualified certifying staff on Aircraft type depending the need
- evaluation by supervision and testing of knowledge by qualified instructor

d Engine Run and Taxiing (ERT) training

The practical element of the training includes:

- a “generic” practical training syllabus (DA-0360) for the relevant Aircraft type.
- training delivered by an instructor / qualified certifying staff on Aircraft type with ERT privilege/training

e Additional course training for particular Aircraft type Variant

Specific course for Variant could be delivered as described in DA-0480. It includes:

- a “generic” training syllabus for additional training for the relevant Aircraft type Variant
- training delivered by a certifying staff/instructor on Aircraft type or self-training depending complexity.

f Familiarisation course training

Familiarisation course training could be delivered for technical services. It includes:

- a “generic” training syllabus for the relevant Aircraft type
- training delivered by an instructor on Aircraft type

g Continuation training procedures

Organisation procedures, new technology, Technical as applicable to the approval ratings and scope.

1.9.6.2 Welding

Welding is performed i.a.w methods, techniques and practices prescribed in the current manufacturer's maintenance manual /refer to §2.24.23.

Acceptable welding process are:

1. **Resistance welding** (spot) i.a.w manufacturer data
Staff with a Licence B1, B2 or with sheet metal qualification is required for task release
2. **Fusion Welding** of (i)Steel Materials i.a.w ISO 9606-1 and (ii)Aluminium and its Alloys i.a.w ISO 9606-2
Welders performing/releasing the task are qualified i.a.w §3.11.2.

Tasks	Document issued for	Contracted	Subcontracted
		Document required	Document required
Resistance welding	Work is recorded on task card.	CofC	CofC
Fusion welding	Work is contracted	Form 1	CofC + personnel qualification

Resistance welding: Form 1 is not issued (Records is demonstrated on task cards).

Fusion welding: Form 1 should be certified by certifying Staff with appropriate qualification.

In case of contracting, work should be inspected by a **qualifying inspector on Sheet Metal**.

1.9.6.3 Borescope

Borescope is performed i.a.w methods, techniques and practices prescribed in the current manufacturer's maintenance manual /refer to §2.24.24. (All Facilities)

Personnel performing/releasing the task are qualified i.a.w §3.4.7.

Tasks	Document issued	Contracted	Subcontracted
		Document required	Document required
Borescope	Work is recorded on DA-0113_NDI In addition: - aircraft certification (A rating) - Form 1 (B rating) - Work statement DA-0136 if AC/Engine not certified by DABS	Form 1	Work statement

Form 1 should be certified by certifying Staff with appropriate qualification.

1.9.6.4 Structure and composite repair

Repairs are performed i.a.w methods, techniques and practices described in DABS procedure and approved maintenance data /refer to §2.24.26.

Personnel releasing the task are **qualifying inspector on Sheet Metal or Composite**. Refer to §3.7.

Tasks	Document issued	Contracted	Subcontracted
		Document required	Document required
Structure / Composite repair	Work is recorded on task card / PTS In addition: - Form 1 if work performed on workshop* and not reinstalled on same aircraft - Work statement DA-0136 if AC/component not certified by DABS	Form 1	Work statement

*Component are described in scope of C20 (ATA 20, 51, 53, 54. 57.10/.20/.30, 70) and described in Capability list (DA-0105).

Form 1 should be issued by component certifying Staff. Refer to §1.9.4.

In case of form 1 is not issued, data should be provided by the TC holder. Refer to 2.16.3.2.

In case of CMM is used and not provided by the TC holder, CMM should be listed in capability list (i.a.w class rating in Category Cx). *Work i.a.w CMM is described in §1.9.1.1.*

1.9.6.5 Interior furnishing / Cabin refurbishment

Complete or partial interior/Cabin refurbishment work includes upholstery, cabinetry, woodwork, veneering, or varnishing. Repair, replacement are performed i.a.w. techniques and practices described in DABS procedures and approved maintenance data /refer to §2.24.27. (GVA facility).

Authorised work includes:

- Ceiling panels, valence and window panels, side ledges and panels, Sound proofing and underpadding repairs, modification and replacement.
- Seats and furnishings repairs, modification and replacement (including jump seat, single and double seats, divan, armrest).
- Recover seats and furnishings, i.e. sidewalls and head lining's etc.
- Fabrication/Replacement of carpet and floor coverings.
- Veneer / varnish / wood repairs to bulkheads, doors, tables and internal furnishings.
- Re-lacquer or repairs/replacement to bulkheads, plus internal furnishings, toilets and galley.
- Parts with decorative surface treatment, plating or painting

For all the activities of upholstery, cabinetry, aircraft completion, refurbishment or refit, the work shall comply with cabin safety requirements as defined in CS-23, -25, -29 and commits to conform to OEM procedures and approved data.

Personnel releasing the task are **Component certifying staff** or **qualifying inspector on Upholstery / Cabinetry**. Refer to §3.7.

Tasks	Document issued	Contracted Document required	Subcontracted Document required
Interior/Cabin refurbishment	Work is recorded on task card/PTS/WDS In addition: - Form 1 if work performed on workshop* (could be a work release if reinstalled on same aircraft) - Work statement DA-0136 if aircraft/component not certified by DABS	Form 1	CofC / Work statement Burn test if appropriate

* Interior components are defined in scope of C6 (ATA 25) and described in the Capability list (DA-0105).

Description in Capability list could refer EB (part 21 approved) where parts list is defined.

Form 1 should be issued by component certifying Staff. Refer to §1.9.4.

In case of Form 1 is not issued, data could be provided by the TC holder. Refer to 2.16.3.2.

In case of CMM is used and not provided by the TC holder or Mod Holder, CMM should be listed in capability list (i.a.w class rating in Category Cx). Work i.a.w CMM is described in §1.9.1.1.

1.9.6.6 Painting / Surface finishing

Complete Aircraft painting is performed i.a.w methods, techniques and practices prescribed in the current manufacturer's maintenance manual /refer to §2.24.28. (GVA facility only)

Surface finishing/painting is performed i.a.w methods, techniques and practices prescribed in the current manufacturer's maintenance manual. (All facilities)

Personnel releasing the task are **qualifying inspector on painting**. Refer to §3.7.

Tasks	Document issued	Contracted Document required	Subcontracted Document required
Painting	Work is recorded on DA-0113_Paint In addition: - Work Statement DA-0136 if aircraft/component not certified by DABS	Form 1 Aircraft release	Work report

1.9.6.7 Peening/Reboring

These processes are performed i.a.w methods, techniques and practices prescribed in the current manufacturer's maintenance manual/ refer to §2.24.26 & 29.

Personnel performing/releasing the task are **qualifying inspector**. Refer to §3.7.

In addition, they should receive a **formal training on methods**.

Tasks	Document issued	Contracted Document required	Subcontracted Document required
Peening/ Reboring	Work is recorded on DA-0113 In addition: - Form 1 if work performed on workshop* and not reinstalled on same aircraft - Work statement DA-0136 or Form 1* if Aircraft/Engine not certified by DABS	Form 1	CofC + personnel Record

* Components are described in the Capability list (DA-0105).

Form 1 should be issued by component certifying Staff. Refer to §1.9.4.

1.9.6.8 Chemical process

Work/Repairs are performed i.a.w methods, techniques and practices described in NADCAP or Specification given by maintenance data.

Tasks	Document issued	Contracted Document required	Subcontracted Document required
Chemical processing Plating, Anodizing, Heat treating	Work is contracted	Form 1 CofC*	N/A

* in case of chemical processing on Interior component as defined in scope of C6 (ATA 25), a certificate of conformity (CofC) is acceptable if specification and processes are described in maintenance data (IPC or MM).

1.9.7 FABRICATION OF PARTS - 145.A.42

During maintenance, repair or modification activities, the necessity may arise sometimes to fabricate Parts (i.e. bushings, sleeves, shims, secondary structural elements, skin panels, flexible and rigid pipes, electrical cable looms and assemblies, machines sheet metal panels, etc.).

Fabrication of Parts includes new or modified Parts produced in conformity to design data.

***Note:** The term “**fabrication**” is to be used in the Part 145 environment to identify a restricted production under the limitations of PART 145.A.42 (b)(iii).*

*The term “**manufacture**” is to be used in the Part-21 Subpart G and Subpart F (POA).*

a Requirements

- Parts fabricated by a Part-145 organisation may only be used by that organisation in the course of overhaul, maintenance, modifications, or repair of aircraft or components undergoing work within its own facility.
- It is **not authorised to issue a Form 1** for the fabricated parts.
- It is **not authorised to fabricate critical parts or prototype parts.**
- Fabricated parts should be identified with a **Part Number** i.a.w design data for traceability purpose.
- Subcontracting of part of fabrication is allowed. PO should contain all necessary information for fabrication and for verification of conformity.
- In case of fabricated Parts are stored, parts are physically labelled, segregated and excluded from any delivery certification.

b Limits of fabrication

Fabrication of parts should only be performed i.a.w following data:

- The fabrication of parts defined as repair parts in overhaul or repair manuals (SRM),
- The fabrication of parts i.a.w data provided by the TC holder or approved modification schemes and service bulletins (SB),
- The fabrication, inspection and test of part/equipment i.a.w complete data, not referred to in approved manuals, (i.e. manufacturing drawings or engineering drawing which includes any necessary processes for fabrication and for verification of conformity), provided by:
 - UK CAA or
 - **TC/STC holder or**
 - Part-21 DOA holder, or
 - the manufacturer of the part

c Scope of fabrication

Scope includes the following:

- a) Secondary structural elements and skin panels;
- b) Composite elements, honeycomb panels and assy;
- c) Aluminium parts;
- d) Formed or machined sheet metal panels;
- e) Additive manufacturing (also known as 3D-printing or ALM Additive Layer Manufacturing) parts;
- f) Bushes, sleeves and shims
- g) Cables, Pipes;
- h) Wiring bundle, electrical cable looms and assemblies;
- i) Pipe forming and assembly of end fittings;
- j) Parts of galley;
- k) Tools and Equipment;
- l) Material such as carpet, leather and foam*.

*When material such as carpet, leather and foam, it should be considered as raw material and requires further work to make it into a component part / aircraft.

d Process

The Shop supervisor is responsible to ensure that requirements to fabricate a particular Part are met.

1-Identification and content of required data

Parts must be fabricated in compliance with acceptable data* which includes design, fabrication, test & acceptance criteria, and identification requirements.

It should include all information necessary to **fabricate** and **verify conformity** of the Part.

- All data to fabricate the part should be approved either by competent authority or the TC/STC holder or Part-21 DOA holder, or the manufacturer of the part.
- The data should include special conditions such as storage condition or life limitation etc.
- The data may include repair procedures.
- The data should include details of part numbering, dimensions, materials, processes, any special fabricating techniques, special raw material specification and identification.
- Where special processes or inspection procedures defined in the approved data are not available at DABS facilities, accepted alternative could be given by the holder of the data.

*Examples of acceptable data are

- Established standards: NAS, AN, SAE, ANSI, EN Specifications etc...
- Approved data issued by TCH, STCH, ETSOH, It includes MM, SRM, CMM, Overhaul / Repair Manuals, SB,
- Minor/major approved change or repair data outside SRM.
- Manufacturing drawings for parts specified in IPC or directly provided by TCH, STCH or Part 21 organisation, which is not referred to in other data. In this case, a direct authorisation (or no objection) received from the holder is necessary, which shall include the identification of the data to be used.

2-Assessment - The shop supervisor ensures that DABS has the following:

- The necessary capability to perform the work i.a.w capability defined above in c),
- Material and competent personnel to perform the work,
- Acceptable data or alternate approved data to perform the work,
Where the data are insufficient to facilitate fabrication, an incoming inspection of old Part is performed to detail necessary data requested to fabric and inspect new Part,
- A described step process to fabricate, inspect and verify conformity of the Part.

3-Fabrication of parts

Adequate records are maintained for such fabrication processes including heat treatment and the final inspections. Part Fabricating Tracing Sheet (PFTS) - DA-0164 is used.

4- Final inspection

Any fabricated part is subjected to an inspection stage before, separately, and preferably independently from, any inspection of its installation. This inspection should establish full compliance with the relevant data and shall be recorded through PFTS form.

5-Identification - All parts, except those having not enough space, should be unambiguously identified with:

- "EPA" (if appropriate*), (EPA means European Part Approval)
- **Part number** from the data, (+ **component description**) if appropriate
- **Organisation's approval** (Name may be added if appropriate), and **WP Reference**,
- **Name of holder of fabrication data** and **reference of data** (if appropriate),
- **Specific compliance** if requested (i.e. 14 CFR 25.853(C))

	Data not belonging to TC holder*	Data from TC holder	Data from TSO holder (Seat / Divan)
New Part	EPA / [Part Number] DABS/ [WP] [Data holder] [ref MOD-STC] or [n° Drawing]	[Part Number] DABS/ [WP]	[Part number] Fabricated by DABS/[WP] [Data holder] [n° Drawing] <i>Complies with 14 CFR 25.853(C), March 6, 1995</i>
Part modified	EPA / DABS / [WP] Modified i.a.w [Data holder] [n° MOD-STC]	Marking only if requested in SB	DABS / [WP] Modified i.a.w [Data holder] [n° MOD/SB]

* Any new or modified component (except PMA) produced in conformity to design data not belonging to the TC holder shall be marked with letters EPA.

1.9.8 WORK AWAY FROM APPROVED FACILITY

DABS may perform work at a place other than its approved Facility (Base or Line) under special circumstances (**AOG** or for **supporting occasional line maintenance**) provided it demonstrates the availability of facilities, material, equipment, technical data and personnel to perform such specific maintenance.

The following are typical maintenance activities that may be accomplished **away from the approved Facility**:

1-Non -scheduled work (outside MPD)

- **Defect rectification / Repair** in case of unserviceability,
- Parameter **Download** / Database **Upload** / **Parking check** / **Task from 5-50**,
- Non-destructive Inspections (NDI) or examination (NDT),

[WAB* is ONLY required if extensive work or complex as described in §1.9.1.6]

(i.e. requiring Team/specific Tools, Hangar, Shop and/or more than 12 hours down time)

2-Limited scheduled (from MPD) Line Maintenance work

- Basic inspection / Monthly inspection / Due list as described in §1.9.1.7
(i.e. work down time up to 2 days and/or 25 hours of man-hours),
- SB/AD implementation,
- Painting,
- Work for pre-storage / Storage / Return to Service after Storage,

[WAB* is required]

***The Maintenance management** is responsible to authorise case by case to perform maintenance on any aircraft, engine or component for which DABS is approved, at any location subject to the need for such maintenance arising either from aircraft unserviceability (AOG) or from the necessity of supporting limited Maintenance works under customer request.

Assessment and Notification to the authority, if appropriate, are performed through form **DA-0141_WAB**.

The **SQ department** is responsible that the process is conducted under following:

- Purchase Order is issued by Customer/CAMO describing the request and the reason for maintenance;
- Feasibility and downtime are approved by the **Maintenance management**;
- Requirement for adequate Hangar is assessed by the **Maintenance management**.
- Composition of Maintenance work team and availability of parts, tool & equipment are organised by the **MCC**, specifically:
 - a. Personnel, equipment, materials and parts (incl. appropriate component release certificate).
 - b. Technical data required for the maintenance.
 - c. Controlled Tools and calibrated equipment required for the maintenance.
 - d. At least half the personnel that perform the specified maintenance are full time employed by DABS in accordance with AMC 145.A.30(d).
 - e. Work is conducted under supervision of DABS Certifying Staff.
 - f. Release of the work is issued by DABS Certifying Staff.
- Trip travel, Passport validity & visas, Hotel reservation & vehicle are organised by the **MCC**;
- WP, Works process, Invoice process and paperwork is controlled by the **Technical services**;
- Records of work, including a description of the work, date and location where the work was performed and WP reference, are made available for examination by the authority by the **Technical services**;
- Records for additional staff, including a Background, Total years of experience, experience during last 2 year and Human factors course are maintained by **SQ department** and are available for examination by the authority;
- Assessment by DABS (and Notification to the authority, if appropriate) are performed with form **DA-0141_WAB**.

The **Technical services** will ensure that a copy of WP is stored in the **SQ folder**.

1.9.9 WORK ABOVE APPROVED SCOPE AT APPROVED FACILITY - WAAS

Scope of work shall be limited to aircraft type listed in the MOE 1.9 scope of work.

DABS may perform work at its approved Facility scheduled maintenance, major repairs and modifications that is not already described within scope limitation, under special circumstances provided it demonstrates the availability of hangar, shop, equipment and personnel to perform such specific maintenance.

The **Maintenance management** is responsible to assess case by case to maintain any aircraft or component for which DABS is approved, at approved Facility subject to the need for maintenance above approved scope arising from the necessity of supporting Maintenance works under customer request according with following process.

A specific assessment is performed for availability of dedicated team, technical data, equipment and tools. Form **DA-0141_WAAS** is used to request the **approval from the authority**.

The **SQ department** is responsible that the process is conducted:

- Purchase Order (PO) is issued by Customer/CAMO, with a clear description of work to be performed;
- Feasibility and downtime are approved by the **Maintenance management**;
- Composition of Maintenance work team and availability of associated documentation, tool & equipment are organised, specifically:
 - a. Personnel, equipment, materials and parts (plus appropriate certificate) are available.
 - b. Current Technical data required for the maintenance is available.
 - c. Tools, GSE and required calibrated equipment are controlled and available.
- WP, Works process and paperwork is controlled by the **Technical personnel/CSM**;
- Records of work, including a description of the work performed, the date and location where the work was performed are recorded by the **Technical personnel** according to standards and are available for examination by the authority;
- Assessment by DABS and audit if appropriate are performed through form **DA-0141_WAAS**;
- Approval request to the authority is performed with form **DA-0141_WAAS**.

The **Technical personnel** will ensure that a copy of work package is given to the SQ department.

1.10 NOTIFICATION PROCEDURE TO THE COMPETENT AUTHORITIES

DABS will notify the UK CAA according to Part-145.A.85 before changes following changes take effect.

Following described documents together **with the revised MOE will be provided** to enable the UK CAA to determine continued compliance with requirements and to amend, if necessary, the approval certificate.

Type of Change	Extract Registry of commerce	Form 2	Evidence Experience & Training	Evidence data, tool, personnel	Document
Name of the organisation	X	X			MOE
Location of the organisation	X	X			MOE
Additional locations of the organisation		X		X	MOE + srg1761
Accountable Manager		X	X		MOE
Any of the persons (with*) specified in §1.3		X	X		MOE + Form 4
Work scope specified in §1.9.2 / 1.9.3		X		X	MOE
Facilities, equipment, tools, procedures,				X	MOE
Authorised staff list			1.6.4		DA-0103
Component Capability specified in §1.9.4		X If new C- rating		1.9.1.9	DA-0105
NDT Capability specified in §1.9.5		X If new NDT method		1.9.1.9	MOE
Internal forms					procedures

Direct approval

The **SQ department** is responsible for timely notification of changes to the UK CAA and additional authorities.

Before notification, intended changes must be internally:

- 1) Checked for compliance with Regulation by the SQ department.
- 2) Approved by the nominated responsible for Part-145.

In the case of a change of Accountable Manager, CORPORATE COMMITMENT (§1.1 of the MOE) and SAFETY AND QUALITY POLICY must be signed and transmitted at the earliest opportunity to the UK CAA / NAA.

In addition, the new Accountable Manager must be able to demonstrate to authority and basic understanding of Part-145.

The **SQ department** is responsible to notify other authorities (i.e. authorities listed in DA-0108) within 15 business days after approval by the UK CAA.

The amended or new Procedure/Form are sent to the Authority for notification in case of changes after publication with DA-0050 updated.

MOE is not amended. Only Form/Procedure revision is amended on document itself and DA-0050 is updated.

1.11 EXPOSITION AMENDMENT PROCEDURES

1.11.1 GENERAL

Any change concerning the MOE may be initiated by anybody concerned. It will be assessed by the Maintenance Director and monitored by the SQ department. Any amendment to this manual will be submitted to the authority for approval /notification by the SQ department prior to issue.

Regulation changes as well as any relevant changes within the company that affect the approved MOE therefore call for an amendment thereof. **Form DA-0160** is used to assess the change and impact in MOE.

1.11.2 APPROVAL PROCESS

The **SQ department** is responsible for any amendments (Edition or Revision) of the MOE including any associated procedures and forms, as well as for the submission to the Authority. The procedure has to be followed:

- Changes are initiated by Review, Audit, Regulation changes as well as any relevant changes within the company or by anybody;
- The **Maintenance Director** and the SQM evaluate and assess the changes in regard to the compliance with processes in place and with regulation;
- Assessment is formalised in **DA-0160**;
- The SQM changes the related page in appropriate manuals, procedures or forms and the "List of effective pages". An additional transmittal "List of changes" listing the pages affected and describing the changes is also issued.
- The SQM sends the related pages, procedures or forms, the List of effective pages (Edition) or the **DA-0160** (Revision) to the authority for approval (Edition) or notification (Revision).
- After the approval/notification, the manual/procedures/forms have to be updated on internal Server.
- The amendment has to be distributed to the recipients according to the distribution list.
- The personnel have to be advised about the changes.

1.11.3 FORMAT

The MOE is divided into parts which are broken down into chapters and sub chapters.

In the bottom, each page bears a number, consisting of a group of numerals indicating the part, the chapter and the consecutive page number in that chapter.

In the top, each page bears amendment (Reference letter number of last edition and Reference digit number of last revision) and date. Both have to be changed in case of amendment.

For the numbering of amendment, letters for edition (direct approval) and digits for revision (indirect approval) are used in ascending order (see example below).

E.g.:

- Ed.A- Rev 0: First direct approval of the MOE
- Ed.A- Rev 1: following first indirect approval
- Ed.A- Rev 2: following second indirect approval
- Ed.B- Rev 0: Second direct approval

In order to identify changes, blue format is used to outline revised or newly change on the published paragraphs. The blue format is dropped at the next edition/revision of that page.

1.11.4 EDITION - APPROVAL BY AUTHORITY (DIRECT APPROVAL)

The MOE amendment is sent to the Authority for approval in the scenarios described in §1.10.

New edition (letter) is implemented in the MOE.

List of effective pages must be approved by the **Maintenance Director** and **SQ department**. The **Accountable Manager** must sign Form 2.

All amendments to this MOE must be approved by the Authority in List of effective pages.

1.11.5 INDIRECT APPROVAL

Amendment of an existing manual, procedures, and document is directly approved by DABS in case of minor changes. Minor amendments are:

- Editorial changes or corrections that do not affect the technical content;
- Change of increasing manpower resources, except personnel needing Form 4;
- Changes in reference to other manuals or paragraphs;
- Changes in Form/procedure referenced in part 5.

MOE List of effective pages must be approved by the Maintenance Director.

Refer to §1.11.7 for associated documents.

The amended MOE pages/List of effective pages or new Procedure/Form are sent to the Authority for notification in case of minor changes after publication.

In case of change in Form/Procedure listed in chapter 5, MOE is not amended and only Form/Procedure revision is amended and **DA-0050** updated.

1.11.6 MOE REVIEW

The MOE will be reviewed by the **SQ department** and appropriate managers, at intervals not exceeding 12 months (+3 months) or more frequently when significant changes occur, which affect the content of the MOE.

1.11.7 ASSOCIATED PROCEDURES, LISTS AND FORMS

Procedures/Forms are described in Part 5.

Type of Document	Document Reference	Indirect Approval	Approved By	Approval	Limitation
Maintenance procedures*/ forms	Refer to Part 5 and DA-0050	Yes	Refer to DA-0050	DA-0160	None
Authorised Staff list	DA-0103	Yes	SQ department	DA-0138	None
Component Capability List	DA-0105	Yes	SQ department + Shop supervisor or Maintenance management	DA-0137	Addition/removal of component under C rating already held.
List of Subcontractors	DA-0104	Yes	SQ department + Maintenance management	DA-0104	Addition/removal of contracted function
NDT Manual**	DA-0114	Yes	NDT Level 3, Maintenance management	DA-0114	Addition/removal of methods already approved.
SQMS Manual Safety and Quality	DA-0001	Yes	Head of management system Accountable manager	DA-0001	None

*Specific Maintenance procedures are described in **DA-0050**.

** NDT Instructions are directly approved by a Method NDT Level 3.

PART 2
MAINTENANCE PROCEDURES

PART 2 MAINTENANCE PROCEDURES

2.1 SUPPLIER EVALUATION AND SUBCONTRACT CONTROL PROCEDURE

2.1.1 TYPE OF PROVIDER

Any provider may fall in one of the following categories:

- Part Supplier (§2.1.2)
- Maintenance provider (§2.1.3)
 - Part contractor (Maintenance/Repair)
 - Contracting Organisation
 - Subcontracting Organisation

PART SUPPLIER	<p>Any source (OEM, TCH, parts distributor, aircraft operator, maintenance organisation, etc.) from which DABS is purchasing materials, standard parts, components, consumables to be used for maintenance under Part 145 approval.</p> <p>The list of suppliers is managed under the control of the Logistics Department in Quantum. Refer to §2.1.2.</p> <p>This includes suppliers of tools.</p>
PART CONTRACTOR	<p>A Part 145 maintenance organisation which carries out maintenance work under its own approval. Types of services contracted includes specialised work and maintenance on component.</p> <p>The list of Part contractors is managed under the control of the Logistics Department in Quantum. Refer to §2.1.3.</p> <p>This includes tools calibration services.</p>
CONTRACTING ORGANISATION	<p>A Part 145 maintenance organisation which carries out maintenance under its own approval for another approved maintenance organisation.</p> <p>Types of services contracted could include engine maintenance, painting, NDT, interiors work, cleaning/detailing work. Refer to §2.1.3.</p>
SUBCONTRACTING ORGANISATION	<p>An organisation, not itself appropriately approved to Part 145 for the work performed which carries out maintenance work on aircraft, engine or components as a subcontractor for DABS, as per 145.A.75(d).</p> <p>Types of services subcontracted could include painting, weighing, interiors work, cleaning/detailing work. Refer to §2.1.3.</p> <p>The list of subcontractors shall be managed under the control of the SQ department. Refer to DA-0104.</p>

2.1.2 SUPPLIER

2.1.2.1 Policy for Parts being installed on aircraft

Parts being installed on an aircraft must be manufactured / repaired / overhauled and certified for release to service by an organisation approved as outlined in the following paragraph:

	Conditions (one of the following conditions)	Authorised Release Certificate
Manufacturers	<ul style="list-style-type: none"> The appropriate Type Certificate (TC) A Production Certificate (PC) A Manufacturer Certificate from NAA or the TC-holders NAA for that particular purpose. 	Form 1 or equivalent* is required
Suppliers for Components/ Parts	<ul style="list-style-type: none"> Be a manufacturer, Be approved as per Part-145, Being working in accordance with an international maintenance agreement (e.g.: USA, CANADA), Being on the Supplier list. (Refer to DA-0104) 	Form 1 or equivalent* is required
Suppliers for Standard Parts	Standard parts are parts that are manufactured in complete compliance with an established specification . Refer to §2.2.1.4 Standard parts are designated as such by the TC/STC holder and/or refer international specification.	Form 1 or equivalent* is not normally issued. CofC is required. Evidence of conformity traceable to the applicable standard/specification or IPC.
Suppliers for raw materials / consumables	Raw material / consumable must be identified by marking and Conform to specifications defined by the approved data.	CofC is required. Evidence of conformity traceable to the applicable specification.

Where the **component is NEW**, all documents described below are acceptable.

Where the **component is USED**, documents must have a **UK CAA release**.

* **Form 1 or equivalent are described in §2.2.1.4/2.2.1.5**

2.1.2.2 Approved Suppliers list

These lists are kept current by the **Logistics Department** in Quantum.

This list contains the following data's:

- 1) The Supplier's name, address,
- 2) part-145 approved / FAR 145 approved (if appropriate),
- 3) Type of supply component, standard part or material.

All approved suppliers and associated specific data were entered in Quantum.

2.1.2.3 Selection of Suppliers

The evaluation of suppliers encompasses primary the quality of their delivered equipment, in order to ensure that the services offered comply with the required quality standards.

The **Logistics Department** is responsible for selecting supplier and vendor of aircraft parts, standard parts and other materials.

Suppliers are selected as per the following criteria's:

- a) About services
 - Products quality and conformity to the type- or production certificate, specifications, technical standard order (ETSO) or other specifications defined by the competent authority, and
 - Delivery of authorised component release certificate or certificate of conformity to approved data's.
- b) About Suppliers
 - Suppliers Lists.
 - Authorised scope of work and approval certificate, if appropriate.
 - Distributor, manufacturer, OEM and TC/STC-Holder
- c) About Term of delivery, availability.
- d) About Price, discount, conditions of payment and warranty.

2.1.2.4 Control of Suppliers

Surveillance is a continuous process to ensure that the purchased material follow the standards required by DABS. The Store personnel has to make sure by incoming inspection, that only approved materials have been delivered and that the part/component is accordance with policy defined in §2.1.2.1.

In case of discrepancies/irregularities, the Store personnel completes a "Discrepancy report" (DA-0139) and forward it to Purchasing department. The concerned component, after identification with a "**RED Unserviceable**" tag, are stored in the appropriate segregated areas.

Suppliers are followed as per the following criteria's:

- a) **Evaluation by Questionnaire (initial + recurrent based on surveillance monitoring).**

The **Logistics department** sends a Questionnaire* (DA-0040) to the supplier to ensure that the component / material is supplied in satisfactory conditions.

- b) **Surveillance monitoring by follow-up / control of their services** (Term of delivery, availability, price, discount, payment conditions and warranty) and the discrepancies analysis from incoming process.

In case of findings discovered, the **Logistics department** makes appropriate notes and advises the appropriate personnel for a closer survey. If it appears, that the level of quality is low or insufficient, the **SQ department** and the **Logistics department** shall contact the organisation and proceed to a survey, visit or an audit. In case of repetition, the SQ department and the **Logistics department** could forbid any further purchase from this Supplier.

* Elements to be evaluated are described in §2.1.2.5.

2.1.2.5 Elements to be evaluated

The following elements should be considered for the initial and recurrent evaluation of the supplier (DA-0040) to ensure that the component and/or material is supplied in satisfactory condition:

- a. availability of appropriate specifications and standards;
- b. training and competence of personnel assessment
- c. shelf-life control;
- d. handling of electrostatic sensitive devices (ESD);
- e. Documentation to accompany components and materials, incl. batch splitting
- f. incoming inspection of components and materials;
- g. appropriate storage, and control to ensure appropriate storage conditions;
- h. adequate packing and shipping, including procedures for proper shipping of dangerous goods;
- i. suspected unapproved components;
- j. procedures for recall if necessary;

2.1.2.6 Parts/Materials order

Request for Parts and Materials are initiated in Quantum by the Technicians, Technical Personnel and Logistics Personnel.

There are two ways to initiate an order for Parts/Material

- Via a Bill of Materials (BOM) by the **Technician** or **Technical Personnel**.
- Via a purchase order (PO) by the **Logistics Personnel**.

BOMs are checked by the Logistics personnel for availability of the parts.

- If the parts are available, the store personnel will collect parts and parts can be picked-up at the store by the **Technician**.
- If parts are not available, Purchasing department will generate a Purchase Order.

Responsibility for monitoring minimum stock levels in the store lies with the **Store Supervisor**.

Every time a Part has to be ordered, which is not yet known within the Quantum:

- the part has to be checked for applicability for aircraft use and
- the supplier has to be checked for use

Both have to be added to Quantum data base.

Forms used to order Part and Materials are generated by Quantum

- Purchase Order (includes Purchase, Exchange, Loan and Non Stock types)
- Repair Order

Forms should contain

- Part Description and Part Number.
- Order quantity, price, delivery date, delivery location.
- Certificate and paperwork requirements.
- Minimum shelf live or minimum remaining life time.
- Special shipping and packing requirements.

Due to logistic delivery time or country facilities, the Parts/Materials/Equipment may be send directly from Manufacturer or approved Suppliers to the location where maintenance will be performed.

At that case, the staff responsible for release to service is in charge to complete incoming equipment inspection and will advise the Logistics Department in case of discrepancies.

2.1.3 MAINTENANCE PROVIDER - CONTRACTING WORKS

2.1.3.1 Type of works to be contracted/subcontracted

Works may be contracted because DABS does not have the housing, facilities, materials, or equipment available on its premises and under its control or if DABS cannot accomplish the work scope within a specified time.

Functions to be sub/contracted are described in **DA-1040**. It could be:

- *Plating, anodizing, Heat treatment, Welding*
- *Non-destructive testing and inspection*
- *Interior refurbishment*
- *Engine removal / Installation*
- *Windshield/Windows polish*
- *Maintenance and alterations of components, subassemblies*
- *Painting*
- *Repair of composite structure*

In case of repetitive contracted Maintenance function with the same maintenance Provider, contract between both parties should be signed. Contract includes provisions that allow the appropriate authorities to make an inspection and observe the facility's work.

2.1.3.2 Policy for works subcontracted / contracted

The maintenance provider carrying out maintenance on an aircraft must fulfil the following conditions:

	Conditions (one of the following conditions)
Contractor (for part)	<ul style="list-style-type: none"> • "approved Part Contractor list" in Quantum • Be approved/accepted per Part-145. Maintenance / repair on Component is certified by the maintenance provider. Refer to §2.1.2.1 for document required.
Contractor (for work)	<ul style="list-style-type: none"> • "approved Contractor list" in Quantum • Be approved per Part-145 or appropriate regulation regarding aircraft Reg. Work is certified by the maintenance provider.
Subcontractor (for work)	<ul style="list-style-type: none"> • "List of Subcontractor" (Refer to DA-0104). They may not being approved per Part-145 or other regulation, DABS is responsible to supervise and control all works carrying out, including the verification by test and/or inspection, that the work has been performed satisfactorily. Work is certified by DABS.
Metrology	<ul style="list-style-type: none"> • "List of Metrology provider" (Refer to DA-0104), • Being Technically competent to perform the required test, calibration or measurement and issue accurate test and calibration data, • Being accredited laboratory or the original tool manufacturer in case of calibration. DABS is responsible to control Tools /equipment and certificate received.

2.1.3.3 Approved Provider lists

These lists are kept current in Quantum.

Additionally, a **Subcontractors list (DA-0104)** is maintained and send to the authority by the **SQ department**.

The list contains organisations with the following data's:

- 1) The Provider's name, address,
- 2) Part-145 approval / Quality standard / Non-approved,
- 3) Type and scope of works.

2.1.3.4 Selection of maintenance Provider

A **Subcontractor** is an organisation that works, fabricates or provides a service under the approval of DABS. Work can only be subcontracted, if DABS has the expertise and holds an appropriate rating for releasing the work.

A **Contractor** is an organisation that works, manufactures or provides a service under its approval. Work can only be contracted to an organisation holder of an appropriate rating for releasing the work.

The **Logistics Department** is responsible for selecting contractor for maintenance on aircraft parts.

The **CSM** is responsible for selecting Subcontractors for work on aircraft.

Organisations are selected as per the following criteria's:

- a) About works
 - Complexity of works
 - Approved technical data
 - Delivery of authorised component release certificate and work statement.
- b) About providers
 - Provider Lists (subcontractors in DA-0104 / contractors in quantum)
 - Part-145/FAR 145 approval
 - Authorised scope of work
- c) About Term of delivery, availability.
- d) About Price, discount, conditions of payment and warranty.

2.1.3.5 Control of maintenance Provider

a) Provider (subcontractors) are accepted as per the following criteria's:

Audits for new subcontractor, (with or without a specialised personnel).

Audit is organised in regard to the level qualification of subcontractors and the work scope and work to be subcontracted. Requirements and level Qualifications are described in DA-0104.

Recurrent audit is organised every year (in case of level 3 provider / audit could be replaced by an inspection or surveillance based on risk assessment for level 1/2 provider).

Audits are scheduled and performed in accordance with the procedures described in §3.1. The questionnaire can be used as a checklist for checking processes and requirements. Audit could be replaced by a visit/inspection performed by a specialist/qualifying inspector depending of scope in case of level 1/2.

b) Provider (contractors) are accepted as per the following criteria's:

Evaluation by Questionnaire (initial/recurrent every 2 years).

The SQ department or Logistics Department sends a Questionnaire* (DA-0040) to the organisation whereby DABS to be assured that the organisation has the qualified personnel, the necessary equipment, meets the standard required and carries out all maintenance to approved instructions and procedures.

c) The follow-up by the control of their services (Term of delivery, availability, price, discount, conditions of payment and warranty) and on the analysis of the discrepancies, incidents. Surveillance of organisations is a continuous process to ensure that they follow the standards required by DABS.

If it appears, that the level of quality is low or insufficient, the SQ department shall contact the organisation and proceed to an audit. Audits are scheduled and performed in accordance with the procedures described in §3.1. The questionnaire can be used as a checklist for checking processes and requirements.

* Elements to be evaluated for the contractor are described in §2.1.2.5.

2.1.3.6 Maintenance Agreement

A maintenance Agreement may be established and signed by DABS and the regular maintenance provider (e.g., Painting, Interiors, NDT, Sheet Metal, Composite, Welding, specialised tasks)

Apart of administrative details, this Agreement specifies its purpose, the organisation activities, DABS and the organisation responsibilities, the list of personnel entitled by the organisation and the authorisation to conduct audits whenever deemed necessary.

2.1.3.7 Subcontracting

Specific Tasks that may be performed under the Scope of approval of DABS may be subcontracted to a non-Part-145 approved Organisation that is equipped and has the expertise to perform these tasks.

Sufficient technical knowledge and expertise should be available at DABS to evaluate the finished task and the associated reports.

These subcontracted tasks are performed under the responsibility and supervision of DABS. The requested work must be documented with the required Procedures, Drawings and data.

The Organisation must use all the necessary documentation / incoming inspection defined by DABS, use only approved parts and complete the work to approved data.

The following process has to be followed:

1- Issuance of PO by DABS with description of requested work and reference to appropriate procedures and approved data (MOD, SB, Drawing, material list, etc). A meeting could be organised to define appropriate data with the subcontractor.

2- The Subcontractor is in charge to complete the work and to issue a work report including reference to the PO and approved data and reference to its procedures.

The work package has to be given to DABS, including:

- Original Work report and task cards
- Procedure used with a reference to these procedures in task cards
- Appropriate supported data (Form 1, CofC, Burn test, Drawing, EO) with a reference to these data in task cards
- Certification of work performed statement of conformity, or a Form 1 or equivalent.

3- DABS is responsible for the final inspection of the work to verify that work performed is compliant with the PO and relevant maintenance data.

If it is impossible to fully inspect work carried out by a subcontractor during the incoming inspection, checking and release of the maintenance work must be carried out on the subcontractor's premises.

Depending on the complexity, a document must be created which contains a Test Plan and Release Procedure that specify which inspections are delegated to the Subcontractor and which have to be conducted by DABS.

4- Certifying staff is responsible to issue the Release to service in accordance with scope of work authorisation.

2.1.3.8 Contracting

Work which cannot be performed by DABS due to lack of manpower, capability or other reasons may be contracted to a Part-145 approved Organisation.

The need for Contracting can be raised by Maintenance Management.

2.2 ACCEPTANCE AND INSPECTION OF AIRCRAFT COMPONENTS AND MATERIALS

2.2.1 ACCEPTANCE OF COMPONENTS FROM EXTERNAL SOURCES

2.2.1.1 Responsibility

The **Store receiving inspector** should ensure, that the delivery is conform to order specification, that the required documentation is received and that the incoming inspection is carried out.

2.2.1.2 Receiving of Components / Materials – Incoming inspection

All incoming Components/Material is segregated from the regular stock until the Incoming Inspection has been satisfactorily performed. A receiving Area is available for material reception and receiving inspection with table including ESD sensitive mats.

During the Incoming Inspection, a physical inspection is performed on the parts (i.a.w acceptance criteria) and associated documentation to ensure satisfactory conditions of the parts. The inspector signs off the incoming inspection on a stamp placed on the “delivery note”. Name of inspector is recorded in Quantum.

All data concerning Parts are entered in Quantum. A label is printed and attached to the component/materials for traceability purpose.

Original component Release Certificate is attached to the serialised component.

The invoice, the Delivery note and the Release Certificate or CofC are scanned and recorded in Quantum.

2.2.1.3 Acceptance Criteria

Components (Engines, Parts, and Appliances), Standard parts and Materials (raw and consumable) to be used during maintenance activity are obtained from acceptable sources (refer to § 2.1) and must be formally accepted into the organisation before issuing to the **Technician** for use or fitment to aircraft. This also includes those components, etc. provided by the operator or owner of the aircraft.

Components/Materials are accepted as per the following criteria :

- 1) No external damage to the package and component;
- 2) Appropriate package/protection* in respect of the component type (ESD packaging when necessary);
- 3) General conditions (Dust, plugs / caps appropriately installed to prevent damage or contamination);
- 4) Conformity to Purchase Order specification, quantity, quality;
- 5) Correct identification/labelling (P/N, S/N) and appropriate proof of equivalency if appropriate;
- 6) Proper and valid accompanying documentation / Certificate including:
 - Component Release Certificate with appropriate dual release when required
 - CofC / document stating the batch number and conformity to standards or IPC for Standard Parts
 - CofC / Document stating the conformity to specification data in case of raw materials / consumables
- 7) Appropriate information in Block remarks (Modification / AD status / next inspection / life limitation);
- 8) Shelf life remaining on life limited Parts/consumables is acceptable;
- 9) Suspect Bogus part (refer to §2.2.1.9)

*Component has all plugs and caps appropriately installed to prevent damage or internal contamination. Care shall be taken when tape is used to cover electrical connections or fluid fittings/openings because adhesive residues can insulate electrical connections and contaminate hydraulic or fuel units.

In case of discrepancies/irregularities, the **Logistics Department** completes a “Discrepancy report” (DA-0139) and attaches it to the delivery note and forwarded to Purchasing department. The unacceptable Parts/Components, after identification with a “**RED Unserviceable**” tag, are stored in the appropriate area.

NOTE: Special attention must be paid to check in Quantum for AD applicable to parts.

2.2.1.4 Required documents and component release certificates

Beside the delivery note, the following documents are requested for acceptance:

TYPE OF COMPONENT	AUTHORISED COMPONENT RELEASE DOCUMENT			
	Origin	before 31.12.2020	from 31.12.2020	
New parts / components	UK	EASA Form 1	CAA Form 1	
	EASA	EASA Form 1	EASA Form 1	
	USA	FAA Form 8130-3	FAA Form 8130-3	
	Canada	TCCA Form ONE	TCCA Form ONE	
	Brazil	ANAC Form F-100-01 (1)	ANAC Form F-100-01	
	Japan	EASA Form 1	EASA Form 1 (2) // JCAB Form 18	
EASA has issued a Part 21 Approval		EASA Form 1	EASA Form 1 (2)	
Used parts / components	Origin	before 31.12.2020	from 31.12.2020 - until 31.12.2022	01.01.2023
	EASA	EASA Form 1 (Single or Dual)	EASA Form 1 (Single or Dual)	CAA Form 1 (for EU organisation approved by CAA)
	UK	EASA Form 1 (Single or Dual)	CAA Form 1 (Single or Dual) (3)	CAA Form 1 (Single or Dual release) (3)
	USA	FAA Form 8130-3 (Dual FAA/EASA)	FAA Form 8130-3 (Dual FAA/EASA)	FAA Form 8130-3 (Dual FAA/EASA or FAA/CAA) until 31 December 2024
	Canada	TCCA Form ONE (Dual TCCA/EASA)	TCCA Form ONE (Single or Dual) (4)	TCCA Form ONE (Single or Dual) (4)
	Brazil	ANAC Form F-100-01 (Dual ANAC/EASA)	ANAC Form F-100-01 (Dual ANAC/EASA) ANAC Form F-100-01 (Dual ANAC/CAA)	ANAC Form F-100-01 (Dual ANAC/CAA)
	Singapore	EASA Form 1	Form CAAS(AW)95 (5)(6) EASA Form 1	Form CAAS(AW)95 (5)(6)
	Japan	EASA Form 1	EASA Form 1	CAA Form 1 (Issued by organisations holding UK approval)
	Other	EASA Form 1	EASA Form 1	CAA Form 1 (Issued by organisations holding UK approval)
Standard Parts or Class III identified as such by TCH/STCH		Certificate of conformity * Evidence of conformity traceable to the applicable standard **		
Materials including Raw material and Consumables (liquids, compounds, oil, grease)		Certificate of conformity * Evidence of conformity traceable to the applicable specification, incl. life limitation Material specification data sheet (MSDS) when appropriate		
Fabrics, leather, furnishing for Cabin fitting		Certificate of conformity * Burn-test certificate		

1. SEGV00 003 no longer used by ANAC, but may still be on older supplies
2. EASA Form 1 as a Part 21 POA issued by EASA or an EU CA is recognised under the UK-EU BASA.
3. An EASA Form 1 released by a UK based EASA Part 145 organisation is not acceptable for installation on a UK registered aircraft or component for fit onto a UK registered aircraft.
4. In accordance with the UK/Canada working arrangement, components up to and including complete engines and propellers are considered mutually acceptable, therefore can be accepted on a TCCA Form ONE from a Canadian based AMO.
5. In accordance with the UK/Singapore arrangement, components excluding complete engines, APUs and propellers, can be mutually accepted on a Form CAAS(AW)95 issued by a Singapore based AMO.
6. In accordance with the UK/Singapore arrangement, complete engines, APUs and propellers, are considered mutually acceptable when repaired by a Singapore based AMO having a UK approved supplement and released on a CAAS(AW)95.

PMA Parts could be installed on all aircraft if **FAA Form 8130-3** mentions the following:

- «This PMA part is not a critical component»; or
- «Produced under licensing agreement from the FAA design approval holder»; or
- «The design of this PMA part has been approved under [EASA/NAA] approval ref. XXX»

“Rebuilt” status is acceptable only in case of engines rebuilt by the OEM.

NOT acceptable for propellers and all other components whether rebuilt by OEM or PMA. Only for N-registered aircraft

*A valid **Certificate of Conformity (CofC)** shall include:

- Reference to the particular Part referenced in parts catalogue (IPC) as standard part or
- Evidence of conformity traceable to the applicable **Established Specification or Standard.
- Manufacturing source / Supplier source.
- Manufacturing Batch or Lot Number.

Established standards as National Aerospace Standards (NAS), Army-Navy Aeronautical Standard (AN), Society of Automotive Engineers (SAE, ARP), Joint Electron Device Engineering Council, Joint Electron Tube Engineering Council, American National Standards Institute (ANSI), Military Standard (MS or MIL), EN Specifications etc...BAC/NSA/ABS not acceptable.**

2.2.1.5 Acceptance of FAA PMA Parts

FAA has a system of granting approval called as PMA (Parts Manufacturer Approval) which permits the holder to manufacture and supply aircraft parts to OEMs, maintenance organisation in lieu of parts manufactured by OEM provided such parts manufacture has the approval of FAA and part is not a critical component.

2.2.1.6 Reject procedure

The acceptance inspection is expressed on the packages by means of an inspection stamp. All refused items are immediately placed in quarantine in a designated Hold area i.a.w following:

1) Identification

Any product/component rejected during the incoming inspection must be identified with a "**RED Unserviceable**" tag by noting on the tag, the reason for rejection as described in **DA-0122**.

2) Temporary storage in Holding area

Such parts are temporarily stored in the designated "Holding area" for parts not conforms to order specification, located in the Store until they are shipped back to vendor or until the discrepancy has been eliminated.

3) Follow up

The Purchasing department is contacted to get the problem solved.

2.2.1.7 Identification and Labelling

All parts after satisfactory incoming inspection must be identified with barcode identification labels generated by Quantum with information concerning the purchase order, the part description, the Part Number and the WP if referenced. The following is added as appropriate:

- Serialised components shall be identified with P/N and S/N.
- Shelf life limited items / Component /consumables are marked on the identification labels.

The Component Release Certificate must be attached to the Part or should be printed when issued from store in case of standards Parts.

The Component Release Certificate is not attached to the consumables. Traceability is ensured in Quantum.

2.2.1.8 Control of shelf life

- 1) **Component/consumables with limited shelf life** as: adhesive, sealant primer, paint, finishing, rubber hoses, O-rings, fire extinguishers squibs, etc., are regularly inspected (at least once a month) for shelf life limit by the responsible personnel. Older **Component/consumables** have to be used first.

The Logistics department are responsible.

- 2) **Component/consumables with expired shelf life** may not be used on product. They have to be removed from serviceable stock and tagged as unserviceable. They may be sent to the manufacturer or to an appropriate shop as required for rectification.

2.2.1.9 Suspected unapproved part – Bogus Part

Any suspected unapproved part « bogus part » must be identified with a "**RED Unserviceable**" tag by describing on the tag, the reason for rejection as described in **DA-0122**.

Generally, a bogus part is one which has been manufactured, remanufactured or repaired illegally, or which is time-expired and has been re-identified to conceal the fact that it is time-expired, or which cannot be authenticated by correct documentation. It is a part which is not really what it purports to be.

When suspected unapproved part is detected, a notification is sent to the appropriate competent authority by the **SQ department**.

2.2.2 ACCEPTANCE OF COMPONENTS FROM INTERNAL SOURCES

2.2.2.1 Parts repaired in DABS Shop

Parts/ components which have been repaired/tested in the workshops of DABS must be certified by a component Certifying Staff.

NO SUCH UNIT shall be returned to the Store and stored without a duly filled Form 1.

***Note** In case of Work is performed on a component removed and fitted on the same aircraft i.a.w data provided by the TC holder/manufacturer, a Form 1 may not be necessary. (refer to §2.16.3.2)*

2.2.2.2 Acceptance of internal fabricated parts

Parts fabricated in-House may only be used by DABS. All parts should be accompanied by a Form PFTS (**DA-0164**) as described in §1.9.7.

Under no circumstances Parts fabricated can be supplied externally, neither qualified for certification on Form 1.

2.2.3 INSTALLATION OF COMPONENTS/PARTS/MATERIALS

It is the responsibility of the **Team leader / CS** prior to installation of components/parts and prior to use of materials on an aircraft or component to verify that:

- the satisfactory condition and appropriate component release document (Form 1 or CofC) for installation of any component.
- the component is eligible to be fitted when specified in the applicable maintenance data (IPC, SB, EB).
- the component is eligible to be fitted when different modification or AD or configuration is applicable.
- the standard parts are traceable to applicable standard (CofC).
- any Raw material and Consumables are traceable to applicable specification including due dates (CofC).

2.2.4 COMPONENTS REMOVED SERVICEABLE

Refer to §2.16.5 for release to service procedure

2.2.4.1 Removed for Installation on the same product

Components removed serviceable from an aircraft for installation on the same product (Aircraft/Engine/APU), must be tagged with a "**BLUE Identification**" tag (**DA-0122**).

2.2.4.2 Removed for storage

Components, which are not scheduled to be installed immediately on aircraft, shall be stored in the Store in the storage area if a certificate has been issued or in a restrictive Quarantine area with a "**RED Unserviceable**" tag (**DA-0122**) if certificate not issued. The Tag should list the aircraft registration and serial number, components part and serial number, hours, cycles and reason for removal.

2.3 STORAGE, TAGGING AND RELEASE OF COMPONENTS AND MATERIAL

The Store is responsible for labelling, storage, monitoring and the issuing procedure for aircraft parts, components, standard parts and consumable materials.

2.3.1 STORAGE LOCATIONS

Access to the Store is restricted to the Store personnel and appropriate authorised personnel. The following storage locations are available:

- **Stores** for serviceable components, Tools.
- **Hold incoming area** for Parts, Tools following problem during incoming process
- **Hold shipping area** for Parts, Tools to be shipped.
- **Quarantine zone** for parts Unsalvageable/Unserviceable parts, Unserviceable Tools waiting for customer decision or scrapping.

2.3.1.1 Serviceable Parts

The Store is used to store components, parts and materials that have been subjected to an incoming inspection and accepted as serviceable, and where the appropriate records are available.

Parts have to be identified according to §2.2 either with Form 1 or equivalent or with tag/label bearing all relevant information to assure the traceability.

Store location of components are recorded in Quantum. An inventory list is maintained and managed in the Quantum.

Components are stored in suitable Area, Rooms, Shelves and Cupboards.

Standard Parts are stored in such a way that the individual parts of the entire batch can be traced. Different batches may not be mixed together. Depending on the type and size of the parts, they are stored in labelled plastic bags and/or storage boxes on frames or in drawers.

2.3.1.2 Customer Parts

Customer Parts, if not entered in Quantum, are identified with an orange or RED Tag and identified as ***"Customer property - To be controlled before installation"***. In case of use, an incoming process should be performed and data entered in Quantum before installation on aircraft.

Customer Parts are segregated in dedicated area for customer.

2.3.1.3 Unserviceable Parts

- 1- **Parts/Tools rejected during the incoming inspection** are stored in specific **"hold incoming area"**, if not returned directly to the supplier. Parts not conform to order specification or where the release documents have not been received, is provided on a separate shelf near the material reception area.
- 2- **"hold shipping area"** is available for **Unserviceable components/ tools** waiting for repair or maintenance. Unserviceable parts removed from aircraft are labelled with a **"RED Unserviceable"** tag completed with status information's. **Rotable core units** are stored in a separate shelf.
- 3- **"Quarantine Area"** is separated off from the rest of the Store. It consists of a lockable room / cupboard. Only Store personnel and auditors including the authorities are permitted to enter. Unserviceable / Unsalvageable parts removed from aircraft are labelled with a completed **"RED Unserviceable"** tag until further disposal.

2.3.2 STORAGE CONDITIONS

Constantly, the storage areas are checked for the Temperature and Humidity. Appropriate records should be maintained, and corrective actions should be taken as necessary in cooperation with the Store Supervisor and the SQ department.

Components / standard parts are to be preserved i.a.w the Manufacturer's Recommendation or other acceptable Industry Practices. Where possible, Components are stored in the original packaging on appropriate area to minimize damage and corrosion during storage.

The Storage areas are cleaned, well ventilated and maintained at adequate temperature to protect Components against Humidity, Dust, or other Damage. It includes:

- ESD sensitive parts are stored on ESD- shelves and cupboards that are ground-bonded.
- Tires and complete wheel assy's are safely stored in special racks, protected against light and contamination.
- Flammable fluid and chemicals products are stored i.a.w manufacturers instruction (MSDS) and in dedicated area or special metal flammable Cabinets in Store, Hangars, Shop. Dedicated storage cages are used on maintenance area for heavy projects for small quantities. (refer to 2.7.1 for safety precaution).
- Hardware is stored in separate drawers and bins identified with the part number in the Store and in free issue dispensers in the workshops.

2.3.3 SHELF LIFE AND AD CONTROL

A due list is issued from Quantum to permit the control of these components by the store personnel. Additionally, once a month, stored components and products in the store are checked in respect to the Remaining life of perishable products. Check is performed every 2 weeks in case of chemical products stored in Hangar, Shop or in maintenance area (dedicated cages for maintenance project).

Relevant AD will be provided by **SQ Department**. The Store Supervisor will verify stocked material against applicability of ADs and will up-date parts administration in Quantum and organise applicability if necessary.

2.3.4 TAGGING/LABELLING SYSTEM

Description of tags used is described in **DA-0122**.

A label is printed through Quantum and attached to the components. Certificate and associated documents are attached to the components before storage.

Standard parts, Raw material and Consumables with a limited shelf life are labelled the label with the expiry date.

2.3.4.1 Serviceable Parts

- 1) Parts/Components from Manufacturers, Suppliers or Contractors, when being stored, are identified with a label and **component release certificate** attached if appropriate or available in Quantum.
A copy of **component release certificate** is kept on Quantum.
- 2) Class III products and standard parts are non-serialised items. Batch number are indicated on the label. This number, together with the Part Number, will lead to the original release document (**component release certificate** or **statement of conformity**).
Traceability is kept on Quantum.
- 3) Parts/Components which have been maintained at DABS have to be identified with a **Form 1**.
A copy of the **Form 1** is kept in the appropriate folder and on Quantum.
- 4) A "**BLUE Identification**" tag is used for components removed from aircraft in serviceable condition.

2.3.4.2 Unserviceable Parts

- 1) Unserviceable Parts, removed from an aircraft to be maintained in DABS facility, are identified with a "**WHITE Unserviceable**" tag.
- 2) Unserviceable Parts, removed from an aircraft to be send to external organisation or failing the incoming inspection, are identified with a "**RED Unserviceable**" tag.

When the Part is considered as unsalvageable, it has to be identified with a "**RED Unserviceable**" tag and put into the Quarantine area located in the Store.

- 3) Scrap Parts are identified with a "**RED Unserviceable**" tag with "**SCRAP**" written in field "Removal reason".
- 4) Parts returned to the customer are identified with a "**RED Unserviceable**" tag. A record will be made in the WP showing that the part was returned to the customer.
- 5) Aircraft Parts involved in an incident /accident are identified with a "**RED Unserviceable**" tag with INCIDENT reference written in the field "Removal reason". It will remain attached until investigations are completed.

2.3.4.3 Unsalvageable Parts

The following Components are considered classified as unsalvageable:

- Components with non-repairable defects, whether visible or not to the naked eye;
- Components that do not meet Design Specifications and cannot be brought into Conformity with such Specifications;
- Components subjected to unacceptable Modification or Rework that is irreversible;
- Certified Life-limited Parts that have reached or exceeded their certified Life Limits, or have missing or incomplete Records;
- Components that cannot be returned to airworthy Condition due to exposure to extreme Forces, Heat or adverse Environment;
- Components for which Conformity with an applicable AD cannot be accomplished;
- Components for which Maintenance Records and/or Traceability to the Manufacturer cannot be retrieved;

Once the Assessment that the unserviceable Part is considered as unsalvageable, it has to be identified with a "**RED Unserviceable**" tag and put into the secure Quarantine area located in the Store.

Components should not be considered serviceable unless certified life limits have been extended or a repair solution has been approved according to Part-21 requirements. When repair or recertification are not possible, Component should be sent to the manufacturer or should be scrapped.

2.3.4.4 Scrapped Part

After the customer approval, the Store Supervisor is responsible that the scrap Parts are mutilated in a Way that prevents them to be returned to Service.

Following this Action, the related information data are entered in Quantum to maintain Traceability of such Parts. Certificate and/or pictures are attached in Quantum.

2.3.5 ISSUE OF COMPONENTS

Parts/Components are issued by Store personnel in accordance with a BOM filled by the technician in Quantum.

No part shall leave the Store without prior being recorded by Quantity, Part number, Description and Serial number (if applicable).

2.3.6 DISPATCH OF COMPONENTS FOR REPAIR/OVERHAUL/CALIBRATION

Unserviceable component, removed from and supposed to be reinstalled in the same aircraft after repair/overhaul/calibration internally, are directly given by the **Technician** to the appropriate workshop, if in house capability exists. These Components are identified with a "**WHITE Unserviceable**" tag.

If not, such components as well as core units of exchange parts are temporarily stored on the Store with a "**RED Unserviceable**" tag. These parts are dispatched with an appropriate "Order to the different contractors by the Logistics Department. A copy of the "Order" is kept in quantum.

Components maintained in-house and reinstalled directly on the same aircraft during inspection, shall be covered under the aircraft WP.

- Form 1 is issued if maintenance on component is performed i.a.w capability list
- Form 1 is not issued if maintenance on component concerns sheet metal work or painting

Components maintained in-house for stock or Customers are covered under a separate WO on request of the Shop Supervisor.

2.4 ACCEPTANCE OF TOOLS AND EQUIPMENT

2.4.1 REQUIREMENTS

The Tools and Equipment to be used for Maintenance must conform to standard industry practices and to the specification in the appropriate manufacturer maintenance data. Deviations from these specifications are acceptable only when the same standards can be obtained and demonstrated.

Maintenance on Aircraft, Engine and Components as detailed in §1.9 requires the use of special Tools and Test Equipment, on which the person performing the test, must be able to rely on.

All Tools and Equipment as specified in the manufacturers' documentation are listed on Quantum and are available in the different Workshops and in the Hangar. All Tools must be clearly marked.

Calibrated Tool / Equipment have to be used for ALL precise measuring.

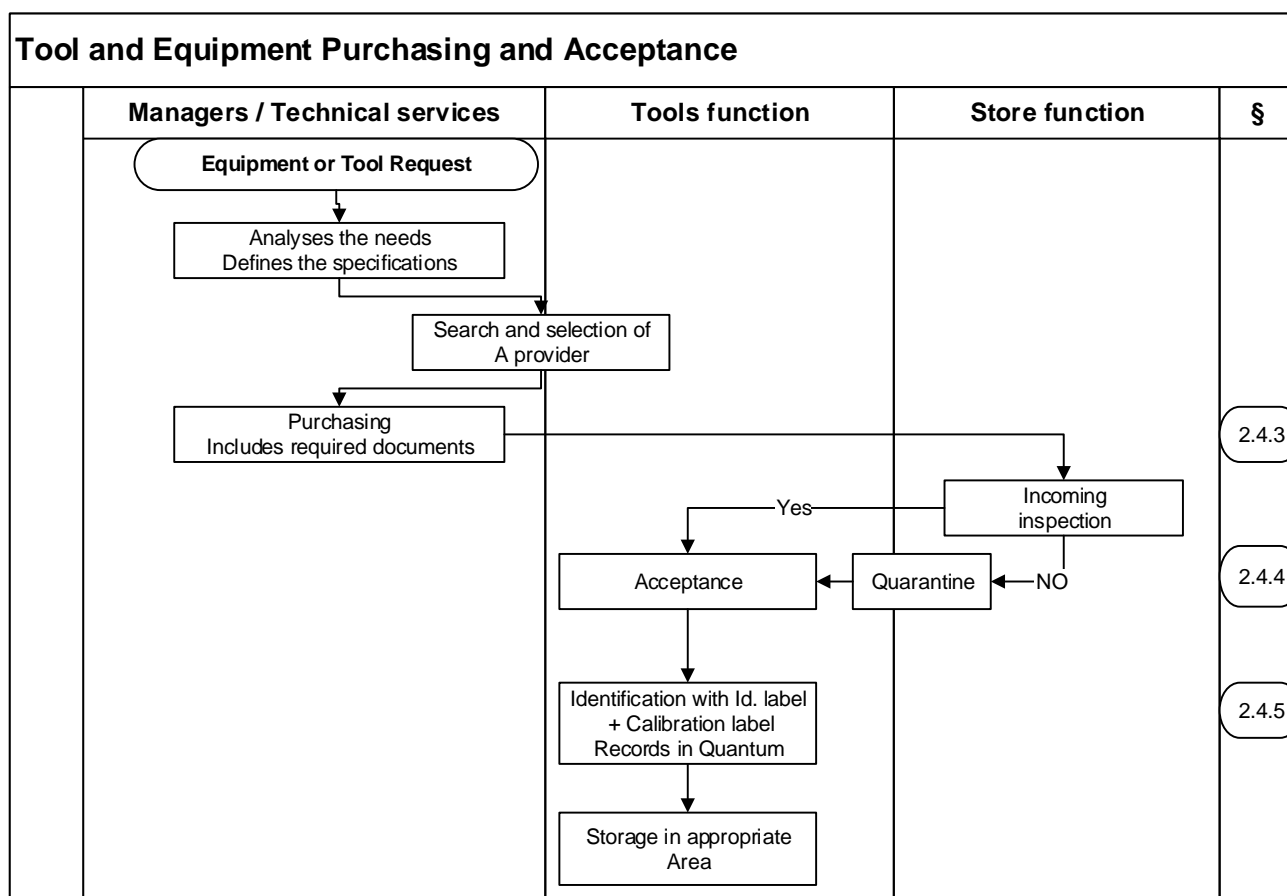
Private measuring and test Equipment are not permitted to be used. In case of approval, Equipment must be listed and controlled by the **Tools department**.

Prior to use any Tool/Equipment, the user must ensure that the Tool/Equipment is in good and safe working condition and that calibration, if applicable, is not overdue;

Verification and calibration of Tools and Equipment are described in §2.5.

Any Discrepancy must be reported to the **Tools department**.

2.4.2 ACCEPTANCE PROCEDURE



2.4.3 PURCHASING

Tools and Equipment are purchased by the **Tools department** on request of the appropriate manager / Shop supervisor with the approval of the **Maintenance management**.

A **Calibration Certificate** is always requested when a measuring Equipment or a Master Test Equipment is ordered.

2.4.4 INCOMING INSPECTION

2.4.4.1 Acceptance

A visual inspection to transportation damage is carried out by the Store. An inspection of required documentations and a functional check is carried out by the **Tools department** and the appropriate Manager / Shop supervisor.

A **Calibration Certificate** must be received and analysed with Measuring Tools and Test equipment.

The acceptance of Tools and Equipment by the **Tools department** is based on the manufacturer's data or the shipping paper mentioning the part and serial number which must be conform to order.

Any Tool / Equipment found not satisfactory is either to be sent for checking, repair, testing and/or calibration, or placed in Quarantine until further disposition can be made. Under no circumstance it is permitted for a Tool / Equipment designated for Quarantine to be used.

2.4.4.2 Identification

The **Tools department** is responsible to identify Tools and Equipment with a unique inventory Id. number in Quantum with their Designation, Manufacturer, Type, Part number and Serial number.

Hand personal tools are identified with the personal tool number of the employee.

A Tools/Equipment inventory is kept on Quantum.

2.4.4.3 Periodicity

Refer to §2.5.3.

The calibration/inspection periodicity given by the manufacturer has to be used. In case there is no periodicity given by the manufacturer, a **period of 12 months has to be used**.

Ground Support Equipment (GSE) and Special Equipment available for the storage and installation of heavy Equipment, such as Engines, Flight controls are subject to **regular preventive Maintenance** with a **period of 12 months**.

2.4.5 TOOL IDENTIFICATION

2.4.5.1 General

New Tools, other than Hand Tools, and Equipment must be identified for inventory control and traceability of the Calibration.

All Tools and Equipment bear an Inventory Id. number recorded in Quantum. This number is assigned by the **Tool Supervisor** and is to be kept throughout its entire useful Life.

2.4.5.2 Toolbox

The Hand Tools are marked with an identification that identifying the Toolbox. This identification is associated to one **Technician**. Toolboxes are made available for the storage of these Tools.

A **Toolbox Inventory List** is used to set content of the Toolbox (Tools, PPE and additional items, except consumables, drill bits, screw bits that are not listed) and is available in the Tools Shop. All added/missing tools are to be identified in the Inventory List.

All tools have individual silhouetted locations / Picture in Toolbox to reflect the content of each compartment and will thus facilitate the inventory. Inspection is primarily assigned to the **Technician**.

The **Tools department** is responsible for:

- Ensuring that a **Toolbox Inventory List** is available in each Toolbox and in Quantum;
- Updating the **Toolbox Inventory List** in case of missing tool or new Tools;
- Checking each Toolbox for completeness i.a.w the Inventory List:
 - Before issuance to the **Technician**;
 - On a regular Basis during random spot (2 years);
 - Upon return of the Toolbox to the Tools shop.

Each **Technician** is responsible for:

- Checking the contents of their Toolbox after completion of any task upon termination of a work especially critical items and areas (fuel tanks, under floor areas, prior to closing panels, flight controls, engine controls, etc); It includes verification of due date in case of consumables.
- Ensuring that all special tools issued from Tools Shop are given back to the Tools Shop after completion of work;
- Reporting missing tools to the **Team leader** immediately and filling out the **Missing Tool Report form** (DA-0161) for the Tools shop;
- Keeping Toolbox locked when not in use;
- Checking Toolbox for completeness i.a.w the Inventory List one per year.

2.4.5.3 Additional rules for contracted personnel

The hand tools for general use are property of the contracted personnel. The **Tools department** is responsible to ensure that:

- Toolbox is checked on entering facility and **Toolbox Inventory List** is completed and kept in Quantum;
- Tool identified with a clear reference written for all tools to be used;

The contracted mechanics are responsible to ensure completeness of their Toolboxes on a regular basis. A control check of the Toolboxes must be performed:

- After completion of work on critical items, (flight controls, in areas like fuel tanks & under floor areas, prior to closing panels, etc);
- Prior to Aircraft leaving hangar - with Team leader;
- At the termination of contract prior to contractor leaving the facility with **Tools department**.

The **contracted mechanics** must Report missing tools to the **Team leader** immediately and filling out the **Missing Tool Report** form for the Tools shop. **Refer to §2.4.6.**

2.4.6 LOST/MISSING TOOLS

In the event a tool becomes lost / missing, the technician responsible for the tool has to notify their immediate **Team leader**.

If the tool was located as a result of the initial search, the technician shall not report to the **Tools department** and **SQ department**.

If the tool could not be found during the initial search after a reasonable period of time and before the aircraft certification, the technician shall complete a **Missing Tool report** (DA-0161) and forward the report to the **Team leader** and the **Tools department**, that assigns a reference to the Report for tracking purposes.

Missing Tool report is available at the Tools shop or on electronic format on internal Server.

The **Team leader** has to organise and conduct a search to find the tool.

If the tool cannot be located, the **Team leader** will notify the **SQ department**.

The **SQ department** is in charge to review the report for any additional comments, further actions and signature.

In the event a tool is found by an employee, the tool will be handed over to the **Tools department** who will compare all Missing Tool reports to the Tools that are located in these repositories.

Report is completed, and lost Tools are returned to their Owner.

When the Personnel works away from approved Facility, Personnel responsible for release to service is in charge to complete form and perform the search before release. The **manager** is in charge to review the report for any additional comments, further actions and signature. Copy of form is sent to the **Tools department** and **SQ department**.

2.4.7 ALTERNATIVE TOOLS / EQUIPMENT

2.4.7.1 Requirements

Alternative Tools or Equipment may be accepted or be fabricated In-House or by Contractors in compliance with aircraft /equipment manufacturers' Drawings and Specifications.

It must be demonstrated that the tool is Equivalent and able to perform the same function as that of the original tooling specified in the relevant manuals.

In case of fabrication, it should be documented by technical data such as picture, drawings, specifications. It must include details of equivalency and criteria to verify conformity of the Tool/Equipment.

Form DA-0162 is used to record assessment performed.

If a Tool/Equipment performs a **Critical function**, it could be fabricated only if written authorisation is obtained from the Original Equipment Manufacturer (OEM) or TC holder. **Critical functions are:**

- Tools used to perform measurements or adjustments.
- Any Tool where a calibration check is required by the Manufacturer.
- Tools used to perform its function in Critical Area.

2.4.7.2 Responsibility

The term **Equivalency** means equivalent to that recommended by the manuals. The Equipment must be capable of performing all Tests and checking all Parameters as required. The level of accuracy must be equal to or greater than that recommended by the Manufacturer.

1. Once the Maintenance management decides that there is a need to order or build equivalent Tool/Equipment, Form **DA-0162** is prepared by the **Maintenance Manager** in coordination with the **Tools department**. Form shall describe Function and Capability of the Tool/Equipment and to review the required technical data. The **SQ department** will be notified.

2. The **Maintenance Director** evaluate the Tool/Equipment to be ordered or proposed method to fabricate and test the Tool/Equipment. The technical data of the Tool/Equipment recommended by the manual and those proposed are reviewed. The Tool/Equipment may look different, be made of different materials, be a different color, etc. However, as long as the Tool/Equipment is functionally equivalent, it may be accepted.

The **SQ department** should evaluate and accept assessment performed. If necessary, the **Certification/Engineering function** is consulted.

3. The Tool/Equipment is ordered or fabricated by the Department/Contractor assigned. The certification/engineering function may be available during the fabrication phase for guidance to ensure compliance is maintained.

4. After the Tool/Equipment has been fabricated/ordered, the **Tools department** is responsible for the incoming inspection.

5. After successful incoming inspection i.a.w defined criteria (test, dimensional inspection), Form will be completed, signed and recorded. The **Tools department** identifies the Tool/Equipment and assigns it an Internal Id. Number and control period if necessary for tracking purposes and enters it in Quantum.

2.4.7.3 Identification

These Tools and Equipment shall be identified by Internal Id. Number.

In case of fabrication, an additional number is added ("identification " given by the data and "**_DABS**" is added in the end). If manufacturer or data does not issue Tool/Equipment identification, the Tool/Equipment is identified by a P/N DABS.

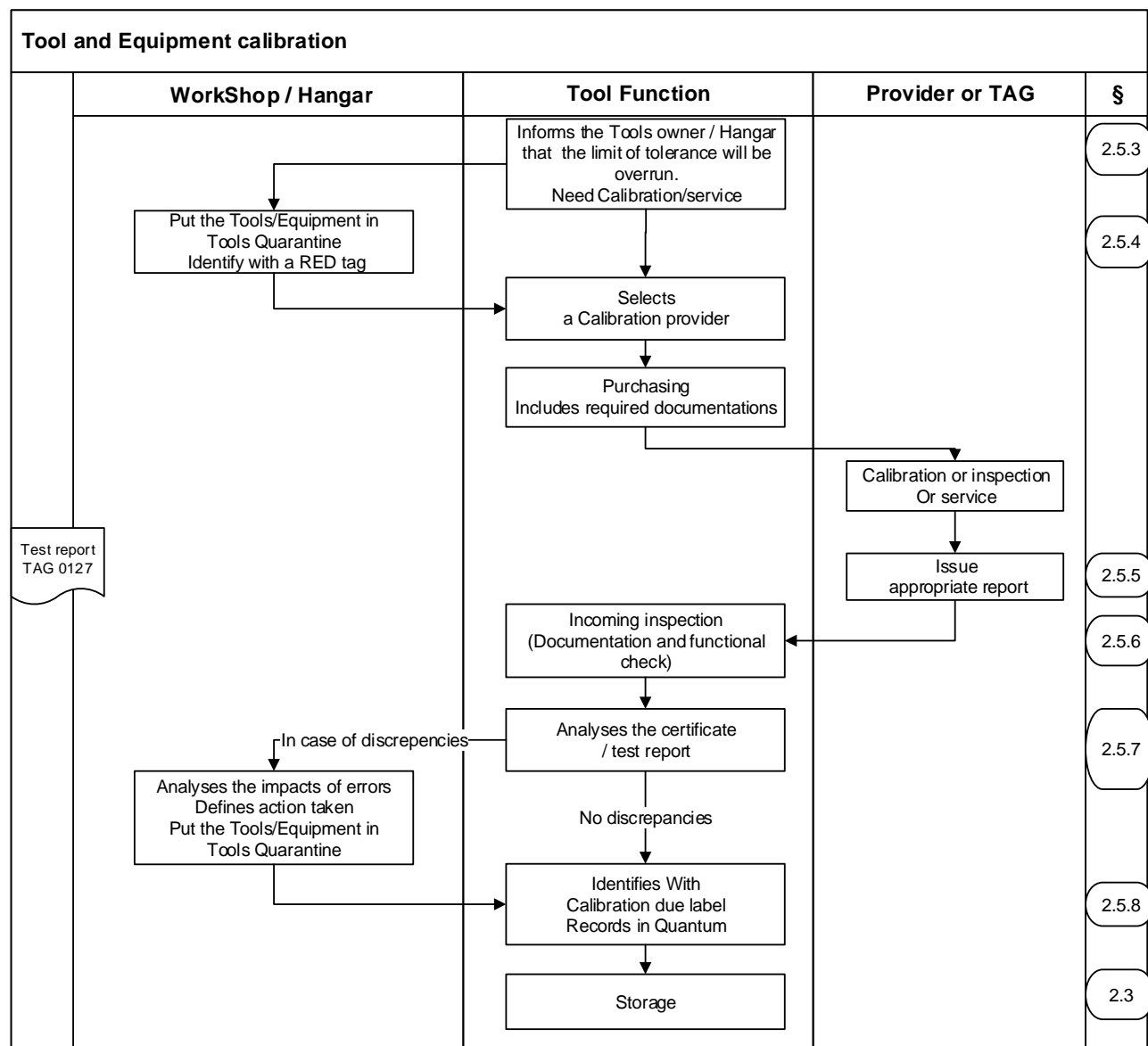
2.4.7.4 Record

All drawings and documentation for local fabricated tools are kept on file in the Tools shop.

2.5 CALIBRATION OF TOOLS AND EQUIPMENT

Inspected/calibrated Tools and Equipment are used for measurements and tests on Aircraft and Components.

These Tools and Equipment are controlled and checked/inspected at regular Intervals to ensure that they meet the required standard in accordance with the following.



Master Test equipment

Master Test Equipment is that equipment, which is used to test the other measuring tools or test equipment. It shall not be used for other work, as the accuracy of this equipment is higher and must be maintained.

The access of Master Test Equipment is under control of **Tools department** in locked area.

Measuring Tools / Test equipment

Measuring Tools and Test equipment is that tooling or equipment which is required, to measure, calibrate or test an aircraft, aircraft system or component to an approved standard.

2.5.1 RESPONSIBILITY

The **Tools department** is responsible for:

- Maintaining database of tools and equipment in Quantum.
- Ensuring that Tools and Equipment used are testing / inspecting / calibrating at time.
- Maintaining the **Calibration/inspection/Service history report** for each Tool/Equipment
- Issuing the **Tools control Due List** one per month.
- Performing incoming inspections following calibration/inspection.
- Issuing **Tools control Due Label** and sticking the Tools and Equipment
- Conditioning the Tools and Equipment prior and after use.

The **Technician** has to ensure that the Tools and Equipment to be used are in serviceable condition and the control due date not expired.

Defective or Tools with the control Date past due shall be reported to the **Tools department** and identified with a "**RED Unserviceable**" tag (DA-0122).

If the accuracy of any calibrated Tools / Equipment is doubted or in case of damage, the Tools / Equipment shall be recalibrated.

2.5.2 INSPECTION / CALIBRATION CONTROL PROGRAMME

Tools and Equipment are identified with an Inventory Number, Designation of Tools/Equipment, Manufacturer, Type, Part Number, Serial Number and Location of the Tools/Equipment.

The Quantum database is used to control and monitor the Service / Inspection / Calibration programme. It contains the following:

- Need for Calibration or Inspection or Service,
- Interval of Calibration/Inspection/Service,
- Date and results of last Calibration/Inspection, including last certificate
- Provider used,
- Applicable standard for Calibration/Inspection/Service.

All Tools and Equipment which need to be controlled/calibrated has to be forwarded to the **Tools department**, who shall send it out to the provider (DA-0104).

The following Procedure shall be adhered to:

- Equipment inspected and calibrated In-House, must be performed on calibrated Master Equipment and in accordance with the procedures detailed in Tools shop.
- Equipment sends out for Calibration must be returned with a **Calibration Certificate** and a Test Report. The **Calibration Certificate** must show traceability to the National Standards.
- **Calibration Certificates** are kept on Tools shop.

All Tools and Equipment have a **Tools control Due Label** on the Tool that shows the next due Date for Calibration / Inspection / Service.

Tools and Equipment which cannot be calibrated within limits must be disposed in Quarantine with a "**RED Unserviceable**" tag.

2.5.3 INTERVAL FOR CALIBRATION/INSPECTION

The bases for intervals for Calibration / Inspection / Service of Tools/Equipment and GSE are:

- The manufacturer's Recommendations or
- Industry Standard Practices i.e. every 12 months.

Due date for inspection, calibration and preventive maintenance is extended to the end of the month.

Inspection, Calibration could be anticipated for 1 month without change in next due date.

In case of preventive maintenance/service , operations could be anticipated for 2 months without change in next due date.

In case of Tools or Equipment are not returned for calibration / inspection / service because in used, an extension could be accepted if assessed by the **Tools department** and the **management** and accepted by the **SQ department** and recorded in appropriate form (DA-0127).

Periodicity and Control intervals could be escalated based on variations depending on frequency of utilisation and/or normal industry standard. A written authorisation should be obtained by the manufacturers.

2.5.4 CONTROL DUE LIST

The Measuring Tools, Test Equipment and Master Test Equipment as listed on Quantum must be inspected and/or calibrated at defined intervals.

A **Tools control Due List** is monthly established with Quantum by the **Tools department**. This list is dispatched to the appropriate managers.

To prevent its use, tools due for Calibration / Inspection / Service that not been returned on time to the Tools Shop will be subject to tracking investigations by the appropriate manager. If there is no recovery result, the involved tool will be considered as "Missing Tool" and searching process will be applied.

2.5.5 CONTROL PROCESS

The Tools and Equipment used for adjustments, measurement and verifications to determine airworthiness shall be calibrated/inspected as per a procedure given by manufacturer.

A **Calibration Certificate** has to be issued for each Tool and Equipment after periodic calibration/inspection.

A **calibration/inspection history report** is completed for each Tool and Equipment after periodic calibration.

2.5.5.1 Internal Calibration/Inspection/Service

Manufacturer instructions are used.

Internal instructions may also be developed by DABS to describe specific processes to perform some Calibration/ Inspection / Service on tools in accordance with Manufacturer instructions/standards. These methods should use suitable master test equipment appropriately calibrated. Equipment concerned are micrometers/palmers/callipers/torquemeters/crimping tools/multimeters/Test equipment/etc.

Internal instruction describing the procedures for controlled/tested measuring tools/ test equipment are available in Tools shop/Quantum.

The **Tools department** should ensure that the staff in charge of Calibration / Inspection / Service process are qualified, the documentation use is valid, and the Master Test Equipment is capable.

2.5.5.2 External Calibration/Inspection/Service

The Tools and Equipment must be sent to service provider described in the list of accepted metrology provider (DA-0104. The **Purchase Order** issue for the calibration must state the requirement for a **Calibration Certificate** and a **Test Report**.

At the completion of the Incoming Inspection, original documents are recorded in the Tools Shop and on the Quantum.

2.5.6 CALIBRATION CERTIFICATE

The **Calibration Certificate** should contain the following information:

- Name of provider and Identification of the person carrying out the measurement/inspection.
- Accreditation certificate number of the provider (except if the company is the manufacturer)
- DABS reference of the Equipment/Tools
- Date of measurement/calibration/preventive maintenance
- Environmental conditions
- Description of incoming inspection and findings/non-conformities found
- Values before calibration (in Test Report)
- Result of measurement/calibration/inspection
- Description of appropriate corrective actions taken and implemented
- Indication that Equipment/Tools calibrated is conform for purpose (serviceable or not satisfactory)
- Measurement uncertainty / Deviation between actual and target value (Value table in Test Report)
- Description of Allowable deviation or limit
- Restrictions on use, if any
- Details of procedure/standard used to control the Equipment/Tools
- Reference Standard(s) / Master Test Equipment used to control the Equipment/Tools
- Evidence that reference Standard(s) used are traceable to the SI

Form used in-house calibration is **DA-0127**.

The **Calibration Test report** and **Calibration Certificate** /or **Certificate of Conformity** must be recorded in the calibration history file kept in Tools Shop.

2.5.7 ACTION IN THE EVENT OF CALIBRATION FAILURE

Non-repairable or defect tools have to be identified with a "**RED Unserviceable**" tag (DA-0122), showing the type of defect. They have to be stored in a separate locked area by the **Tools department**, who shall send them to appropriate Facility or shall scrap it.

If any defect Tool or calibrated Equipment determined not valid have a risk to involve aircraft or components conditions, investigation will be performed **Maintenance Supervisors** with the **SQ department** to fix decision to be taken.

If it appears during utilisation, that the accuracy of Equipment is not sufficient, a shorter period according to the frequency of utilisation has to be selected. Quantum data base has to be amended with the new period.

2.5.8 LABELLING OF TOOLS AND EQUIPMENT

After calibration / inspection, a **Tools control due label** has to be affixed to each Tools/Equipment, that shows the identification reference of the tool, the date of last calibration/service, next due date and the name of the person / provider who has performed the test or calibration.

For Tools/Equipment not under Calibration / Inspection / Service programme, a label has to be affixed to the Tools/Equipment. It must show the identification reference and the status of the tool/equipment (Verification or Uncalibrated).

Labels and text identification to be written is described in DA-0128.

2.6 USE OF TOOLING AND EQUIPMENT BY STAFF

DABS use tool or equipment specified by the manufacturer, **unless the use of alternative tooling or equipment as described in §2.4.7.**

2.6.1 TOOL SERVICEABILITY

2.6.1.1 Serviceability of Tools/Equipment

All tools and equipment as specified in the maintenance data must be available when needed. The **Team leader / CS** is responsible to check that the equipment is available before the scheduling of works.

If not, they anticipate and organise case by case a tool equipment loan agreement with concerned manufacturer, representative of major service center or maintenance organisation. Refer to §2.6.5.

2.6.1.2 Validity of Tools/Equipment

Before using measuring/test equipment, personnel are responsible to check that the equipment has a current valid **control Due label** attached. No “not labelled/not marked/not graved” tools/equipment’s shall be used by any technician.

Defective tools, GSE or test equipment and/or missing or overdue calibration label, shall be reported to the Tools department and identified with a “**RED Unserviceable**” tag (DA-0122) and shall not be used before repair or recalibration.

The Tools department will segregate appropriately such unserviceable and defective tools/equipment’s.

2.6.1.3 Training in the use of Tools/Equipment

The **Technicians**, before using measuring tools, test and calibration equipment have to make sure, that they understand the basic function, operation and safety precautions of the unit.

If not, they must read first the instructions for use or they have to ask for instructions.

No such tool or equipment shall be used by anybody who doesn't have the necessary instructions.

2.6.1.4 Control of alternate Tools/Equipment

The **Technicians**, before using alternate tools, have to ensure equivalence between alternate tools and the data/features of the tools recommended in the maintenance data.

2.6.2 TOOLS AND ITS USE ON AIRCRAFT

The **Technicians** are responsible for the tools they are using. When using such tools in aircraft, engine, air intake, or component, the following general rules shall be followed:

- Tools used in an aircraft, have to be carried in a suitable appropriate bag.
- Never a tool should be put down on unprotected, seats or carpets, on cockpit side consoles or pedestals, engines, air intakes, wings, etc.
- Always keep the tools in the Toolbox or tool bag when not in use.
- At no time, Tools should be carried in pockets of overalls when working inside of an aircraft. There is a high risk for loosing such tools or damaging aircraft interior and furnishing.
- When leaving the working area, once the work is completed, a tool check has to be performed to ensure that the aircraft or component is clear of all tools, equipment. Any tool which has been carried out on board must be removed.

Missing tools have to be searched before the aircraft is released to service.

Note: Tools due for control not been returned on time to the Tools shop (or specific shop) should be considered as “Missing” and searching process will be applied.

2.6.3 TOOLS LOCATION

2.6.3.1 Controlled Tools

Measuring tools and test equipment are located in the Tools shop or appropriate Workshop. Area is restricted to the tools department, shop supervisor and **Team leader**. They are disposable to any **Technicians**, having the necessary knowledge or instructions for their use, with the consent of the responsible **Team leader / CS**. Measuring tools and test equipment have to be properly stored and protected to prevent them from damage. When a tool/equipment is issued from the tools shop, a register is maintained with the following information to ensure traceability in case of calibration failure:

-Tool ID, outgoing date, WP, name of technician, incoming date.

2.6.3.2 Toolbox

Every **Technician** in the Hangar and the Workshops have a set of standard tools It is kept in a lockable Toolbox with picture or foam-lined drawers containing cut-outs corresponding to the shape of the tool.

Hand tools are identified with the personal number of each employee.

If a tool is missing, this must be reported immediately to the **Tools department**. Refer to §2.4.6.

2.6.4 GROUND SUPPORT EQUIPMENT (GSE)

For Aircraft inspection access on elevator's / tail plane section, electro mobiles platforms are available and several hard-wheeling ladder for Aircraft engine, wings or front section.

2.6.5 LOAN TOOL

Any tool or test / equipment required to perform maintenance on aircraft or components may be rented. An agreement is established by the **Maintenance Director** with Part-145 Organisations or Manufacturer.

An incoming inspection (Refer to §2.4.4) has to be carried out by the **Tools department** ensuring that:

- the tool complies with the manufacturer's requirements and PO issued for loan,
- it has no signs of damage,
- copy of the calibration/control certificate is recorded in Quantum, if appropriate, and
- the time limit for the next control has not been exceeded.

The loan Tool is entered in quantum with a specific inventory number created for traceability.

2.6.6 SPECIFICITY

2.6.6.1 Private Tool

The use of private tool is allowed at DABS if correctly registered in the inventory list available on Toolbox. A copy is available on Tools shop. Any private **calibrated** tool in use has to be listed on the equipment list and a Control record sheet (**DA-0127**) has to be established for each tool, and recorded on Quantum. Control Certificate shall be available.

2.6.6.2 Temporary contracted staff

Temporary contracted staff are not authorised to use any private measurement tools out of DABS control.

The **Tools department** controls the inventory at the first entry work date. Copies of mentioned inventory are retained in the Tools shop.

Any missing inventoried tool will be subject to investigations described §2.4.6.

2.6.6.3 Use of calibrated tools away from approved facility

In case of work away from Approved facility and in case of use of calibrated tools not owned by DABS, these tools shall be referenced in the WAB form and Task cards, and a copy of the tools control certificate shall be available in records.

2.7 CLEANLINESS STANDARDS OF MAINTENANCE FACILITIES

The **Station managers / Hangar managers / shop supervisors** are responsible for the Cleanliness of the Hangar, Workshops and Vehicles. The **Store supervisor** is responsible for the Cleanliness of the Store and the Customer's Stock as appropriate.

Cleanliness concerns directly the Safety, Security and also the impression the Hangar gives to the Customer.

2.7.1 POLICY OF PREVENTION

In order to prevent injuries and to prevent aircraft, aircraft systems, engines and removed components from dust and contamination, the following general rules have to be followed:

- a) Use personal protective equipment (e.g., gloves, respirators, glasses, boots, etc.) to prevent skin, eyes, respiratory and digestive tracts from being exposed to chemicals
- b) The working area has to be kept clean. A sufficient number of garbage bins have to be placed near the working area.
- c) Waste, garbage rest of safety wire or aircraft parts shall never be thrown away inside or outside the aircraft in the hangar or on the tarmac.
- d) Removed components, systems tanks hoses, tubes, openings, etc., have to be protected with caps, suitable covers or other protective material as required, to prevent from contamination.
Care has to be taken, not to use covers which could enter and disappear in the openings.
- e) All components, wherever practicable, shall remain packaged in protective material, to minimize contamination, damage and corrosion during storage.
- f) Loose hardware and aircraft parts shall never be stored inside of an aircraft, on pedestals, consoles, underfloor, etc. They have to be put in plastic bags or small containers, marked / stored in a tray outside of the aircraft. For short time storage, the toolbox or another suitable box or container may be used.
- g) Chemicals have to be stored in appropriate cabinet with appropriate warnings (Refer to the Material Safety Data Sheet -MSDS).
- h) Set up first-aid measures in the workplace (e.g., eye washers, etc.)
- i) Removed floor panels and fuel tank panels have to be reinstalled as soon as practical. Open areas have to be protected by means of wooden floor panels or other suitable protecting material.
- j) Areas of the hangar or Workshops that store chemicals and containers for fuel have to be stored in accordance with standard Industry Practices and Manufacturer's instructions.
- k) Customer properties have to be identified and stored in dedicated area. "**BLUE Identification**" tag is used or/and temporarily be stored in a closed cabinet marked with the aircraft registration.

The **Tools/store department** provides the necessary equipment for cleaning aircraft, Hangar and Workshops.

2.7.2 WASTE MATERIAL DISPOSAL

At no time waste material shall be thrown away in an aircraft, in the hangar, in the workshops in the Store and on the ramp. A sufficient number of garbage pails shall be placed at different locations in the hangar and at least one per workshop. All waste material has to be put in these dust bins.

2.7.3 RESPONSIBILITIES

The **Technicians, Shop supervisors, Team leaders / Hangar managers** are responsible for maintaining a safe, good order and clean working environment.

The following Action shall be undertaken by every Person involved in Maintenance project:

- Wear Overshoes and clean Overalls when going on Board an Aircraft.
- Protect Aircraft Interior while working in the Cabin, Cockpit, Galley, etc.
- Keep clean the floor in the working area around the aircraft by using drip trays when cleaning engines, undercarriage, etc.
- Clean up when the Job is finished and at the End of the Day.
- Return the unserviceable and Off-Core Units promptly to the Store.
- Avoid Fuel and Hydraulic Oil Spills.
- Report unserviceable Tool/Equipment to the **Tools department**.
- Dispose of used Rags immediately in the Containers envisaged for this Purpose.
- Return Tools to personal Toolbox or Tools Shop when not in use any longer.
- Clean up any Liquid Spills promptly.
- Clean up Workbenches and Machines after using the Workshops.
- Material to be disposed of, such as Plastic, Aluminium, Wood, Steel, Tire, and Waste shall be put into the Recycling Containers provided by the Airport Authorities.
- Ensure that cable protectors are in place in the assigned walkways around the aircraft.

The **Maintenance Director / Hangar managers** is responsible for cleaning, washing and polishing aircraft and for regularly cleaning the Hangar floor.

The respective Shop-Manager is responsible for cleanliness and order of the Workshop.

The hangar floor and Workshops are cleaned by using a large broom or vacuum cleaner. A wet type-cleaning machine is used every day as required to keep the Hangar clean.

Fuel or oil spots shall be removed immediately with rags or special absorbing sand.

2.7.4 CLEANING STANDARDS

2.7.4.1 Aircraft interiors

Aircraft interior has to be vacuum cleaned, shampooed or cleaned with other special cleaning products as recommended by the aircraft manufacturers or equivalent products.

CAUTION: At no time inflammable liquids shall be used for cleaning aircraft interior.

2.7.4.2 Aircraft exteriors

When washing aircraft, all pitots tubes and static ports as well as air intakes door locks, etc. have to be protected from water with appropriate protections.

Aircraft exterior, landing gears and airframe parts shall be washed with clean water and shampooing under low-pressure flow. Dust free surfaces may be waxed and polished.

Abrasive wax and polish are forbidden.

Only products and procedures recommended by the aircraft manufacturer or equivalent products shall be used.

Certifying staff shall be responsible to make sure that all previously installed protective material is removed before releasing the aircraft to service.

2.7.4.3 Engines, Components

Engines and components are cleaned by using a spray gun and/or a brush. A drip-bin shall be used, to prevent the hangar floor from being polluted.

Personnel using this method shall provide for sufficient ventilation of the area and shall carry a mask in order to prevent from breathing toxic vapours.

The cleaned component shall be dried with Workshop air and/or clean rags.

2.7.4.4 Instruments, Instrument panels and avionic components

Instruments, Instrument panels and avionic components are cleaned by using a soft brush. Instrument glass shall be cleaned by using a small quantity of glass cleanser and a wool-rag or soft paper.

2.7.4.5 Cockpit and cabin windows

For cleaning cockpit and cabin windows, only products recommended by the aircraft or parts manufacturer shall be used in conjunction with soft paper or buck skin.

CAUTION: Do not use household detergent on plastic windows.

2.8 MAINTENANCE INSTRUCTIONS UPDATING AND AVAILABILITY TO STAFF

The **Technical services** is responsible to ensure that any of the required Maintenance Data are available, current and in a satisfactory readable Condition.

2.8.1 AVAILABILITY AND ACCESS

2.8.1.1 External documentations

External documentations consist of particular applicable maintenance data for the appropriate Aircraft, Engines, APU and component being maintained according to §1.9. These data are i.a.w M.A.401(b):

- Standards/Regulation/procedures issued by the competent authorities (UK CAA, EASA, FAA, ...).
- Airworthiness Directives (AD) or SIB issued by the competent authorities (EASA, NAA, UK CAA, ...).
- **data*** (AMM, LMM, SRM, IPC, NDTM) issued by the TC/STC holders.
- Instructions for Continuing Airworthiness (ICA), issued by TC holders, STC holders, any other organisation required to publish such data by Part-21. These documents should be provided by the Customer.
- Component data issued by manufacturer and acceptable to the TC/STC holder
- Service Bulletins (SB) and Modifications/Repairs data issued by the appropriate TC/STC holders.
- Customer's documentation as described in maintenance contract (CAME, AMP).

The customer Maintenance Programmes (AMP) related to the scheduled maintenance are provided. These must reflect the Aircraft, Engines and Components Instructions for continued Airworthiness including ICAs.

a Availability and access

DABS uses internal Server for access to all documentations. Internet access are also available for specific data. Hard copies are available for wiring diagram.

***DABS** has a subscription for the maintenance data directly with the TCH/OEM;

In the case of operator/customer provided data, the AMO has direct access to TCH/OEM to verify the revision status of the documentation provided by the customer. A contract shall be in place for ensuring the availability, the update of the maintenance data from the customer/operator and formal authorisation for the use of such data;

The **IT department** is responsible that any Computer used by Maintenance Personnel is configured to access all data contained on internal Server.

Maintenance data covering aircraft / engine as listed in the scope of work (Refer to §1.9) are available on internal Server to all personnel in the hangar and in the workshops. Subscription is controlled by the **Technical Services**.

Maintenance data covering components as listed in the Capability List (Refer to DA-0105) are available on internal Server to all personnel in the workshops. The **Shop supervisor** is responsible that all Maintenance data for Components are available and kept current in shop when work is performed.

Access is controlled by individual login and password. Only DABS maintenance personnel could have access. (Available only if personnel have a DABS ID and a DABS computer)

Publications used **for training only** are identified as such.

b Control

The **Technical Services** is responsible to monitor that technical data are reviewed, implemented on internal Server. It shall record the technical documentation in Quantum that kept a current status of the technical data used (published, received, and effective), except for CMM.

Each new documentation and revision status is entered on Quantum.

c Control of data during maintenance event

The revision of maintenance data used during a maintenance event is the revision stated and agreed with the customer in the WAF before the starting of the maintenance event. This revision is the revision described in the status of the AMP or/and in CMTS.

For scheduled maintenance, the revision used will be the same during all the maintenance event. This revision will be stated in the aircraft certification. In case of revision during the maintenance event, this revision will not be used to ensure a clear status of work performed.

In case of needs ordered by the customer, DABS could assess the changes and issue an evaluation statement in addition of the aircraft certification.

Current revision may be used for unscheduled maintenance and additional defect. At that case the revision used is written on task cards. Refer to §2.13.

2.8.1.2 **Internal documentations**

Internal documentations consist of documentations created by DABS to meet the intent of standards. These documentations may be:

- Maintenance Organisation Exposition -MOE,
- Associated procedures and instructions
- Manual to describe specific policies and procedures to fulfil special requirements coming from NAA regulations
- Documented procedures and instructions required by all applicable standards,
- Records/ Forms required by all applicable standards,
- Documents needed by the organisation to ensure the effective planning, operation and management of its processes.

These controlled document are listed in **DA-0050**.

a Availability and access

Internal controlled documentations are available on internal Server to all personnel.

b Control

The **SQ department** ensures that all documents are identified and their distribution managed.

It also prevents the unintended use of obsolete documents.

2.8.2 PROCUREMENT AND DISTRIBUTION

2.8.2.1 Standards/Regulations

Standards/Regulations shall be analysed by the **SQ department** and dispatched to the appropriate managers.

Standards/regulations are available on internal Server. Update is received by Email from the authority.

2.8.2.2 Airworthiness Directives -ADs- and mandatory Service bulletins -SBs

Applicable Aircraft, Engine and Appliances ADs are available on internal Server and a link is available to control status of last current ADs. ADs are dispatched by the **SQ department**, Refer to §2.11.

ADs and SBs are reviewed by the **CSM** and could be discussed with the customer for embodiment.

2.8.2.3 Manufacturer's documentation

The **Technical Services in GVA** is responsible that all technical data for Aircraft, Engines are available and kept current.

All manufacturer documentation is received via mailing /emailing alert from manufacturers and monitored by the **Technical Services**.

Manufacturer's documentations are copied on internal Server. Accesses are given to all DABS staff.

CMM documentation

The **Shop supervisor** is responsible that all technical data for Components are available and kept current in shop. The Certifying Staff is in charge to check the status before commencing the job.

Reference and Revision of data is described in Form 1.

A copy for reference is available on internal Server.

2.8.3 USE OF MAINTENANCE PROCEDURES/INSTRUCTIONS

DABS will utilise Maintenance Manual as additional records for maintenance performed with all necessary information (e.g., sign-off of stage breakdown, task performed/not performed, values or readings). Refer to §2.13

Copies of maintenance data incorporated in the Work Package form part of the aircrafts record.

Whenever printed Copies of Maintenance Procedures/Instructions are used for Maintenance, these must be attached to the Task Card in order to avoid circulation of uncontrolled Copies.

If copies of electronic Technical Data are printed and used during maintenance by **Technicians**, related copies must be attached to Task Card after the maintenance is completed.

Maintenance Manuals are inventoried in Quantum. During Audits, the **SQ department** is checking the Maintenance Procedures/Instructions for their revision status against the Manufacturer's Information with respect to the DABS Approval Scope.

Non-revised Publications must be clearly marked with the Sticker "**For Training Only**" or "**For Information**" and not used as approved Data.

The **Technical Services** is responsible to analyse the Maintenance data amendments and Temporary Revisions (TRs) if appropriate.

2.9 WORK ACCEPTANCE & REPAIR PROCEDURE

2.9.1 GENERAL

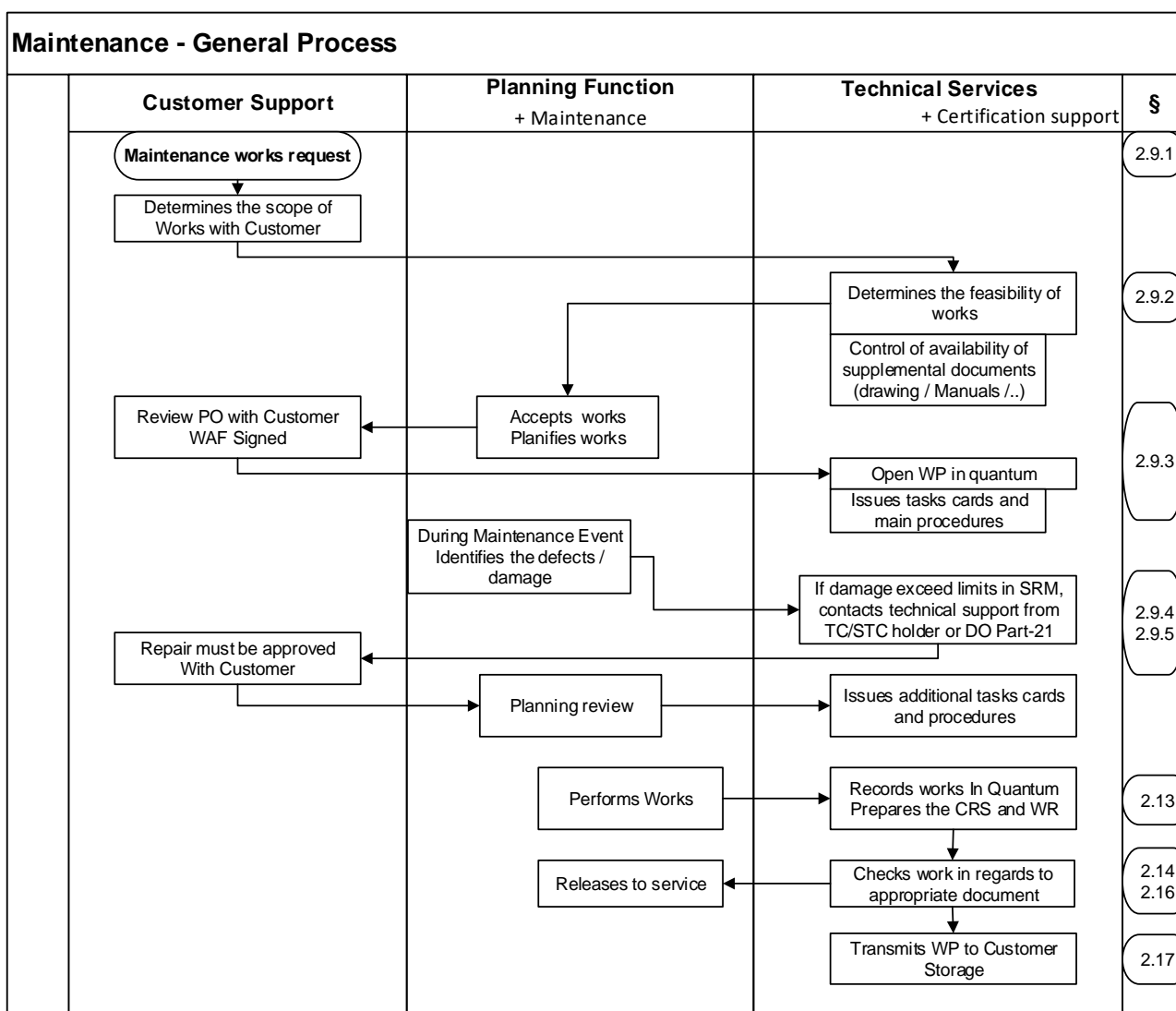
This Paragraph describes the preventive Maintenance, Maintenance, Alterations and Repairs are handled. The Term Maintenance will be used for all of the aforementioned Activities.

Maintenance may only be accepted, when the work does not exceed the scope Rating, the Equipment, Technical Data, Material and qualified Personnel available.

The **CSM** is in charge to confirm with the Customer the description of the Maintenance requested. Form **WAF** (work acknowledgement form) is used to agree work to be performed for base and heavy maintenance.

The **Planning function** in collaboration with the **Maintenance Managers** is in charge to accept and plan the Maintenance project, and with, depending on the Extent of Work involved, the concerned **Team leader**.

A formalised **Purchase Order** should be provided that has to be signed by the customer.



2.9.2 WORKS FEASIBILITY

Before accepting on aircraft / component for maintenance including repair, the **CSM** and the **Maintenance Managers** are in charge has to verify conformity with the following conditions:

- The approved scope of work is not exceeded (see §1.9 and Capability List - DA-0105).
- Trained and licenced personnel are available (see §1.6 and §2.28).
- Approved data's are available and current (Maintenance, overhaul and Parts Manual, Service Bulletins, ADs, Maintenance programme, etc.). It also includes Data for repair.
- Tools/Equipment are available.
- The actual workload allows acceptance of additional work.
- The required component/part/material is on stock or available in time
- Repairs/modifications will only be carried out on the following if
 - On aircraft, which are listed on the Approval Schedule,
 - On components, which are listed on the Capability List,
 - Approved and applicable Repair Instructions or Technical Data are available, such as a Structure Repair Manual (SRM), Service Bulletin (SB), Component Maintenance Manual (CMM).

In case all the above conditions are met, the **Technical personnel** open a WP in Quantum and prepare the Work. (See §2.10)

Should the above conditions be exceeded, the work shall either be delayed, refused or contracted.

SQ department could be contacted to review the different possibilities of extension of scope.

2.9.3 WORKS ACCEPTANCE

2.9.3.1 Purchase Order

The **CSM** review the PO with the customer, including:

- List of works and Supplementary works requested the customer
- List of ADs to be embodied ordered by the customer
- List of optional modification / SB ordered by the customer
- data required in case of modification ordered by the customer

A **WAF** should be signed by the customer, including

- list of tasks to be performed
- Reference and revision of data to be used for scheduled maintenance
- List of critical tasks for scheduled maintenance

2.9.3.2 WP opening

The **Technical personnel** is in charge to open the WP in Quantum (see §2.13).

Components from outside sources are received by the Store department and are directly forwarded to the appropriate Shop Supervisor, who opens a WO.

Components removed from aircraft are directly repaired/overhauled in the workshop. The **Team leader** in charge of the aircraft opens a task card in the WP of the aircraft.

A worksheet for accessories is issued and completed for each component.

2.9.4 APPROVED DATA MANAGEMENT

“**Approved Data**” is any data used in support of Maintenance that includes Repairs or Modifications/alterations (Change).

It also includes specific Modifications / Repairs, which not covered by the manufacturer manual (incl. SRM) or applicable certification specifications that might affect structural strengths, flight characteristics or other qualities affecting airworthiness.

The **Technical services / CSM** is responsible to ensure that the **Repair** has been classified and approved.

The **Certification/Engineering function** may support the consideration of a Major or Minor Classification.

2.9.4.1 Acceptance policy

The **Technical services / CSM** is responsible to verify if data are approved/accepted by the customer and in coordination with the certification/engineering function, if necessary. Data must be approved/accepted by the competent authority or by an approved Part-21 design organisation, before beginning of work.

Whenever Repairs are involved, an assessment should be made in regard to the available Approved and applicable Repair data. Following Data are considered approved:

- Structure Repair Manual (SRM), Service Bulletin (SB), Component Maintenance Manual (CMM).
- Specific Repair Instructions from the TC Holder, STC Holder.

If Repair data's are not available, the certification/engineering function should be informed, in order to support the **CSM** to proceed with obtaining those specific repair instructions with the TC Holder / STC Holder / DO holder.

For Minor Repairs only, if no approved data are available to perform a Repair, acceptable data's/standard practice documents like FAA AC-43-13 could be used on Aircraft below 5700 kg.

If the damage requires an in-depth inspection for Hidden Damage of consecutive damages, areas not directly related to the damage-area will be inspected and assessed as well.

Upon Damage Assessment, appropriately rated Certifying Staff will decide whether **generic approved Repair Instructions** are applicable or if **specific Repair Instructions** need to be obtained.

In case specific Repair Instructions are needed, normally NDT function or alternately the **Team leader** will assess, and record **damage assessed**, and **documentation used (i.e. SRM)**

2.9.4.2 Responsibility

The **CSM** is responsible to review the data with the Customer, and is responsible to follow works after agreement and advise the Customer about any deviation or difficulties.

A copy of the approval/acceptance and all supporting data have to be kept in the Work package.

2.10 AIRCRAFT MAINTENANCE PROGRAMME COMPLIANCE

All aircraft maintenance is carried out according the Customer maintenance programme.

2.10.1 COMPUTERISED MAINTENANCE TRACKING SYSTEMS (CMTS)

CAMP

The CMTS is the controlling tools to manage the maintenance programme for the Customer and are subject to a contract with the Customer.

It is the Customer responsibility to update the CMTS. It provides aircraft with a reliable system for operational maintenance recording, scheduling and control.

It also provides an accurate, simple, and convenient method of monitoring and scheduling inspections, service bulletins, airworthiness directives, scheduled maintenance activities.

2.10.2 RESPONSIBILITY

2.10.2.1 Customer Responsibility

Requirements for scheduled Maintenance work and due inspections are established by the manufacturer in the form of Maintenance Planning Documents (MPD), Aircraft Maintenance Manuals (AMM) chapter 5, Instruction for Continuing Airworthiness (ICA) and other technical documentation. Those requirements detail time limitations and inspection intervals.

It is the Customer responsibility to tailor those requirements to the individual aircraft Serial Number in the Maintenance programmes and keep them up-to-date, taking also into account FTS, EWIS, CDCCL requirements.

The Customer is responsible to obtain approval for the Maintenance Programme by the Competent Authority. He is also responsible to update the CMTS to include all requirements from its Maintenance Programme.

The Customer is responsible to order Maintenance i.a.w Maintenance Programme. Reference to the Maintenance programme should be included in the PO.

2.10.2.2 Responsibility

DABS is responsible to perform ordered Maintenance and Defect Rectification.

The **Technical personnel** use the Customer PO and CMTS to prepare the Work Package.

As agreed in the Maintenance Contract or upon the Customer request, the **Technical personnel** may assist the Customer in fulfilling its responsibility.

2.11 AIRWORTHINESS DIRECTIVES PROCEDURE

Airworthiness Directives (ADs) consist of particular requirements mandatory for the appropriate Aircraft, Engines, APU and Appliance.

Airworthiness Directives (ADs) are issued by the competent authority that a known deficiency exists on certified product/part and shall be corrected.

Contrary to Service Bulletins (SBs) and other issued Documents, the ADs must be complied with, within the time frame given by the applicable Competent Authorities.

2.11.1 RESPONSIBILITY

The **SQ department** is responsible to:

- Subscribe to ADs related to this Maintenance Organisation's Activities when this service is available.
- Periodically Review new ADs through a check of the web sites of the Authorities for Applicability to this Maintenance Organisation's Activities.
- Advise the **CSMs, Technical Services** and the **Store Supervisor** about any newly issued ADs.

This is the Customer responsibility to ensure the Continuing Airworthiness of its aircraft. This includes the compliance with each AD applicable to the concerned aircraft.

The **Technical services / CSM** is in charge to inform the Customer of any received AD if this one has not been mentioned in the Purchase order. Following rules apply:

- AD → action is required
- TCH NAA AD → action is required
- FAA AD (if FAA is not the TCH) → Being reviewed by the **CSM** and the **Customer**

DABS may be contracted to provide ADs to the customer (from the TCH authority and from the different manufacturers).

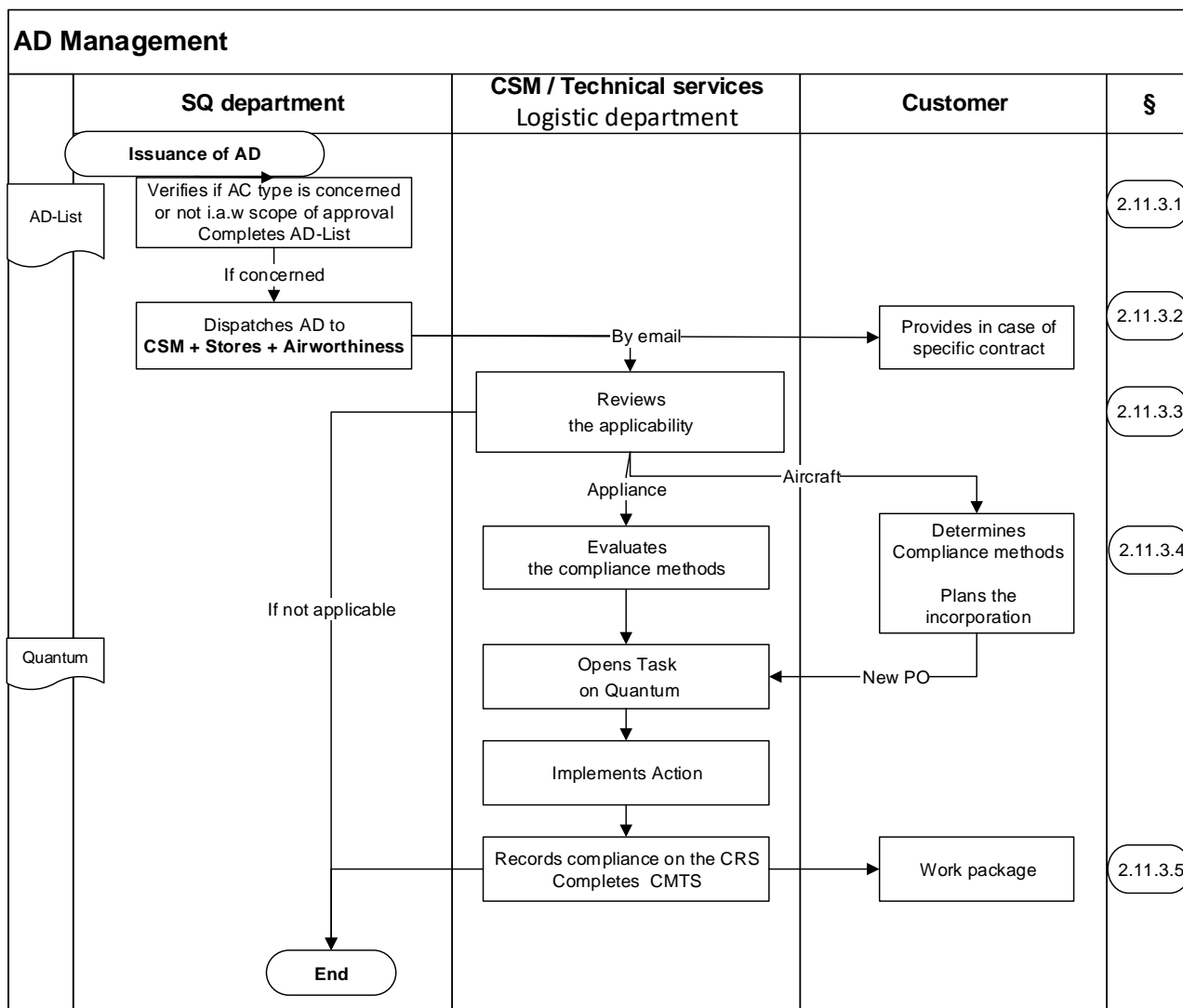
The **Technical services** is responsible to:

- Review CMTS for ADs status by comparison to the PO given by the customer before the Maintenance takes place and inform the customer for assessment.
- Print the ADs and integrate them into the WP if agreed by the customer.
- Issue a status of ADs embodied during the maintenance performed, which becomes part of the permanent Aircraft Records (Logbook).

The Store Supervisor is responsible to check any incoming Appliance against issued ADs.

The Store Supervisor is also responsible to review the Store against any newly issued ADs.

2.11.2 AIRWORTHINESS DIRECTIVES MANAGEMENT PROCEDURE



CMTS = Computerised Maintenance Tracking System (CAMP, etc)

2.11.3 AIRWORTHINESS DIRECTIVES MONITORING

2.11.3.1 Analyse

When ADs and Revisions are received by DABS, the **SQ Department** verifies that for each new or revised ADs the managed aircraft/appliances affected or not by the AD.

The SQ department lists all ADs received including ADs not applicable with:

- Original number, the State of Design and the revision,
- Subject,
- Applicable (Yes/No) in regard to the aircraft type / Appliance in Approval certificate.

In the event that an AD which requires immediate attention, the **SQ department** advises the **Maintenance management**. If immediate action is required by the AD, the customer is advised as soon as possible.

2.11.3.2 Dispatch

The **SQ department** dispatches any AD or Revision affecting the Aircraft or Appliance in the approval scope to the **CSM**, the **Technical Services** and the **Store Supervisor** (by email).

The **CSM** is in charge to alert the Customer that an AD or Revision could affect its aircraft if appropriate.

2.11.3.3 Assessment and planning

The **Store supervisor** is responsible to determine

- if AD is applicable to Component / Appliance ordered or in stock,
- when and how best to comply with the AD, taking into account the specific compliance requirements.

The Customer is responsible to determine the applicability of issued AD.

The Customer should advise the **CSM** how best to comply with the AD, and the decision on when to proceed is made jointly, based on the impact on operations, taking into account the specific compliance requirements.

When the AD is incorporated in the PO, the **Technical personnel** issues task card from Quantum to ensure correct implementation.

2.11.3.4 Compliances

ADs to an Aircraft/Engine/APU and Appliances shall be accomplished i.a.w design data mentioned in the ADs and approved by the State of Design.

For aircraft, compliance with ADs is recorded on aircraft certification.

For Appliance, compliance is recorded on specific WP which is attached to the Part in Quantum for traceability.

The following information are recorded:

- Date/hours at compliance,
- Method of compliance (Service Bulletin number, AFM revision, not applicable, etc.),
- Next compliance due date/hours/cycles/landings (if recurrent action requested),
- Authorised signature.

the Customer is in charge to update its Maintenance programme if required.

The Store Supervisor is in charge to implement an alert in Quantum to notify this requirement for new Part ordered.

2.11.4 CONTROL & DEVIATION

ADs must be carried out within the time frame specified.

Any deviation must be submitted to the competent authority for approval. Deviation requests shall state the reason for request and shall include supporting data. Based on a "Sufficient Level of Safety" determination, an approval may be granted by the competent authority.

The Customer is responsible for the submission of a deviation request.

2.11.5 NOTICE TO FLIGHT CREWS

AD embodied which have an influence to the operation of the aircraft / aircraft system must be noticed to the pilot/Customer prior to next flight by the **CSM**.

Information is written in the CRS/MRC and attached to the Tech Log. A reference to AD compliance must be entered in the daily page of the Tech Log.

2.12 OPTIONAL MODIFICATION PROCEDURE

2.12.1 APPROVED DATA

“**Approved Data**” is any data used in support of Repairs or Modifications/alterations (Change). It includes Modifications, which not covered by the manufacturer manual or applicable certification specifications that might affect structural strengths, flight characteristics or other qualities affecting airworthiness.

The **Technical services / CSM** is responsible to ensure that the **Modification** has been classified and approved.

The **Certification/Engineering function** may support the consideration of a Major or Minor Classification.

2.12.1.1 Acceptance policy

The **Technical services / CSM** is responsible to verify if data are approved/accepted by appropriate authority with the customer and in coordination with the certification/engineering function, if necessary.

Data must be approved/accepted before beginning of work.

The following work **is subject to approval**:

- Major Change not covered by manufacturer/TC holder or outside repair specifications
- Major Change not approved by the competent authority
- Major Change /STC approved by a foreign authority

The following work **is not subject to the competent authority approval**:

- a Technical Instruction (TI), Engineering Orders (EO) or Service Bulletins (SBs), in relation with a change approved in accordance with Part-21. (Competent Authority or Part-21 DO)
- Safety Information Bulletin (SIB) issued by the authorities
- Minor Change
- Major Change approved by TC Holder
- Major Change approved by a foreign authority i.a.w agreement

Modifications not approved will be initiated by the **CSM** in consultation with the Customer, for approval i.a.w NAA requirements. Incorporation decisions are based on Customer decision.

2.12.1.2 Responsibility

It is the responsibility of the **Technical services** to ensure that applicable **approved Design Data** and **Technical Instructions** as described above are received.

If not received, the **CSM** is in charge to coordinate the supply of Data, with the certification/engineering function, external Part-21 DO, TC Holder or STC Holder. The **CSM** will also monitor when Major Change or Minor Change was granted and inform the maintenance department and **Technical services**.

This is the Customer’s responsibility to monitor the Aircraft Records. This includes the status of applicable SB/Modifications to the concerned aircraft.

The **CSM** is also in charge to inform the Customer of any embodied SB, Modification that have impact on the aircraft (change in operational or airworthiness documentation, weighing amendment).

The **Technical personnel** is responsible to:

- Review the CMTS status for SBs status by comparison to the PO given by the customer.
- Print the applicable **approved Design Data** (SBs, Modification) and associated **Technical Instructions** and integrate them into the WP.
- Issue a List of SBs, Modification embodied, which becomes part of the Aircraft Records (Logbook).

A copy of the approval/acceptance and all supporting data have to be kept in the Work package.

2.12.2 MODIFICATION MANAGEMENT

For G registered Aircraft, and Aircraft for which the Competent Authority accepts an Part-21 modification approval, the Minor or Major Modifications will be classified by an organisation holding a DOA (Part-21-Subpart J).

The classification determines what kind of data is required for performance of the modification by DABS i.a.w scope of work described in §1.9.

In all other cases, each modification must be classified, recorded and certified i.a.w. procedures required by the respective, responsible competent authority.

The **CSM** is the point of contact with the customer and Competent Authority for ensuring appropriate verification before start of work.

If Modification has already been approved by the Competent Authority of the TC-holder (by STC, AD, SB etc.), the **CSM** is responsible to verify with the **Customer** the necessity of additional approval by the competent authority of the country of registration.

If no further approval is required, these modifications will be implemented as per the approved data.

2.12.3 CONTROL AND RECORDING

The **Technical personnel** open a task in Quantum for each applicable SB / SL / modification to ensure that all are performed during the maintenance project.

Any modification completed in the maintenance facilities shall be inspected and certified by a Certifying Staff for conformity to manufacturers and approved data.

After implementing, the SB/Modification is recorded in the **Certificate of Release to Service (CRS/MRC)** reflecting the SB/Mod reference, and the supporting Documents are filed with the Work Package.

Next compliance due date/hours/cycles/landings is indicated if recurrent action requested.

The **Customer** is informed through the aircraft certification when Maintenance programme or operational documentation should be updated if required.

2.12.4 NOTICE TO FLIGHT CREWS

Modifications which have an influence on the operation (including weighing amendment) of the aircraft/aircraft system must be noticed to the pilot/Customer prior to flight by the **CSM**.

Information is written in the CRS/MRC and attached to the Tech Log. A reference to Mod compliance must be entered in the daily page of the Tech Log.

2.13 MAINTENANCE DOCUMENTATION IN USE AND ITS COMPLETION

This chapter does not refer to the management of the manufacturers documentation, dealt with in §2.8.

It refers the standard Work Package and how to complete the work documents. **DA-0110** refers document used, such as Task cards, Work report, certification, logbook entries, AD & AB list, and deferred items list.

The **Maintenance Director** and **Maintenance Managers** are responsible for full compliance with the following, appropriate to any Aircraft, Engine or Component being maintained.

2.13.1 RESPONSIBILITY

DABS ensures that its English-language copy of technical data and any internal documents developed from this technical data are current and complete.

All **Technicians** who directly participated to the work have to record the tasks they carried out. Sign off is performed on task card and associated procedures are stamped. In specific cases, it is possible to retranscribe maintenance data in Task cards and/or Work Descriptive sheet (WDS).

Documentation generated during maintenance (Task cards, procedures, shop reports, forms) is completed in hard copy format and filed by unique WP number given by Quantum. Exception is made in case of AOG processes where procedures could be stamped electronically.

Responsibilities of different types of maintenance personnel are:

The assigned **Technical personnel** is responsible to

- prepare the Work Package in Quantum i.a.w the customer PO, in coordination with the **CSM** and the **Team leader**, for each maintenance project. It includes issue of Task cards and associated procedures,
- control the documentation status,
- compiles the Work Package during and at the end of the maintenance project,

The assigned **Team leader** is responsible to

- direct and supervise the work performed during an assigned maintenance project.
- monitor the timely in-progress work in Quantum.
- ensure all tasks are performed using established standards and data.
- ensure that Task Cards and all the relevant Documentation are duly completed, signed and stamped before the Aircraft or Component is released to Service.

The **Technicians** in the Hangar and the Workshops have to **Sign-off** task carried out in task cards, shop report and to stamp procedures.

The **Qualifying inspector** is responsible to check work performed in case of specialised task.

The **AC-Rated staff** is responsible

- to **release work carried** out in Task card,
- to ensure / declare that task was performed/inspected to the required standard by appropriate staff.
- To check work performed by unauthorised staff (Trainee / Temporary contracted staff without Stamp).

Independent inspection has to be performed when appropriate i.a.w §2.23 by a **licenced staff (B1 or B2)**.

The **Certifying staff** is in charge to certify Aircraft or Component.

*For **Line maintenance works** and **unscheduled maintenance**, the **Certifying staff** acts as supervisor, and will issue MRC when confident that all the maintenance ordered by the Customer has been accomplished or properly deferred. The **Certifying staff** is in charge to perform final inspection.*

*For **Base maintenance works**, The **Team leader** acts as supervisor. The Certifying staff has ensured that all the maintenance ordered by the Customer has been accomplished or properly deferred.*

The **Certifying staff** is also responsible that a general verification is carried out and signed off after completion of maintenance, to ensure that the aircraft or component is clear of all tools, equipment and any extraneous parts or material, and that all access panels removed have been refitted. Final check of the work package regarding the task ordered in PO is performed by the assigned **Technical personnel**.

2.13.2 MAINTENANCE DOCUMENTATION

The **White-out Blank** is prohibited for any error's Corrections on Document and Records. Error should be strikethrough, corrected and stamped/signed.

2.13.2.1 Work Package Content

A WP is opened in Quantum for each maintenance project on Aircraft by the **Technical personnel**. WP contains aircraft general data (Registration, Aircraft, Engine and APU type, S/N, Hrs, Cycles, AMP, etc.), customer information.

WP contains all maintenance tasks ordered by the Customer, which is generally:

- Scheduled Inspections and Due list (routine cards),
- Discrepancies reported by Pilots, or as noted in the Tech Log (non-routine cards),
- Deferred works as noted in the HIL/ADDL,
- All ADs, SBs as applicable, eventually requested Repairs / Modifications.

2.13.2.2 WP Organisation

Tasks are organised in different sections on the WP in Quantum:

- Routine cards including Scheduled Inspections
- Due list
- Modification, SB
- Non-routine cards including
 - *Defect Rectification Mechanic*
 - *Defect Rectification Electrics/Avionics*
 - *Defect Rectification Structure*
 - *Defect Rectification Cabin*
- Additional: Servicing/Ramp Cleaning
- AD

2.13.2.3 Work Package Preparation

Task cards are issued by the **Technical personnel** with associated procedures as appropriate, including engineering data, and distributed to assigned **Team leader / CS**. It includes also identification of specific critical tasks and error capturing method to be performed (Refer to §2.23).

If necessary, Customer could be contacted for additional document required for specific tasks completion.

- For scheduled maintenance, the procedures required by the AMP to perform the work are printed and status verified by the **Technical personnel**. Procedure / supporting data is provided with the Task card.
- For troubleshooting, unscheduled maintenance or defect correction, procedures necessary to work are printed by the **technician**. Procedure shall be attached to the tasks.

2.13.2.4 Work Package review

The **Technical services** is responsible for checking the following before release to service:

- All tasks described on the Customer PO have been performed, deferred or cancelled;
- Each technical failure reported by pilots in the Tech log has been answered;
- Incomplete maintenance, deferred or cancelled work has been accepted by the Customer;
- All items in "HIL/ADDL" page have been closed if necessary;
- There are no non-compliances which are known that hazard seriously the flight safety.

The **CSM** is responsible for checking the following before release to service:

- All supplementary tasks issued during maintenance have been performed, deferred or cancelled;
- Limitation in aircraft certification (CRS/MRC) has been discussed and accepted by the Customer;
- All data used during project for major modification or repair have been appropriately approved .

2.13.2.5 Certificate of Release before flight

The **Technical personnel** is in charge to issue the aircraft certification from Quantum before flight. It **contains**:

- Status of work performed / work deferred
- Serialised Components replaced/installed
- Status of SB / Modifications / AD performed
- Final verification

2.13.2.6 Final Work Package

The **Technical personnel** is in charge to verify and compile the final Work Package. It **must contain**:

- 1- Cover page (generated by Quantum);
- 2- Work Report (WR) (generated by Quantum) - Details of work performed and additional tasks such as travel time or administrative task.
- 3- Certificate of Release to service for work performed (generated by Quantum) - Details of work;
- 4- Release to service document -CRS or logbook entries- (generated by Quantum) for Engine and APU, including information described in §2.13.2.5.
- 5- Detailed maintenance work including Task cards and appropriate approved data (Procedure from maintenance manual / Test Report / drawing /...)
- 6- Component Release certificate (Form 1 or equivalent) for serialised component replaced;

2.13.3 RECORDS OF WORK PERFORMED

The Task Cards is a Sheet describing the requested task to be performed or the defect to be corrected. Task Cards form the basis for Work Package and the Certificate of Release to Service.

Description of the Action taken, and the serialised components replaced/installed should be described by the **Technician** performing the work. Refer to **DA-0110**.

The Maintenance Manual is used as additional records for maintenance performed with all necessary information (e.g., sign-off of stage breakdown, task performed/not performed, values or readings).

Copies of maintenance data incorporated in the Work Package form part of the aircrafts record.

2.13.3.1 Task completion

Box 3.1 shall describe work performed that is understandable and legible, of what performed to correct or satisfy the request/discrepancy, including documentation of applicable data used (reference).

A description of work performed is completed in each single line by the **Technician** that will refer as minimum:

- Removal, Maintenance, Reinstallation in case of Component work; or
- Description of Maintenance, Troubleshooting; and
- Description of Test performed (functional, operational or leak check as appropriate).

Additionally, the associated **data/procedure** shall be completed/stamped by **Technicians** during the work or just after completion to indicate step of work performed.

When work is stopped shall be indicated by a line directly in the procedure indicating where the work has been stopped followed by the technician's stamp (and date if relevant).

When **additional Checklist/Protocol** is used for scheduled Inspections, each individual Task card should be released, and the Checklist completed, signed and stamped by a certifying Staff.

Specific technical test reports / Checklists for recording test values or results must be completed as required.

Each single line requires the technician's signature and stamp with date in **box 3.2**.

Sign off in the **box 3.2** indicates that the **Technician** ensures that the task or group of tasks has been correctly performed i.a.w attached data. It relates to one step in the maintenance process and is therefore different to the release of the task card by an **AC-Rated staff** in **box 6**.

2.13.3.2 Task checking

Requirement to sign **box 3.3** is under the decision of **AC-Rated staff** releasing the task in **box 6**.

Work checking* (*inspection / review / supervision*) in **box 3.3** is **required** in these cases by:

- an **AC-Rated staff** in case of independent inspection (**-inspection**);
- a **Qualifying Inspector** in case of specialised task -§1.6.2; (**-inspection-**)
- a **Rated staff** in case of work inspection required by the **AC-Rated staff** releasing the task (**-inspection**);
- an **AC-Rated staff / Team leader** in case of work performed by unauthorised staff (**-supervision**)
 - trainees, apprentices, temporary contracted staff (staff without stamp);
- an **AC-Rated staff** in case of shift (**-review-**)

**Inspection is accomplished by physical inspection.*

**Review is accomplished by ensuring that different steps have been signed by appropriate technicians in data. It may not have necessarily included an actual witnessing of the work.*

**Supervision is accomplished by ensuring that unauthorised staff have signed data and important steps have been inspected. It includes an actual witnessing of the significant steps of work.*

Sign off in the **box 3.3** indicates that the **Rated staff /Qualifying Inspector** ensures that the staff checked/reviewed task or group of tasks to verify that work has been satisfactorily performed / inspected. Checks could also be additionally stamped directly in the procedure.

Checking action relates to one step in the maintenance process and is therefore different to the release of the task card by the **AC-Rated staff** in **box 6**.

2.13.3.3 Task Release

Sign off in **box 6** indicates that the **AC-Rated staff** has assessed that:

- the actions and **the error capturing method** (if relevant) were performed by an **appropriate staff**,
- the requested work has been appropriately performed,
- the discrepancy has been corrected, and
- the acceptable/approved data has been used and documented.

The staff may not have necessarily included an actual witnessing or a checking of the work. An additional check may be performed by a competent **Authorised staff** if necessary as described in §2.13.3.2.

2.13.3.4 Component removal/change

Removal/Replacement/Installation of a **serialised** Component associated with task performed will be entered on the **box 5**. Upon removal of any Component, a technician shall perform a General Visual Inspection (GVI) of the removed Component, and any panels removed to gain access to the Component.

The technician signature/stamp in the **box 3.2** indicates that the Component was removed in a serviceable condition without noted discrepancies, unless otherwise documented.

If defects or damage are found, a new task card shall be generated to correct any discrepancies.

Note: Entry on the box 5 does not require a supporting signature/stamp.

2.13.3.5 Critical Tasks

Error capturing method shall be completed and signed off when critical task has been identified. Refer to §2.23. The **error capturing method** could also be stamped and completed directly in the task card / WDS or procedure.

2.13.3.6 Task closed

The box 9 is signed off by the **Team leader** or **Technical services** for Base maintenance to indicate that the entire task is closed, and status updated in Quantum.

If the **Team leader** is the **AC-Rated staff** releasing the task card in **box 6**, this case **may not** be signed.

2.13.3.7 Task cards review

The **AC-Rated staff** releasing the task is responsible to review the documented document i.a.w the following:

- Task cards should be completed, dated and signed with:
 - Actions taken including description of significant steps (i.e. Removal, Maintenance, Reassembly and Test); Complex maintenance tasks shall be subdivided into clear stages and stamped on the procedure;
 - Details of action taken, and indication of action not performed or N/A (on the procedure);
 - All relevant details (includes values, result of test or trouble shooting);
 - Reference to the procedure / Approved data;
 - Reference to the calibrated tools/equipment used. Could be also recorded directly in associated data or in tracking system in Tools store;
 - Details of all serialised Components installed (including S/N On/Off);
 - Details of Error capturing method when Critical tasks have been identified;
- Task cards should be documented with following:
 - Attached Test report or appropriate Work sheet;
 - Attached component Release certificate (Form 1 or equivalent) for serialised Components;
 - Attached Approved Data / Drawings / Diagrams related with the maintenance carried out;
 - Attached proof to use Data / Drawings / Diagrams not in manufacturer manuals (Form CDS for Dassault, Form SRPSA for Bombardier; etc...).
- Associated procedure/data should be documented by the technician performing the task with:
 - Work personally performed is stamped;
 - Bracket is used to indicate step and discontinuity of work;
 - Work not to be performed due to applicability is strikethrough;
 - Work not performed is strikethrough with reason indicated;
 - Assessment of action to be taken, and indication of defect/damage found is described (Y/N) ;
 - Calibrated tools/equipment used are recorded if not already recorded in task card;
 - Values found are recorded, when relevant.

2.13.3.8 Certification and Release to service

Release to Service with respect to the work performed is either a CRS/MRC for Aircraft, Engine or APU either a Form 1 for Engine/Components.

The content of CRS/MRC shall include:

- A description of the work performed or type of inspection;
- The details of all tasks performed including defect rectification / repairs / modifications / SBs / ADs;
- The serialised Components replaced or repaired;
- List of any SB/Modifications embodied / AD performed;
- List of work deferred/cancelled/not performed;
- Reference to the procedure / Approved data used;
- The total landing and time in service when the Aircraft, Engine or Part is released to service;
- The date, signature, stamp of the Certifying staff;

CRS/MRC should be sent to the operator maximum 30 days after the release to service

Content of certification issued before flight are described in §2.17.1.

2.14 TECHNICAL RECORD CONTROL

The **Team leader** is responsible that the Work Package and all the relevant Documentation are duly completed signed and stamped before the Aircraft or Component is released to Service.

The **Technical personnel** is responsible to check the Work Package and to scan/store it adequately.

2.14.1 WORK RECORDS

A unique **WP** is issued on Quantum for each maintenance project.

At the Completion of any maintenance task, the **Technical personnel** reviews the Task cards / associated signed maintenance data for completion and legibility of the maintenance records, signatures, presence of all component release certificates and related documents.

The **Technical personnel completes a Work Package** based on the work performed as per the WP. It contains the following information:

- Work Report and / or Work summary;
- Customer PO + Additional PO + WAF;
- Certificate of Release to service that includes all works / Repairs / Modifications / SBs and ADs performed, List of serialised components replaced/installed;
- Copy of Tech Log completed with RTS;
- List of differed items if appropriate
- Detailed maintenance work including:
 - Task card* and appropriate data** (Procedure/Test Report/drawing/...);
 - Component Release certificates - Form 1 or equivalent;
 - List of any SB / Modifications embodied,
 - List of any AD performed;
 - Weight and balance amendment if relevant;
- Release Log book entry for the relevant Logbook (Engine(s) / APU);

*In case of the **Customer** provide its own cards (e.g., CAMP cards), the **Technical personnel** shall ensure that such documentation is placed as cover of work cards, signed and stamped by the Technical Services Team, including the appropriate reference of each Quantum Tak card

**Maintenance Manual is used as additional records for maintenance performed with all necessary information (e.g., sign-off of stage breakdown, task performed/not performed, values or readings).

The **Technical personnel** retains an **electronic copy** of the Work Package on internal Server in a Folder under the Aircraft's Registration during minimum **five (5) years**. All records are kept in a manner that ensures protection from damage, alteration and theft.

The **Technical personnel is responsible to send** Scanned copies of the Task cards and Form 1 to CMTS or to the Customer by email for additional storage if requested per maintenance contract.

The **Technical personnel** is in charge to supply **Original Work Package** to the Customer (max 30 days).

- In case of Modifications/repairs/SBs applied during the maintenance project, the appropriate ICA documents (as wiring diagrams, MM-supplements, AFM-supplements, operational instructions), have to be described in Work report and forwarded to the Customer.
- The Work Package, together with all associated documents mentioned above are scanned and stored.

The **Logistics Department** in coordination with the **CSM** is in charge to send the invoice to the Customer.

2.14.2 RETENTION OF RECORDS

2.14.2.1 Provision of records

Essential information concerning maintenance performed (type of maintenance, ADs, SBs) with a reference to the WP have to be made by Certifying Staff in the Tech Log before release to service.

2.14.2.2 Retention of records

Work Package including certificate of release to service, and all associated support technical documentation (Component Release Certificates, Relevant Procedures, SBs, ADs, weight & balance report), documents in relation with Modifications (such ICA supplements as drawings, wiring diagrams, AMM, AFM) are stored for **at least 5 years** on internal Server as electronic data.

Note: Maintenance Instructions / Data such as MMs, ADs, SBs, which are referred in the Task cards are **also kept** in the Work Package.

Note: if requested per a maintenance contract, an electronic copy of Work Package/ Maintenance records are kept on behalf of the Customer.

The **IT department** is responsible to define the protection modes for installations, safeguard of data, the security of access to the network and data loose, as well as the back-up system. Refer to **§2.21.2**.

2.14.3 DISPOSAL OF RECORDS

2.14.3.1 Transfer of Aircraft

In case of customer request when an aircraft is transferred, maintenance records covering the last 3 years could be sent to the customer.

2.14.3.2 Lost records

In case of customer request when maintenance records are lost or destroyed, maintenance records covering the last 3 years could be sent to the customer.

2.15 RECTIFICATION OF DEFECTS ARISING DURING MAINTENANCE

This paragraph describes the rectification of defects found during maintenance inspections.

Incorporation of standard defect rectification in work files, record, control, component release certificate and information to the customers are to be dealt with in paragraphs 2.13, 2.14, 2.16, 2.17

2.15.1 DEFECTS FOUND DURING MAINTENANCE INSPECTIONS

Upon the discovery of a defect, the **CSM** will contact the Customer and advise it of the necessity to rectify the Defect. **Additional PO** form is sent to formalise the request.

If the Defect has resulted or may result in an Unsafe condition that hazards seriously the Safety, the Competent Authority, the State of Registry and the Organisation responsible for the design of the Aircraft or Component shall be informed. Refer to **§2.18**.

When Approval for rectification is obtained, the Work is recorded in the normal Manner.

If the Customer decides to **not** rectify the defect, an Entry in the Task card and CRS/MRC shall be reflected: **"Defect not corrected according to the Customer's Instruction."**

It is the Customer's responsibility and decision whether to operate the Aircraft or not.

2.15.2 DEFERRED DEFECT

2.15.2.1 Policy

Defects listed in the Tech Log or any other Maintenance Item which for any reason, lack of material or time, cannot be corrected immediately, may only be deferred in following described conditions.

No item that affects airworthiness may be deferred unless specifically allowed by the Minimum Equipment List (MEL) and the Configuration Deviation List (CDL), the manufacturer or the competent authority.

Items that may be deferred shall be transferred to the Hold Item List (HIL) / Acceptable Deferred Defect list (ADDL) i.a.w Customer's instruction.

Deferrals of certain Items require special Maintenance Actions, i.e. pinning of Thrust Reversers, pulling and securing Circuit Breakers, etc or Operational actions. These Procedures are described in the manufacturer documentation, forming part of the MEL.

Inoperative Instruments or Systems have to be labelled "INOP".

NOTE: Items having an Influence on the Airworthiness not listed in the MEL/CDL must be serviceable. The **Certificate of Release to Service** may not be signed if an Airworthiness Item is not repaired/serviceable and the Manufacturer's together with the Competent Authority Approval has not been obtained.

Items, not affecting the Airworthiness, i.e. Cabin Items or not required Equipment, may be deferred to the HIL / ADDL.

Particular Attention must be paid when multiple MEL Items are deferred.

2.15.2.2 Responsibility

The **Team Leader** is responsible to review Defects or Maintenance Item which for any reason cannot be corrected, that should analyse according to the aircraft MEL/CDL if the item could be deferred.

A copy of MEL is kept on board of aircraft.

Airworthiness items, which are not listed in the MEL, are not allowed to be deferred and to be transferred to the HIL/ADDL. Items must be repaired before the next flight.

Exception is made with passenger comfort- or appearance-items.

In **case of any doubt** or when the MEL does not list defects which could affect Airworthiness of an Aircraft, the Customer have to be informed by the **CSM**. They have to decide about further actions (i.e. contacting the manufacturer or competent authority to obtain a special Authorisation or delaying the aircraft and rectifying the defect).

The HIL/ADDL has to be controlled by the Customer.

All items have to be completed as soon as possible but latest during the next scheduled inspection and within the time limit given by the MEL.

2.15.2.3 Transfer to HIL/ADDL

Deferred maintenance entries in the HIL/ADDL must include:

- The MEL reference ATA number, and
- The time limit for the deferral
- A statement that any special Maintenance/Operational Actions and Placarding have been complied with, as required, before flight and i.a.w the described Procedures in MEL, and
- The Date and Signature of the Person making the Entry.

The current HIL/ADDL is contained in the Tech Log of the appropriate aircraft.

It is the Customer's Responsibility to have the HIL/ADDL cleared, i.a.w the MEL Procedures.

2.15.2.4 Deferred defect rectification

The Customer is responsible for the compliance of all deferred maintenance items within the period given by the MEL and for keeping the appropriate records.

Each deferred item and the appropriate corrective action are recorded in the current WP.

Correction of Deferred items has to be dated, signed and the action to be described by **Technician** in Tech Log and in the HIL/ADDL.

A copy of these documents is sent before flight to the customer and kept in the appropriate Work package.

2.15.3 NOTIFICATION TO THE CUSTOMER

In case of differed defects i.a.w MEL, an "INOP" placard could be affixed on the affected inoperative system, indicator or control if requested by the customer and not performed by the customer crew.

The **Technical personnel** has to inform the Customer of deferred defects. Deferred defects list should be signed by the customer for acceptance.

A copy of signed Deferred defects list is retained in the Work Package.

2.16 RELEASE TO SERVICE PROCEDURE

This paragraph refers to the Release to Service of an Aircraft or Component as described in Part-145.A.50 and associated AMC.

2.16.1 GENERAL

A certificate of release to service assures that the maintenance ordered has been properly carried out by DABS in accordance with the standards prescribed by the manufacturer and the procedures specified in this manual. Documentation used are described in §2.13.

It means that the **Team leader** has to ensure that:

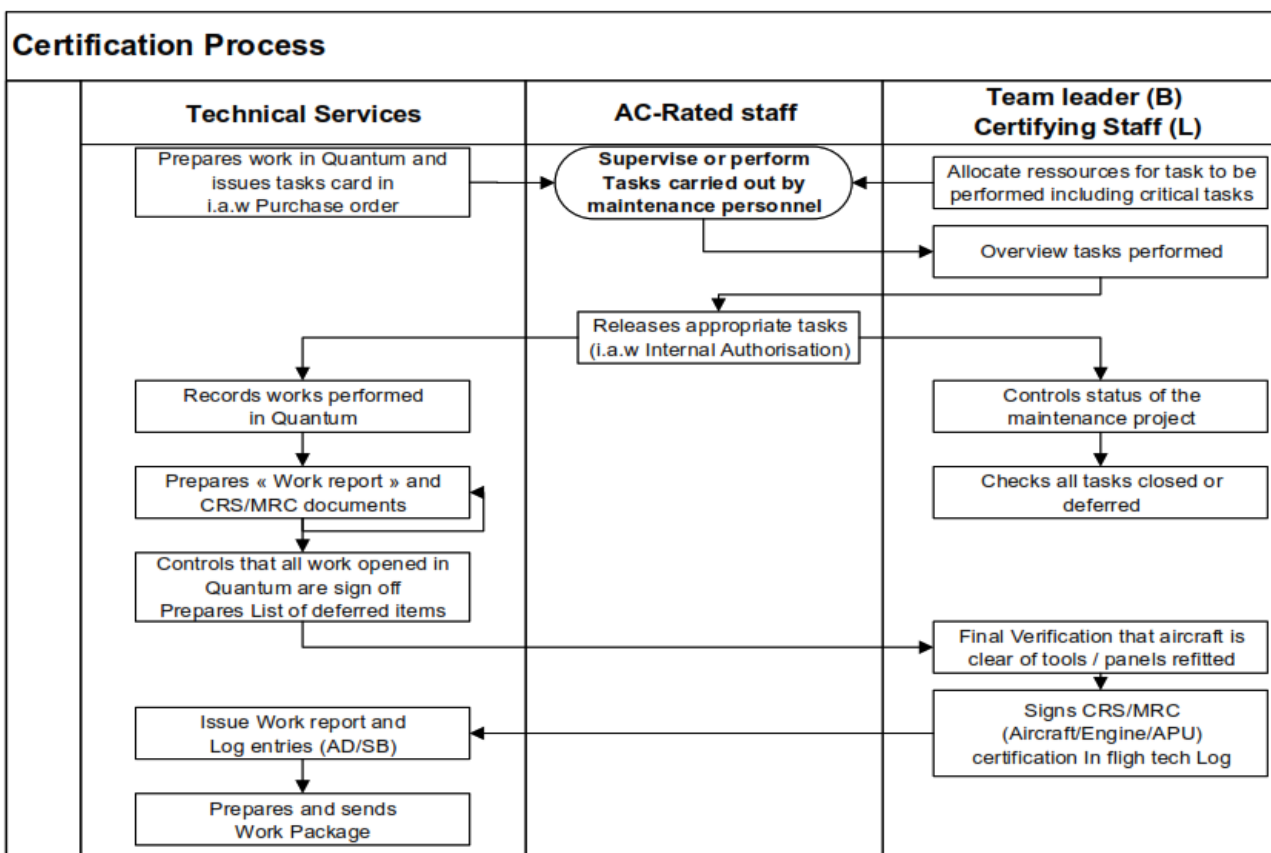
- every maintenance task is signed off only after completion,
- CRITICAL tasks are clearly identified and signed,
- work performed by personnel under supervision (i.e. temporary contracted staff, trainees) is checked and signed off by an **AC-Rated staff** or **Qualifying inspector**,

It means that the **Technical services** have to check that:

- all maintenance tasks ordered by the customer and the corrective actions resulting there from, have been executed in accordance with the signed PO,
- no work has been deferred other than specific work justified on the basis of information contained in the MEL/CDL or acceptable data.

It means that the **CSM** have to check that:

- all supplementary works have been executed and have been ordered/accepted by the customer,
- all work deferred have been approved by the customer.



2.16.2 CERTIFYING STAFF AND PRIVILEGES

2.16.2.1 Maintenance Certifying staff

A list of Certifying Staff is kept current in **DA-0103** on internal Server.

Description of Qualification / training of Certifying Staff and **Internal Authorisation** are described in **§3.4**.

The Certificate of Release to Service of an Aircraft (CRS/MRC) or Component (Form 1) after any maintenance may only be issued by a Certifying Staff i.a.w privilege mentioned on **Internal Authorisation certificate**.

- a) Aircraft "Release to service" (**CRS**) after **base maintenance works** or Major modifications and repair is issued by Certifying staff holding Part-66 **Licence "C"** and an **Internal Authorisation certificate**.
Aircraft Maintenance work has been released in task cards by an **AC-Rated staff**.
- b) Aircraft "Release to service" (**MRC**) after **Line maintenance works/Defect rectification** is issued by a **Certifying Staff** holding Part-66 **Licence "A", "B1" or "B2"** and an **Internal Authorisation certificate**.
- c) Aircraft "Release to service" after **Defect rectification** is issued by Certifying Staff holding Part-66 **Licence "B1" or "B2"**, as applicable, and an **Internal Authorisation certificate**.
- d) Component "Release to service" after maintenance in **workshops** on components listed in the Capability list / Scope, is issued on a **Form 1** by Component Certifying staff holding appropriate qualification (and an **Internal Authorisation** certificate. Component includes Engine and APU.
- e) Release after NDT work is issued on a **Form 1** (component) or appropriate report **DA-0113** (work on aircraft) by NDT personnel qualified in accordance with **EN 4179** (145.A.30(f)) and an **Internal Authorisation certificate**. Certification of works **on aircraft** is issued in **Work release**.

The aircraft is certified by appropriately qualified B1 or C certifying staff as applicable.

In case of additional works on component, component is certified on Form 1 issued by Component Certifying staff as applicable including NDT works and reference to the NDT report.

- f) Release for components removed in **serviceable conditions**, is issued on a **Form 1** by an **AC-Rated staff** holding Part-66 **Licence "B1" or "B2"** and an **Internal Authorisation certificate**.
- g) Certification of works after **specialised task (Cabin, Sheet metal, Welding...)** is issued on Work statement by Qualifying inspector or Component Certifying staff holding an **Internal Authorisation certificate**. The Aircraft is certified by appropriately qualified B1, B2 or C certifying staff as applicable.
- h) Certification of works **on aircraft (including Cabin, Sheet metal, Welding) for another AMO** is issued by Qualifying inspector or Component Certifying staff holding an **Internal Authorisation Certificate**. Release is signed in **Task Cards** and in **Work statement**.

The aircraft is certified by the AMO with appropriately qualified B1 or C certifying staff as applicable.

All Privilege in regard to the **Internal Authorisation certificate** holder are contained in DA-0103. Details of Privileges are described in **DA-0201**.

2.16.2.2 Certification by certifying staff in relation with Licence

1 Scheduled maintenance on G-Registered aircraft in UK territory

ORS 1564 is not applicable as PPOB is NOT in the UK

- DABS could NOT use the exemption for DABS staff that holds an EASA Part 66 licence and have applied for a UK Part 66 licence.
- Staff **shall have a UK Part 66** licence to release to service a G-registered aircraft

2 AOG on G-Registered aircraft in the UK territory

G-registered aircraft affected by AOG in UK territory could either be recovered by

- a UK Part-66 Licence holder (suitably authorised) or
- a state/national licence holder for the state of approval issue of Dassault PPOB, (EASA licence)– Subject to Appendix IV requirements described in 3.4.1

3 Status of staff attending an AOG of G-Registered aircraft in EASA

G-Reg aircraft affected by AOG in EASA territory could either be recovered by

- a UK Part-66 Licence holder (suitably authorised) or
- a state/national licence holder for the state of approval issue of Dassault PPOB, (EASA licence)– Subject to Appendix IV requirements described in 3.4.1

4 Status of staff attending an AOG of G-Registered aircraft outside EASA and UK territory

G-Reg aircraft affected by AOG outside EASA and UK territory,

- a UK Part-66 Licence holder (suitably authorised) or
- a National Licence (meeting ICAO Annex 1 requirements) for the country of the AOG
- a state/national licence holder for the state of approval issue of Dassault PPOB, (EASA licence)– Subject to Appendix IV requirements described in 3.4.1

5 Condition to use the National/state Licence

Refer Appendix IV described in 3.4.1

2.16.2.3 Limited authorisation certification for Pilot

Limited single maintenance tasks could be performed and signed by trained **Pilot** with a specific "**Limited authorisation certification**" i.a.w Part-145A.30(j)4.

This Authorisation does not provide or permit the **Pilot to certify maintenance or any defect rectification other than **described** authorised tasks. Refer to §3.4.6.2.**

2.16.3 CERTIFICATE OF RELEASE TO SERVICE

2.16.3.1 Certification for Aircraft

A Certificate of Release to Service, either in form of a stamp (DA-0125) or of a printed release to service text is issued before flight after completion of any maintenance and/or defect rectification whilst the Aircraft operates flight services between scheduled maintenance. CRS or MRC.

Certification is issued at the completion of any maintenance on components whilst off the aircraft. Refer to §2.16.3.2.

In general, the assigned **Team leader** issues the CRS. For line, the assigned **Certifying staff** issues the MRC.

If the assigned **Team leader** is not rated on the aircraft type or absent on the day of the CRS, the Aircraft must be handed over to an appropriate **Certifying Staff** in order to issue the CRS.

Prior to issuing Certificate of Release to Service, following has to be ensured:

- All maintenance work ordered in the PO has been fully completed and documented,
- Uncompleted maintenance has been deferred as per Customer MEL/CDL and Task is completed and signed accordingly,
- All task cards (including **Error capturing method**), test reports have been signed,
- All associated procedures have been stamped,
- Final check performed,
 - There are no foreign objects / tools in the aircraft,
 - All panels removed has been reinstalled.
- All items removed from the aircraft during the work are back on board,

NOTE: No Certification will be issued in the following cases:

- An overdue AD or ALI/CMR.
- If there is damage or any other condition that impairs the airworthiness/safety of the aircraft.

The **Technical personnel** is responsible to prepare the following:

- Work summary for the Customer.
- Specific CRS for the Engine and/or APU Logbook whichever is concerned, when maintenance, supplementary works, scheduled inspections, modifications and/or heavy maintenance have been performed.

The **Certifying Staff who signs the aircraft certification** has also to sign off the Tech Log with appropriate **Part-145.A.50** entry.

Answers should distinguish those given on the Tech Log from those given on the CRS/MRC:

- The Tech Log indicates the most significant interventions with a reference to the WP and gives an answer to the written defects to the crews.
- The Certificate of Release to Service gives an exhaustive description of the work performed.

2.16.3.2 Certification for Component/Engine/APU - Authorised component release certificate

A component release certificate - Form 1 (with Dual release if appropriate) - is issued by Component Certifying Staff at the completion of maintenance on component i.a.w Capability List (DA-0105) / Scope (§1.9).

It constitutes the components certificate of release to service after maintenance in the workshops. Form 1 should comply with the format described in DA-0124 and appropriate MOE supplement. Component includes Engine / APU.

Note *In case of Work is performed on a component removed and fitted on the same aircraft i.a.w data provided by the TC holder/manufacture, a Form 1 may not be necessary.*

A **Task card** signed by an appropriate staff/inspector is required to demonstrate the conformity/inspection and traceability to the maintenance data. If applicable, assessment of shop facility and staff is demonstrated in form [DA-0137](#).

The original component release certificate accompanies the part/component. One copy is filed in the workshop folder and another copy is retained with the Work Package.

2.16.3.3 Certification for NDT - Authorised component release certificate

NDT Examination performed on Component removed from the aircraft are released with a **Form 1**. These components are described in the **Capability list (DA-0105)** with reference to the appropriate data.

In case of additional mechanical work is performed on the component, the NDT qualified staff (level 2) performing the NDT task should sign the report (**DA-0113**). A component certifying staff should release the works performed to the component (including the NDT task) on a Form 1.

In the case of DABS performing NDT examination **on the aircraft or component fitted on aircraft**:

- If work performed is **part of a maintenance project** or may require other associated maintenance tasks (such as removal/installation of panels, open/ closing of access), it would require an appropriate aircraft certification by an A rated organisation. DABS report (**DA-0113**) is used without issuing a Form 1.
- In case of work performed is **stand-alone work**, it would require an appropriate CRS by a D rated organisation. DABS release (**DA-0136_NDT**) is used without issuing a Form 1.

2.16.3.4 Error(s) on a Certificate

If error(s) is found on a Certificate, the Certificate is re-issued, as a new Certificate only if the error(s) can be verified and corrected. The new Certificate should be signed with the date of correction. Both Certificates should be retained. The Certificate must have a same reference/tracking number with a revision number.

The new Certificate should refer to the previous Certificate by the following statement:

- For CRS/MRC – item in 999xx *“This Certificate corrects the error(s) in block x- Item y [enter item(s) corrected + description of correction] of the Certificate [enter original reference number] dated [enter original issuance date] and does not cover release to service condition”*. New revision - Signed by the CS, the TS or the SQ department.
- For Form 1 – Block 12 - *“This Certificate corrects the error(s) in block(s) [enter block(s) corrected + description of correction] of the Certificate [enter original tracking number] dated [enter original issuance date] and does not cover conformity/condition/release to service”*. New revision - Signed by the CCS or the SQ department.

or

- *“This Certificate supersedes the Certificate [enter original tracking number] dated [enter original issuance date]*. New revision - Signed by a CCS or a CS.

Note: If error is a simple Typo error and accepted by the customer, text may be corrected directly on the certificate by the TS with signature and date of correction. Revision should be indicated on footer.

2.16.4 AIRCRAFT MAINTENANCE CERTIFICATION

2.16.4.1 Content

The Certifying Staff issuing the release to service uses its personal stamp as per DA-0125, showing the company's name, Part-145 approval number as well as the name and Internal Authorisation number of the undersigning person and signature.

The date and the location where the maintenance was carried out have to be noted.

A reference to any life or overhaul limitation in terms of date/flying hours/cycles/landings, etc. as appropriate has to be included.

The certificate of release to service must show a cross reference to:

- a) Purchase Order from Customer;
- b) Aircraft Maintenance Programme in case of scheduled maintenance;
- c) WP containing full details of work performed including reference to manufacturer data (see §2.13);

The certificate of release to service must content:

- a) Description of work performed;
- b) Description of deferred maintenance;
- c) Limitations, incomplete work or Work carried out not in accordance with the approved data; if any
- d) List of serialised removed / installed component.

Additionally, the following information shall also be indicated in the certificate of release to service

- One-off authorisation (SEA);
- Maintenance Away from the Approved Facilities (WAB);
- Maintenance above the approved scope in Line stations (WAAS);

2.16.4.2 Release for G registered Aircraft

It contains the following statement:

"Certifies that the work specified except as otherwise specified was carried out in accordance with Part-145 and in respect to that work, the aircraft/aircraft component is considered ready for release to service."

2.16.4.3 Certification in case of DABS is contracted for a Task

This case concerns when an external AMO contracted work to DABS for a specific or specialised task. Work certification is performed by a qualifying inspector. Final Release of the aircraft is performed by the external AMO. Aircraft certification contains the following statement:

"All works specified were compliant to Customer purchase order and relevant data. Related tasks are part of a maintenance event and require additional certification by an appropriate rated organisation to release the component/aircraft."

The undersigned certifies that the work specified except as otherwise specified was carried out in accordance with Part-145."

2.16.4.4 Certification after sub-contracted work

In this case, the scope of works is limited to specialised tasks on Aircraft, Engine or Component, such as fabrication of specific parts, minor repairs/modifications, minor works, cabin refurbishing, sheet metal work and repair, plating, heat treatment.

In any case, DABS is fully responsible to supervise and control all works carrying out. DABS has to make sure that the subcontractor work does not exceed the authorised type of work. The Certifying Staff are also responsible to issue the Release to Service and Form 1 in accordance with §1.6.

2.16.4.5 Certification for Maintenance Check flight (MCF)

This procedure applies if during a maintenance event/work, **task needs to be performed in-flight**, (i.e. MCF after defect/ a heavy inspection or major repair/modification). Form **DA-0133** should be completed including conditions and level of flight as described in §2.24.16.

The following Statement must be entered into the Tech Log:

"Aircraft certified for maintenance check flight. Condition of flight described in DA-0133."

Aircraft certification must be reissued after **maintenance** check flight stating:

"Maintenance check flight performed satisfactory"

2.16.4.6 Works not completed

a Aircraft is approved for return to service

Deferred work is coming from:

- Defects (delamination cracks, premature wear, etc.) discovered during inspection. The deferment is envisaged taking account of the TC holder's opinion. **The decision to determine the deferment of such incomplete work is taken by the competent authority.**
- Discrepancy on equipment. **The deferment is envisaged taking account of the MEL.**
- Defects which have an effect on the flight, and which have an effect on the aircraft configuration. **The deferment is envisaged taking account of the limitations mentioned in the flight manual or in the list of configuration deviations** (CDL if existing).

Such deferment should be **approved by the Customer** and specified on Certificate of Release to Service. The -Statement must be one of the following:

"Task not performed according to the Customer" and:

- ***Item is not an airworthiness requirement and is not overdue. or***
- ***Item deferred in accordance with MEL/CDL. Item has been transferred to HIL/ADDL. or***
- ***Item deferred with the agreement of TC holder and approved by the competent authority.***

b Aircraft is NOT approved for return to service

The following must be the Statement and entered into the Tech Log:

"The undersigned certifies that the work specified except as otherwise specified was carried out in accordance with Part-145. The mentioned aircraft is NOT APPROVED for return to service because of attached list of discrepancies and/or unairworthy items provided to the Customer."

2.16.4.7 Certification with not appropriate Certifying Staff

One-off authorisation / Single Event Authorisation - SEA i.a.w Part-145A.30(j) 5.

When an aircraft is grounded at a location other than the Geneva base due to a defect was unexpected and where no Part-145 organisation or appropriate Certifying Staff are available to issue an aircraft certification for a task on an aircraft type, DABS, **as contracted organisation**, may issue a one-off certification authorisation.

A one-off authorisation "SEA Form" (**DA-0131**) is delivered by **SQ department**.

The **SQ department** may issue a SEA form:

- To one of DABS Certifying Staff holding equivalent type authorisations on aircraft of similar technology, construction and systems; or
- To any person with five years maintenance experience and holding a valid ICAO aircraft maintenance licence rated for the aircraft type.

A one-off authorisation should not be issued where the level of certification required could exceed the knowledge and experience level of the person it is issued to.

In all cases, due consideration should be given to the complexity of the work involved and the availability of required tooling and/or test equipment needed to complete the work.

The following must be followed in case of the **SQ department** should issue a "one off authorisation" after approval by the Customer:

1. The **PIC** communicates details of the defect to the **CSM**.
2. The **Maintenance Director or deputy** should ensure that:
 - a) Full technical details, maintenance data and any special technical instructions relating to the work required to be carried out have been established and passed to the Certifying Staff.
 - b) The DABS staff holds authorisations of equivalent level and scope on other aircraft type of similar technology, construction and systems. Equivalency, if appropriate, is described and recorded directly in the form.
 - c) For staff not employed by DABS, full qualification details relating to the authorised staff are acceptable, available and accepted by the SQ department.

If additional inspection by DABS is required after the work regarding the complexity of the work and the potential consequence on safety.
3. The authorised staff should sign off the detailed worksheet and issue a release to service in the Tech log.
"Aircraft released to service under DABS approval i.a.w SEA xxx"
4. After work, the SQ department should verify that Task cards have been completed, dated and signed/released including reference to the relevant associated document. Appropriate certificates have been verified for parts installed.
5. SEA form is signed and recorded in Work pack.

All one-off authorisation has to be reported to the competent authority **within 7 days** after issuance.

2.16.4.8 Component with not appropriate component release certificate

When an aircraft is grounded at a location other than its station (i.e location where it exists a base maintenance contract) due to the non-availability of a component with the appropriate component release certificate, it is permissible i.a.w 145.A.50(f) to temporarily fit a component **without** the appropriate component release certificate for a maximum of **30 flight hours** or until the aircraft first returns to its station.

Component **shall** only be considered serviceable if it complies with applicable AD and accompanied by documentation clearly stated as "serviceable" and meet required specification and has appropriate traceability. A CIRC Form (**DA-0132**) should be filled and sent to the operator for agreement. Original form will be filled in the Work Package. Entry is made in the Tech log with the limitation.

2.16.5 COMPONENT MAINTENANCE CERTIFICATION

It includes Components/Engine by Component Certifying Staff. APU is not concerned.

2.16.5.1 New Parts

DABS has not right to issue Form 1.

Refer to §1.9.7 for part fabricated i.a.w 145.A.42(b)(iii).

2.16.5.2 Release after maintenance on component

Parts/Components removed from an aircraft and brought to the Workshop for service, inspection, overhaul or repair are traced via a **WO**.

Parts/Components sent from Third Parties for component maintenance are traced via a **Repair Order** issued by Quantum.

After performance of maintenance on Component as per Capability List / Scope:

- An appropriate Shop Work Report is established, and
- A Form 1 is issued by a component certifying staff. It contains:
 - A unique number is used for the tracking numbering system of Form 1.
 - the following statement: ***"Certifies that unless otherwise specified in block 12, the work identified in block 11 and described in block 12, was accomplished in accordance with Part-145 and in respect to that the work the items are considered ready for release to service"***
 - Dual release as appropriate.
 - Location where the maintenance has been released to service.
 - Date of aircraft certification.

Form 1 includes in block 12 detail of Inspection/Test performed and maintenance data used including reference and revision status, list of ADs incorporated, details of service life, Time Since New (TSN), Time Since Overhaul (TSO) if appropriate.

For used parts fitted on the same aircraft i.a.w data provided by the TC holder

In case of Work is performed on a component removed and fitted on the same aircraft i.a.w data provided by the TC holder, a Form 1 may not be necessary. Refer to § 2.16.3.2.

An appropriate **Authorised staff** shall complete the task card and associated procedure. Specific work report could be issued in case of needs.

2.16.5.3 Release of Components removed serviceable from aircraft

Component are removed from G-registered aircraft

a Components removed for re-installation on other aircraft

Components removed serviceable from aircraft for storage and /or reinstallation in another aircraft at DABS shall be inspected by an **AC-Rated staff**. An appropriate component release certificate shall be issued i.a.w aircraft registration. (i.e. UK CAA form 1 for G registered aircraft)

A component **release certificate** is issued subject to compliance with the following.

- a. The component was removed from the aircraft by an appropriately qualified person.
- b. The component may only be deemed serviceable if the last flight operation with the component fitted revealed no faults on that component/related system.
- c. The component should be inspected for satisfactory condition including in particular damage, corrosion or leakage and compliance with any additional manufacturer's maintenance instructions. This inspection could be an NDT.
- d. The aircraft record should be researched for any unusual events that could affect the serviceability of the component such as involvement in accidents, incidents, heavy landings, lightning strikes. Under no circumstances may a Form 1 be issued if it is suspected that the component has been subjected to extremes of stress, temperatures or immersion which could affect its operation.
- e. A maintenance history record should be available for all used serialised components.
- f. Compliance with known modifications and repairs should be established.
- g. The flight hours/cycles/landings as applicable of any service life limited parts including time since overhaul should be established.
- h. Compliance with known applicable AD should be established.

On the basis of this information, the issuer will state in Form 1:

Block 11: ***"inspected/tested"***:

Block 12: ***"Component removed in serviceable conditions from aircraft X at XX hours / XX landings. Component has been inspected i.a.w AMM "Aircraft type" procedure YYY revision DD. All AD known have been incorporated. Service life limited is xxxx."***

A component **release certificate** shall be issued and attached to the component before storage in the serviceable parts stock and /or installation in an aircraft.

The appropriate maintenance history record / test report should be attached to the **certificate**.

In case of components are removed and fitted on the same aircraft, a Form 1 may not be necessary. The swap operation shall be recorded in the task card and associated procedure.

b Components removed for re-installation on same aircraft (Swap)

Components removed serviceable from aircraft for reinstallation on same aircraft shall be inspected by an **AC-Rated staff**, subject to compliance with the following.

- a. The component was removed from the aircraft by an appropriately qualified person.
- b. The component should be inspected for satisfactory condition including in particular damage, corrosion or leakage and compliance with any additional manufacturer's maintenance instructions.

Form 1 is not required. However, on the basis of this information, the staff may issue a Form 1, if requested by the customer, that states:

Block 11: ***"inspected/tested"***:

Block 12: ***"Component removed from position #x in serviceable conditions from aircraft X at XX hours / XX landings for swap. Component has been visually inspected
Component reinstalled on same aircraft to position #x.
Airworthiness status of the component is the responsibility of the Customer. "***

c Components removed for accessibility

These components which are reinstalled in the **same** aircraft, shall be identified with a "**BLUE Identification**" tag and temporarily be stored in a tray marked with the aircraft registration number to prevent them from damage and contamination.

It is not necessary to recertify such components before reinstallation. A functional/operational check may be carried out upon installation.

d Components removed for store or use as loaner

Serviceable components removed from an aircraft and which are assigned to be sent out to another customer, have to be tested and recertified as appropriate by a Certifying Staff within the scope of their **Internal Authorisation certificate** or by another approved facility.

A **Form 1** has to be filled and attached to the component. **Form 1** may be issued if analyse of maintenance history may permit to assess and demonstrate that all works was performed in respect of appropriate regulation.

This procedure applies also to components being returned to serviceable stock after loan.

e Issuance of Form 1

Components removed from Aircraft in serviceable condition must meet all the following requirements before issuing a Form 1:

- The Component was removed by qualified **Technician ***.
- The Component is inspected for satisfactory condition including in particular damage, corrosion or leakage and Compliance with any additional Manufacturer's Instructions*. Could be NDT as appropriate
- Compliance with known ADs / Modifications and Repairs is established*.
- The last flight revealed no faults on that component and related system(s).
- The Aircraft records are reviewed for any unusual Events that could affect the serviceability of the Component. A statement from the Customer is acceptable.
- The Maintenance History Record is available for serialised Components.
- The Flight Hours/Cycles/Landings as applicable of any life limited Parts including Time Since Overhaul (TSO) is established.

Note: items with "" is applicable for Component removed from serviceable component* (Assembly with status NEW).*

Form 1 will not be issued if it is suspected that the Component has been subjected to extremes of stress, temperatures or immersion, which could affect its normal operation.

Form 1 issued should state "Inspected/Tested" in block 11 and contain the following information in block 12 as specified in AMC to 145.A.50(d):

- Cross reference to any original documentation.
- List of all ADs, repairs and modifications known incorporated.
- Detail of life used for service life limited parts.
- Reference to the particular acceptance test report or statement, if applicable.
- Aircraft from which the Component was removed.

Serviceable components removed from a non-Member State registered aircraft may only be issued with a Form 1 if the components are leased or loaned from the Part 145 maintenance organisation who retains control of the airworthiness status of the components. An existing commercial programme for Engine/APU is acceptable.

2.16.5.4 Components removed from an aircraft withdrawn from service

a General

Components removed from an G registered aircraft withdrawn from service should be documented with a **certificate** issued by appropriate Certifying Staff, subject to compliance with the following:

- A dedicated WP should be opened to trace all work performed during the aircraft disassembly process.
- The disassembly is to be carried out under the supervision of a rated aircraft B1 Certifying Staff who will ensure that the components are removed and documented in accordance with the appropriate maintenance data and disassembly plan.
- Components should be removed from the Aircraft by qualifying staff.
- All recorded aircraft defects should be reviewed and the possible effects these may have on functions of removed components are to be considered.
- Aircraft record should be reviewed and any unusual events that could affect the serviceability of the component such as involvement in accidents, incidents, heavy landings or lightning strikes are to be considered.
- Dedicated task cards are used to facilitate the recording of all maintenance actions for component removals performed during the disassembly process.
- Components found to be unserviceable are to be identified as such with a "**RED Unserviceable**" tag (DA-0122) and segregated pending a decision on the actions to be taken.

Records of the maintenance accomplished to establish serviceability are part of the component maintenance history. These works are recorded in the certificate.

The certificate should contain:

- Reference to the WP.
- Reference to the aircraft from which the component was removed, including Hours / Landings of the aircraft.
- Reference to the maintenance data for the removal action.
- Statement indicating that last flight operation with the component fitted revealed no faults on that component/ related system.
- Statement indicating that the component has been inspected for satisfactory condition including in particular damage, corrosion or leakage.
- Reference to the maintenance data for the inspection action.
- Statement indicating that the aircraft has not been involved in any unusual events that could affect the serviceability of the component such as accidents or incidents.
- Compliance with applicable ADs, SBs, known modifications and repairs
- The flight hours/cycles/landings as applicable of any service life-limited parts including time since overhaul should be established.

A maintenance history record should be attached to the certificate for all serialised components.

b Issuance of component Release Certificate

To be eligible for installation, components removed from such aircraft, a **Form 1** should be issued by a B1 certifying staff following a satisfactory assessment i.a.w the requirements set out above.

A **Form 1** is issued if no additional inspection is required. A **certificate of conformity** may be issued if additional inspection is required. This certificate will be referenced where **Form 1** will be issued after performance of inspection and verification of storage condition.

Certificate also, where known, includes the need for the alignment of scheduled maintenance necessary to comply with the maintenance programme applicable to the aircraft on which the component is to be installed.

2.17 RECORDS FOR OPERATOR/CUSTOMER

This paragraph is limited to the transmission of records to the Customer.

2.17.1 MAINTENANCE RECORDS

A Certificate of Release to Service will be issued by DABS i.a.w the Part-145, before flight at the completion of any maintenance.

On completion of any maintenance, DABS will ensure that details of the work are recorded in the Tech Log and the Certificate of Release to Service. Documents have been signed by an appropriately Certifying staff.

The Certificate records the maintenance which has been carried out by DABS i.a.w the PO.

DABS will supply to the Customer the following information:

Prior to departure

- a) Summary of the maintenance that has been accomplished;
- b) List of open deferred task;
- c) Release to Service in the Tech Log;
- d) Aircraft Certificate of Release to service with Summary of the maintenance tasks carried out;
- e) Weight and Balance amendment report (if modified).

Within 25 days following the release to service

- a) General work report / summary of the maintenance that has been accomplished, signed by the CSM;
- b) Certificate of Release to Service / Logbook entry containing full details of maintenance carried out (Serialised Components replaced, Scheduled maintenance, Due list, SBs, Mods, Repairs, Defect correction, ADs, Work deferred, Work cancelled);

(1 original for each concerned Logbook - Engine(s)/APU)

Tech Log and CRS shall be signed by appropriate certifying staff -

Logbook entry is signed by Technical services

- c) Original copies of all maintenance related records (Task cards + procedures and corresponding specific maintenance data used);
- d) List of any AD which have been accomplished (if any);
- e) List of modifications / Repairs / SB embodied (if any) with corresponding detailed documentation;
- f) List of open deferred task;
- g) Check flight Report (if appropriate);
- h) Weight and Balance amendment report (if appropriate);
- i) Component Release Certificate (Form 1 or equivalent);
- j) List of any serialised component change including TSN / TSO.

All maintenance carried out shall be certified as per Part-145 in the Tech Log including reference to the WP.

Additionally, DABS will ensure that all defects reported by the flight crew in the Tech Log are rectified and certified in the Tech Log, or are deferred in accordance with the provisions of the Customer MEL/CDL.

2.17.2 MAINTENANCE RECORDING

DABS will provide the Customer with original copies of all maintenance related records and the Certificate of Release to Service (CRS/MRC).

The following Maintenance records must be held and maintained by DABS:

- a) Electronic Copy of work package including copies of the component release certificates;

The following maintenance records must be held and maintained by the Customer:

- a) The Airframe, Engines and APU Logbooks;
- b) The Tech Log;
- c) Original Work Package concerning the Aircraft;
- d) Any component release Certificate (Form 1 or equivalent) for installed parts (except consumables);
- e) The total time and flight cycles as appropriate for the Aircraft;
- f) The current Aircraft inspection status, including the time and flight cycles as appropriate, since last overhaul of the Aircraft or component subject to an overhaul life;
- g) The current status of Airworthiness Directives and Services Bulletins;
- h) Details of current modifications and significant repairs to the Aircraft, Engines and any other component;
- i) A copy of any specific (approved) data used for repairs/modifications carried out; and
- j) Weight and Balance report.

Retention

A copy of all detailed maintenance records and any associated airworthiness/maintenance data is retained by DABS for at least 5 years from the date the Aircraft or Component, to which the work relates, was released to service. (Refer to §2.14).

Maintenance records are stored on internal Server and linked to Quantum. It includes a back-up system every 24 hours i.a.w §2.21.2.

2.17.3 CONTRACTS

Arrangements for processing and retention of Customer's maintenance records are described if appropriate in Maintenance Contract.

Each maintenance project on an aircraft or component is subject of a separate Purchase Order.

2.18 REPORTING DEFECTS TO THE COMPETENT AUTHORITY, CUSTOMER, MANUFACTURER

This paragraph describes the reporting procedure to the customer, UK CAA, appropriate competent Authorities, the State of Registry, the manufacturer and the TC/STC Holder any occurrences that has resulted or may result in unsafe condition that affect the safety of the aircraft.

Occurrences are defined as an incident, malfunction, defect, technical defect or excess of technical limitations.

2.18.1 OBJECTIVES

The occurrence/event reporting system is an essential part of the overall monitoring function. This system is described in the SQMS manual and associated procedures.

The objective of the occurrence reporting systems is to use the reported information to contribute to the improvement of safety, and not to attribute blame, impose fines or take other enforcement actions.

Occurrence reporting includes investigation of reported occurrences to an appropriate level of detail in order to discover their root causes, and follow up in terms of action and feedback to employees.

The detailed objectives of the occurrence reporting systems are:

- To assess the safety implications of each occurrence to be made, including previous similar occurrences. This includes determining what and why it had occurred and what might prevent a similar occurrence in the future.
- To initiate any necessary action.
- To ensure that knowledge of occurrences is disseminated so that other persons and organisations may learn from them.

The aim of such a reporting system is:

- to learn from events, and
- to either prevent them from happening again, or
- to ensure that they are unlikely to result in unwanted consequence

2.18.2 PROCESS

2.18.2.1 Responsibility

Technical faults, defects and damage noted on aircraft during maintenance at DABS are reported by implicated **Technician** to the **Maintenance management**, the **Team leader** and the **CSM** and without delay. The latter then informs the **SQ department** using Qpulse or appropriate form.

The **SQ department** is responsible to report Occurrences and Defects to appropriate competent Authority, the State of Registry, the TC/STC Holder and the Customer **within 72 hours** (refer to §2.18.3).

The **CSM or the SQ department** shall make immediately a report to the TC/STC Holder of any incident or accident involving an aircraft on the date of such event.

The **CSM or the SQ department** should also report to the manufacturer a written Service Report when unusual work is performed due to abnormal condition, incident or accident within 5 days after completion of such work.

The same procedure applies to the Line stations.

2.18.2.2 Process

The aim of the process is to identify the factors contributing to incidents / maintenance errors and to make the system resistant to similar errors.

An Occurrence Management Process contains the following elements:

- Corporate encouragement of free reporting and participation by individuals,
- A mechanism for reporting and recorded occurrences ,
- An investigation process in order to determine causal and contributory factors,
- Appropriate actions based on investigation,
- Feedback of results to ensure the continued support for the process,
- A mechanism for sharing data, whilst ensuring confidentiality of sensitive information,
- An analysis of the collective data showing contributing factor trends and frequencies,
- An education for staff, and training where necessary.

Occurrence summary including description, investigation and action taken are available on internal Server for review. In addition, a review is made during the Human Factors course to discuss about the most significant event. Refer to §3.13.5.

2.18.3 REPORTING

2.18.3.1 Internal reporting

The perception of safety is central to occurrence reporting. Reportable occurrences are those where the safety was or could have been endangered or which could have led to an unsafe condition.

If in the view of the reporter an occurrence did not hazard the safety but if repeated in different but likely circumstances would create a hazard, then a report should be made.

DABS has established an internal reporting system whereby reports are centrally collected and reviewed.

The reporting system scheme is based on the following:

- Indemnity against disciplinary measures (as far as it is practicable and legally acceptable);
- Report is confidential and may be dis-identified* (if appropriate);
- The **SQ department** is in charge of collecting information. There is no link with the authority to institute disciplinary sanctions;
- Access to reporting system is useful, and easy to use;
- Feedback to reporters is performed through meeting with the **SQ department**,

*Email "anonymous" could be used to send information to the SQ department.

Email for communication to **SQ department** is DABS-QUALITY.

Email for communication to **management** is DABS-OCCURRENCE

The reporting system scheme encourages reporters to try to identify causes and contributory factors, but further investigation will be necessary in some cases.

2.18.3.2 Methods of Reporting

DABS has established an internal reporting system whereby reports are centrally collected and reviewed. The system provides a direct method for reporting discrepancies discovered/happened **during maintenance on aircraft**. It permits to initiate corrective / preventive actions.

A first report (DA-0019 NER form) should be made by **the direct manager** to disseminate the event through the company and permit a first contact with the customer, manufacturer

in case of maintenance error, an additional report (DA-0019 TOR form) is made **by the technician involved in the event** that explains what happened. The purpose of technician's report and following investigation is to identify the factors that contribute to errors and suggest solutions.

These include information that is difficult to appreciate, such as Task cards or maintenance manuals; inadequate lighting; poor communication between work shifts; and aircraft design.

One of the objectives of the investigation is to discover successful strategies to avoid errors and share them with the entire maintenance organisation. Processes can be changed, procedures improved or corrected, facilities enhanced, and best practices shared. Qpulse could be used to manage actions to be taken.

The NER report required must include as much of the following information as is available:

- Aircraft registration number; Type, make, and model;
- Date of the discovery of the failure, malfunction, or defect;
- Nature of the failure, malfunction, or defect;
- Apparent cause of the failure, malfunction, or defect; and
- Other pertinent information that is necessary for more complete identification, determination of seriousness, or corrective action.

The reports and associated data are recorded on internal Server.

The same system is used for voluntary report. NER is directly completed by the personnel who will inform the SQ department.

2.18.3.3 Occurrence reporting to the appropriate organisation

The **SQ department** is in charge to establish which reports meet the criteria for mandatory occurrence reporting to the competent authority and other organisations, as required.

a) Report to the Customer

The timescale for reports to be reported is decided between the **CSM** and the Customer. DABS forms (**DA-0090/DA-0019**) should be used to detail the defect and the action taken.

What is important is that a relationship exists between the organisations to ensure that there is an exchange of information relating to occurrences.

b) Report to the design Organisation / Manufacturer

Reports are executed by the **CSM** including E-Mail, joining photos and/or drawings as necessary.

c) Report to UK CAA / Competent authority

Specific form referenced in NAA website and CAP 382 should be filled. Additionally, DABS forms (**DA-0090/DA-0019**) may be used to detail the defect and the action taken. If necessary additional pages, pictures or drawings shall be joined to the report form.

Reporting of occurrences concerning G registered aircraft should be done directly via the Safety Reporting portal by the SQ department.

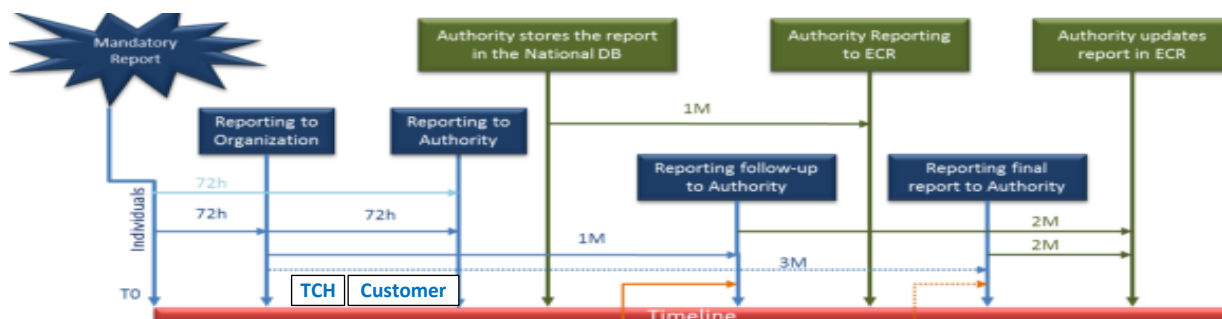
For simplicity both mandatory occurrences, as defined under the current mandatory reporting regulation and voluntary occurrences that you feel require the attention of the NAA can be submitted using the Reporting Portal, the same information is required regardless of whether you are submitting a mandatory or voluntary occurrence report.

2.18.3.4 Mandatory Occurrence reporting to the appropriate organisation

The SQ department should report to, TC/STC holder, the Customer and UK CAA/NAA, Authority of registration any condition of the aircraft or component that could affect the airworthiness and safety of the aircraft **within 72 hours**. event should be reported:

- 1) Serious structural damage (for example: cracks, permanent deformation, delamination, debonding, burning, excessive wear, or corrosion) found during maintenance of the aircraft or component.
- 2) Serious leakage or contamination of fluids (for example: hydraulic, fuel, oil, gas or other fluids).
- 3) Failure or malfunction of any part of an engine and/or transmission resulting in any one or more of the following:
(a) *Non-containment of components/debris;* (b) *Failure of the engine mount structure.*
- 4) **Damage, failure or defect of propeller, which could lead to in-flight separation of the propeller or any major portion of the propeller and/or malfunctions of the propeller control.**
- 5) Damage, failure or defect of main rotor gearbox/attachment, which could lead to in-flight separation of the rotor assembly and/or malfunctions of the rotor control.
- 6) Significant malfunction of a safety-critical system or equipment including emergency system or equipment during maintenance testing or failure to activate these systems after maintenance.
- 7) Incorrect assembly or installation of components of the aircraft found during an inspection or test procedure not intended for that specific purpose.
- 8) Wrong assessment of a serious defect, or serious non-compliance with MEL and Tech Log procedures.
- 9) Serious damage to Electrical Wiring Interconnection System (EWIS).
- 10) Any defect in a life-controlled critical part causing retirement before completion of its full life.
- 11) The use of products, components or materials, from unknown, suspect origin, or unserviceable critical components.
- 12) Misleading, incorrect or insufficient applicable maintenance data or procedures that could lead to significant maintenance errors, including language issue.
- 13) Incorrect control or application of aircraft maintenance limitations or scheduled maintenance.
- 14) Certifying an aircraft from maintenance in case of any non-compliance which endangers the flight safety.
- 15) Serious damage caused to an aircraft during maintenance activities due to incorrect maintenance or use of inappropriate or unserviceable ground support equipment that requires additional maintenance actions.
- 16) Identified burning, melting, smoke, arcing, overheating or fire occurrences.
- 17) Any occurrence where the human performance, including fatigue of personnel, has directly contributed to or could have contributed to an accident or a serious incident.
- 18) Significant malfunction, reliability issue, or recurrent recording quality issue affecting a flight recorder system (such as a FDR system, a data link recording system or a CVR system) or lack of information needed to ensure the serviceability of a flight recorder system.

The **SQ department** is in charge to establish which reports meet the criteria for occurrence reporting to the competent authority and other organisations, as required and i.a.w the following flow and deadline:



2.18.4 MANAGING IDENTIFIED HAZARDS

The **Maintenance Management** is in charge to ensure that hazards are identified, occurrences are reported, and actions are taken to control those risks.

The **CM manager** is in charge to control that hazards and occurrences are investigated, risks and remedial action are identified and implemented to control those risks. Changes should address both the root causes of hazards and the detection of problems before they can jeopardise flight safety.

2.19 RETURN OF DEFECTIVE AIRCRAFT COMPONENTS TO STORE

This paragraph refers to the process of defective/unserviceable parts return to the Store.

2.19.1 UNSERVICEABLE COMPONENT

A component shall be considered unserviceable in any one of the following circumstances:

- Expiry of the service life limit;
- Non-compliance with the applicable AD;
- Non-compliance with continued airworthiness requirement mandated by the Competent Authority or the maintenance programme;
- Absence of the necessary information to determine the airworthiness status or eligibility for installation;
- Evidence of defects or malfunctions;
- Involvement in an incident or accident likely to affect its serviceability.

2.19.2 LABELLING, IDENTIFICATION

Once it has been established that a component is defective or unserviceable, the component removed from an aircraft has to be tagged by the **Technician** with a "**RED Unserviceable**" tag (DA-0122), which shall be properly filled in and attached to the part. The part should be stored in dedicated unserviceable area.

The tag shall bear the following information:

- 1) Aircraft registration
- 2) WP number/Task number
- 3) Parts name/and position (e.g.: LH or RH, No 1/No 2/No 3, etc.)
- 4) Parts Number and Serial Number
- 5) Reason for removal, including defects or malfunctions detected or reported
- 6) Indication if Part was installed on aircraft that was involved in an incident
- 7) Date and signature of Technician

When aircraft was released to service, identified Unserviceable component shall be stored in a secure location under the control of the **Logistics Department** until a decision is made on the future status of such component.

2.19.3 STORAGE OF DEFECTIVE COMPONENTS

The components are stored in hold/quarantine area of the Store depending of the status.

a) Component can be repaired

Properly identified parts shall be forwarded to the Store, where they are temporarily stored waiting for logistic decision and shipping to the approved contractors.

b) Component cannot be repaired

Parts shall be identified with a "**RED Unserviceable**" tag bearing "**SCRAP**" indication (see DA-0122) and shall be kept in a special locked area located in the Store.

They have to be stored separate from serviceable parts, and shall be damaged/mutilated in the way they cannot be reused and put in the appropriate rubbish bin.

The Customer must always be advised before in case of specific procedure (i.e. warranty applies).

2.20 DEFECTIVE COMPONENTS TO OUTSIDE CONTRACTORS

This paragraph refers to the process of sending components to contractors for repair or modification.

2.20.1 SELECTION OF CONTRACTORS

The **Logistics Department** decides, in consultation with the **CSM**, which contractor should be selected for planned work i.a.w Contractor's list in Quantum. Refer to §2.1.

Orders for the repair and overhaul of components and parts are only issued to contractors that have appropriate Part-145 approval and could issue appropriate component release certificate (multiple Release if appropriate).

2.20.2 IDENTIFICATION OF REQUIRED WORK

a) Component identification

The Component subject for test, repair or overhaul sent to contractors is identified by a "**RED Unserviceable**" tag which indicate the part number, serial number, WP, a brief problem description and if applicable the Parts TSN, TSO, CSN, CSO as described in DA-0122.

b) Repair Order

Computed PO shall be issued by the **Logistics Department** from Quantum. This form must contain:

- Unit description
- Part number and Serial number
- Quantity
- Brief description of the requested work and if applicable TSN, TSO, CSN, CSO
- Request for specific Authorised component Release Certificate

2.20.3 REPAIR ORDER FOLLOW UP

Follow up is exercised by the **Logistics Department**.

The component and the associated documents shall be archived in the **Logistics Department** together with the copies of the PO and the component release certificate.

The Store is in charge to controls return Parts/Component as described in §2.2.

2.20.4 LOAN PART

Serviceable loan parts have to be treated as per §2.2, §2.9 and §2.16.

2.20.4.1 Loan agreement

A loan agreement shall be established and signed by the **Maintenance Director**. It must contain:

- Customer information's,
- Aircraft registration,
- Parts information,
- Rental conditions and fees,

The agreement shall be accepted and signed by the customer before delivery of the part.

A copy shall be kept in the Work Package in case of installation.

Another copy shall be kept in the **Logistics Department** until the Part has been returned.

2.20.4.2 Reception

The Store is in charge to controls loaner Parts as described in §2.2.

No life limited Part shall be accepted as a loaner unit, if the life history cannot be determined.

2.20.4.3 Installation

Loaner Parts installed in aircraft must be serviceable and with an appropriate component release certificate.

2.20.4.4 Return

Loaner Parts sent out to Customer/manufacture with a "delivery note" and an appropriate certificate.

A form 1 may be issued if all conditions are met.

In case of a life limited part, the used life has to be noted on the Form 1. The **Logistics Department** will record the removed part in Quantum.

2.20.5 SHIPPING AND SPECIAL TRANSPORTATION CONDITION

2.20.5.1 Responsibility

The instructions specified by the manufacturers and standards are respected for any shipping or handling, during storage in the Store, in specific Area for shipping and in the Workshops.

Shipping is under the responsibility for the **Logistics Department**. The shipped materials are accompanied by a Delivery note and the identification and traceability documents necessary.

The packages of origin are used each necessary time.

2.20.5.2 Sensitive Materials

Specific packages or containers, in conformity with the recommendations of the manufacturers are bought for the sensitive materials such as Gyroscopes, Cathode ray Tubes, Radar Antenna, etc. These packages are labelled so that the conveyor and the receiver can identify the risk incurred during transport and/or storage.

2.20.5.3 Hazardous Material (Hazmat) and Dangerous Goods

Hazardous Substance or Materials and Dangerous Goods shall be properly classified described, packaged, marked, labelled, documented and in condition for transport in compliance with applicable regulations and instructions.

DABS has **Logistics personnel** with Dangerous Goods Training. These personnel will handle the Hazmat and will be specifically responsible during receiving, warehousing and shipping.

2.20.5.4 Transport on customer's aircraft

Only **Logistics personnel** are authorised to supervise or perform any job functions involving material for transport on customer's aircraft (i.e. acceptance, rejection, handling, storage, packaging and loading). These personnel are received a Training to enable to identify material marked or labelled as Hazmat. Refer to §2.14.

2.20.5.5 Pre-Shipping inspection

Prior to shipment to a Contractor/Customer, appropriate **Logistics personnel** have to perform a visual inspection of all parts and accompanying paperwork (material certificate, traceability documents).

The Pre-Shipment Inspection ensures that the part meets the regulation and manufacturer's requirements and that the Part has not exceeded its shelf life. The appropriate **Logistics personnel** will:

1. Review the physical condition of the part for cracks, dents, corrosion or other damage.
2. Verify that all appropriate plugs and caps are installed.
3. Verify that tape has not been used to cover electrical connections or fluid fittings/openings. (Adhesive residue can insulate electrical connections and contaminate hydraulic / fuel lines).
4. Verify that P/N, S/N of the items being shipped match the accompanying documentation.
5. Verify that the quantity, P/N of the items being shipped match the customer's request.
6. Verify that packing slips contain all information required by the customer and that the waybill matches the "ship to" address.
7. Verify the shipping container and packing is appropriate for the items being shipped, including a review of IATA Standard concerning Dangerous goods.
8. Verify that all appropriate required documentation (Release, material certificate, traceability documents, etc.) are properly completed, and signed.
9. Verify that a "**RED unserviceable**" tag is accompanying the parts. It includes Part Description, P/N and S/N, W/O, Reason for removal and Signature.

The inspection will be documented on the Repair Order form with initials of the shipping personnel.

Any discrepancy found shall be indicated on the Discrepancy Report Form (DA-0139).

2.21 CONTROL OF COMPUTER MAINTENANCE RECORD SYSTEM

This paragraph refers to the computer systems used to manage and/or record information regarding the maintenance tasks carried out.

2.21.1 DEFINITION OF SYSTEM

2.21.1.1 Internal Server

DABS is using procedures and Forms which are controlled in the on Internal Server or in Qpulse.

2.21.1.2 Quantum

To control all works performed, DABS makes use Quantum Maintenance System, that includes the following capabilities:

- Reflects material cost and man-hour involvement.
- Allows running of hour and cycle reports to check the accuracy of aircraft total time and cycle data. When hours and cycles are entered for each flight, the system calculates the new total time and cycles.
- Generates WP through Quantum with all relating detailed information. In viewing each WP, it is possible to view the start and end date, each discrepancy item requested, the status of each item and the corrective or deferred action. Parts removed/installed information is also available.
- Generates Work Package. Release to service, work report, log book entry, man hours report, and invoicing is available.
- Component stocks: quantity, location, and follow-up of stock limits
- Management of tools
- Management of external documentations
- Purchasing processes
- Quote and direct sales of parts to customers
- Parts receiving and shipping
- Physical Inventory.

2.21.1.3 Computerised Maintenance Tracking Systems (CMTS)

DABS has access to the following Computerised Maintenance Tracking Systems: **CAMP**

These systems are the controlling tools to monitor the maintenance programme for Customer's aircraft (subject to a contract).

These systems were developed to provide aircraft with a reliable system for operational maintenance recording, scheduling and control. It provides an accurate, simple, and convenient method of monitoring and scheduling inspections, service bulletins, airworthiness directives, scheduled and unscheduled maintenance activities.

These systems provide measures of maintainability and reliability. Long-range projections are also provided to assist the Customer for upcoming aircraft maintenance operation.

2.21.2 BACKUP SYSTEM

The **IT department** is responsible to define the protection modes for installations, safeguard of data, the security of access to the network and data base, as well as the backup system.

The backup process whereby copies of computer files are taken in order to allow recreation of the original, should the need arise. Backup files retained on high capacity tape represent the organisation's protection against loss, damage or non-availability of the data held on information systems.

It is important to have available the most recent few backups - to enable restore in case of need.

The strategy of backup adopted is:

- 1 backup annual of level 0 (the tape is kept)
- 1 backup monthly of level 0 (11 tapes in turn)
- 1 backup weekly of level 0 (4 tapes in turn).
- 1 backup daily of level 0 (6 tapes in turn).

It makes it possible to go up:

- Of days in days up to 1 week,
- Of weeks in weeks up to 1 month,
- Of month in month during 1 year and
- Year by years.

The ability to restore data is usually only performed when data is lost, corrupted, or otherwise changed.

The restore procedures are reviewed and tested to ensure that, in an emergency, appropriate action can be taken.

To avoid even the possibility of an error, the IT department always restores files to a specific location that is separate from the live files. Then, having verified the integrity of the restored file(s), IT department may be copied to the required area; again, cautiously and with consideration for the risks involved.

2.22 CONTROL OF MAN-HOUR PLANNING

This paragraph refers to the production planning of the organisation.

2.22.1 MAN-HOUR PLANNING

2.22.1.1 General

Planning is critical to human factors in that it should aim to ensure that there are adequate appropriately qualified personnel, tools, equipment, material, maintenance data and facilities at the right place, at the right time, for the scheduled (and, as far as is possible, unscheduled) tasks.

The production planning function includes two complementary elements:

- Scheduling the maintenance work ahead, to ensure that it will not adversely interfere with other maintenance work as regards the availability of all necessary personnel, tools, equipment, material, maintenance data and facilities.

This task is performed by the **Planning function** in coordination with the **Maintenance Director** and the **Head of Technical Services**.

- During maintenance work, organising maintenance teams and providing all necessary support to ensure the completion of maintenance without undue time pressure, including Scheduling of critical tasks during periods when staff are likely to be most alert.

This task is performed by the **Team leader**.

When establishing the production planning, consideration should be given to the following:

- Logistics and part ordering,
- Inventory control,
- Hangar availability,
- Man-hours estimation,
- Man-hours availability, including temporary contracted staff,
- Preparation of work, including issuance of task cards and procedures in paper form,
- Record of work,
- Coordination with internal and external providers,
 - Human performance limitations,
 - Complexity of work,
 - Employed vs. temporary contracted staff,

Any deviation of >25% in available manhours during a calendar month must be reported during the MRB

DABS has a maintenance planning concerning scheduled maintenance inspections expected. Refer to §2.22.1.2 and §2.22.1.3.

DABS has a maintenance man-hour plan showing that the organisation has sufficient staff to plan, perform, supervise, inspect and monitor the organisation. Refer to §2.22.1.4.

In addition, the **Team leader** can reassess work intended to be carried out when actual staff availability is less than the planned level for any particular work shift or period. Refer to §2.22.1.5.

2.22.1.2 Global planning (scheduled maintenance)

The **Maintenance Director/Head of Technical Services** makes for the next 12 months period a global planning concerning scheduled maintenance inspections expected for each customer aircraft according with the Maintenance Programme and an estimate annual flight hours average.

The planning shows the aircraft type and registration, date raised, designation of maintenance and the man-hours estimated.

2.22.1.3 Monthly planning

A "Monthly planning" is completed each week by the **Planning function** to define the actual maintenance workload.

The Maintenance Plan is reviewed on a daily Basis, and updated when necessary.

2.22.1.4 Staff availability planning

A monthly planning is completed by the **Planning function** to define the availability of staff and to verify that the organisation has sufficient staff to plan, perform, supervise, and inspect the maintenance tasks.

The Maintenance Plan is reviewed on a daily Basis, and updated when necessary.

2.22.1.5 Meeting

The **Planning function** organise each day a meeting with the **Maintenance Managers**, the **Technical Services** and **CSM** for Maintenance report decisions. It includes planning decision and part availability according with the works plan.

2.22.2 SUPPORT TEAM FOR AOG

MCC is available 7/7.

Maintenance personnel including in **DA-0103** are available for AOG.

Shift Handovers are described in §2.26.

2.23 CONTROL OF CRITICAL TASKS

This paragraph related to 145.A.48 describes specific procedures implemented to avoid generating errors during the maintenance that may have serious consequences on the aircraft.

2.23.1 GENERAL

“**Critical task**” means a maintenance task that involves the assembly or any disturbance of a system or any part on an aircraft, engine or propeller that, if an error occurred during its performance, could directly endanger the flight safety;

“**Critical tasks**” are mainly the tasks whereby errors may lead to an unsafe condition of the aircraft:

1. “**Critical maintenance task**” = Disturbance / Disconnection or Disassembly/Reassembly of components (or their controls) that may affect the control of the aircraft, (see §2.23.3) or
2. “**Identical maintenance task**” =Removal / Installation of components on more than one similar system.
2. **Note:** a visual inspection or Lubrication without component removal is **not a CRITICAL task** (including on CDDCL or RVSM or EROPS tasks).

2.23.2 RESPONSIBILITY

The **Technical personnel** is responsible for determining what specific works are “CRITICAL tasks” subject to requires an additional inspection or independent inspection or additional check at the planning stage.

The **Maintenance Supervisor** is responsible to review tasks prior Base/ Heavy Maintenance to ensure that all "CRITICAL tasks" are appropriately identified in regards to work to be performed during repair / modification / maintenance.

The **Team leader / CS** has the ultimate responsibility to ensure that appropriate actions have been performed for all "CRITICAL tasks" to reduce the risks of error.

2.23.3 CRITICAL TASKS IDENTIFICATION

The following is established to prevent and /or detect maintenance errors that could, as a minimum, result in a failure, malfunction, or defect endangering the safe operation of the aircraft if not performed properly. Critical Tasks are requiring to be identified as such on the task card.

Critical maintenance task =According to AMC2 145.A.48, the following maintenance tasks are considered critical and should be reviewed and assessed for an independent inspection:

- Tasks that may affect the control of the aircraft, flight path and attitude such as installation, rigging and adjustments of flight controls
- Tasks that may affect the Aircraft stability control systems –autopilot, fuel transfer-
- Tasks that may affect the propulsive force of the aircraft, including installation of aircraft engines, propellers and rotors
- Overhaul, calibration or rigging of engines, propellers, transmissions and gearboxes

In addition to the above, the following tasks are considered to be Critical Tasks:

- Engine Oil and Fuel filters, pipe lines, and associated equipment – these require a ground run and leak check to be performed

A matrix (**DA-0202**) has been developed to describe and help personnel in this identification.

Depending upon design and complexity of tasks to be performed, the **Team leader / CS** may decide that it needs to be subjected to additional error capturing method (visual inspection, operational check, functional test, rigging check).

2.23.4 ADDITIONAL CONSIDERATION

Consideration should also be given to: (Evaluation of work to be performed by the **Team leader / CS**)

- The information from the STC / TC holder
- The criticality and the complexity of the task on systems and consequences of failure,
- The vulnerability of the task to human error due to un-normal operations,
- The presence or absence of other checks (e.g. functional checks),
- Previous experience of maintenance errors, depending on the consequences of the failure.
- Previous experience of accident or occurrence
- Feedback from the Customer or training

2.23.5 ERROR CAPTURING METHODS

The task cards must be clearly identified as “critical”, → **STAMP** **“CRITICAL TASK”**

An error capturing method should be implemented after the performance of any CRITICAL task;
 Action taken should be adequate for the work performed. It could be a combination of several actions:

- An **independent inspection**;
- Task **performed by Different personnel** (for work on identical tasks on similar systems),
- Task **inspected by different staff** (for work on identical simple tasks by the same staff),
- Task **reinspected** (in unforeseen circumstances when only one person is available),
- An **additional check** (Visual, Leak, Operational Functional, Run),

A matrix (**DA-0202**) has been developed to describe and help personnel in this decision.

2.23.5.1 Independent inspection

The **Team leader / CS** must be sure that one staff will be available to inspect a critical maintenance task.

Independent inspection is a combination of:

1. Task inspection made by an **AC-Rated staff** signing the box 3.3 who assumes full responsibility for the satisfactory completion of the work, and
2. Independent inspection made by an independent **staff** who attests that no deficiencies have been found.

The independent inspection must be carried out by a **Rated staff not involved** in the task concerned. This independent inspection must be described in Task card. It may be also directly completed in the procedure. Description is required because this generally differs from verification performed and the scope is to verify correct assembly, locking, routing or connection.

This Rated staff should hold **an internal authorisation as certifying staff** but is not required to hold the relevant **aircraft type Rating**.

When checking systems, the staff performing the independent inspection should consider the following points independently:

- all those parts of the system that have actually been disconnected or disturbed should be inspected for correct assembly and locking;
- the system as a whole should be inspected for full and free movement over the complete range;
- cables should be tensioned correctly with adequate clearance;
- the operation of the control system as a whole should be observed to ensure that the controls are operating in the correct direction;
- if different control systems are interconnected so that they affect each other, all the interactions should be checked through the full range of the applicable controls; and
- software that is part of the critical maintenance task should be checked, for example: version, compatibility with aircraft configuration.

In case of work is performed and aircraft certified by a “Cat A staff”, independent inspection could be performed a **Rated staff**.

2.23.5.2 Action in case of Identical maintenance Tasks on similar systems

To minimise the risk of errors during maintenance and the risk of errors being repeated in identical maintenance tasks, the following is applicable:

- different persons (not necessary Certifying Staff) are requested to work on identical maintenance task in similar systems; or
- independent inspection/inspection by a different staff or re-inspection (in unforeseen circumstances when only one person is available) is performed.

Note:

- If tasks are considered simple (i.e. Chip detectors, Engine Fuel and Oil Filters / Oil Replenishing), a same staff may re-inspect work if works are performed at different time*.
- if an inspection and an "additional check" (i.e. leak check) is scheduled, a same staff may work on same system if works are performed at different time*.
- in unforeseen circumstances when only one person is available, an additional re-inspection step or additional check step must be incorporated in Task card*.

*2 different steps must be described in Task card. Additional check/reinspection must be described in Task card.

2.23.5.3 Additional check

Any critical tasks which involve engine oil pressure, hydraulic, pneumatic, system must be subject to one integrity check such engine run up or particular aircraft systems leak check, operational or functional check.

Additional check must be described / referred in Task card.

Record description of inspection/check performed and the result of the inspection observed.

Avoid just recording "satisfactory", Indicate results of checks; i.e. values or absence of leakage.

2.23.5.4 Application

Any Task Card, inspection or repair identified as **CRITICAL** by **Team leader** or **Technical personnel** will be "**Critical**" **Stamped** and subject to error capturing method **before** further Release to Service by Certifying Staff and further flight.

Each **Team leader** is in charge to determine case by case the competent staff who will be able to control and sign off specific error capturing method.

Staff performing the independent inspection have to be listed in the current listing of Certifying Staff.

The CRITICAL tasks "sign-off" is a **statement describing action taken** by the competent staff performing the inspection. Refer to **DA-0202**.

The Independent inspection "sign-off" relates to one step in the maintenance process and is therefore different to the release to service of the aircraft.

'Best practice'

- Task inspection and the Independent inspection must be carried out by competent staff ;
- The Independent inspection should be carried out by a **staff** not involved in the task **before** in the event;
- Independent inspection should take place as soon as possible after the task has been inspected;
- Indicate the **date and time** of independent inspections;
- **For control systems**, the Independent inspection should cover checks for full and free movement (freedom and range of movement);
- The task cards should describe the Independent inspection performed;
- Record on task cards the measurements taken (e.g. range of movement, clearances, tensions, operating performance), compared against required figures/limits in maintenance data;
- Record the result of the inspection observed during check (the nature and extent of the movement).
- "**Cat A staff**" could certify an aircraft, when independent inspection is performed a different **staff**.

2.24 SPECIFIC MAINTENANCE PROCEDURES

For the performance of Maintenance, preventive Maintenance, Repairs and Inspections, the **Technician** has to use the approved technical Data from the Manufacturer or the Customer.

The **Technical personnel** has to ensure that data used are to the latest Revision or in accordance with the maintenance programme, especially when supplied by the Customer.

The same status revision is used in case of scheduled maintenance during a maintenance project. This status is agreed before the maintenance project start with the customer.

2.24.1 INTERNAL PROCEDURE

Basically, procedures are provided by the manufacturer. Work instructions may also be produced by, and used within DABS.

2.24.1.1 Elaboration

The fundamental elements of the procedures shall not deviate from the manufacturer's requirement, but there is often scope for presenting that information in such a way that it is more easily understandable and usable.

2.24.1.2 Approval and distribution

All specific maintenance procedures issued must be in conformity to approved standards as per the aircraft manufacturers and/or the Authorities. DABS shall advise the TC/STC holder of any changes, which they have implemented regarding maintenance manuals.

Changes have to be approved by the **SQ department** before application using form **DA-0160**.

Procedure shall be distributed to the appropriate manager and concerned personnel and be accessible to everybody who has to rely on.

2.24.1.3 Training

It is the duty of manager of the appropriate service, to make sure, that such procedures are applied by his personnel. If required, the manager gives the necessary training/instruction or makes a request for such training/instruction to the **SQ department**.

2.24.1.4 Ambiguities or missing information in procedures/instructions

DABS has in place a system (form **DA-0019**) whereby such inaccuracies, ambiguities or missing information are recorded and reported to the **Technical Services**.

The **Technical Services** is in charge to communicate with the manufacturer/TC holder.

Refer to §2.27.

2.24.2 AIRCRAFT TOWING

2.24.2.1 Responsibility

Aircraft are towed using a **Tractor with Tow-Bar** or the **Electro-Car** using the Nose-Wheel-Lifter.

Aircraft are towed by **Ramp personnel** or **qualifying staff** having received the necessary training. Guidance, instructions and procedures for towing is described in Chapter 9 of the respective AMM.

Privileges for Towing are described in assessment form in case of Qualifying staff and in internal authorisation if appropriate. A separate list of authorised personnel is available.

Particular attention must be paid to the permitted turning radius and deflection angles of the nose landing gear. For aircraft with hydraulic steering, the nose landing gear steering must generally be disengaged before towing. It is permitted in a surely obstacle free environment to tow aircraft **with 2 persons**; one person on the tractor or Electro-Car and one person with chocks at the nose landing gear.

When moving the aircraft in congested area, Wing walkers (2 operators) should be stationed, to check clearance between aircraft and adjacent structure, for avoiding damage to wing tips and/or empennage.

When using a Towbar, one additional personnel should be on the cockpit to operate the emergency/park brake system and the navigation lights.

2.24.2.2 Safety precautions

Turning Limits are described in AMM/GSM. It must be ensured, that these limits are not exceeded.

The **towing speed** is adjusted to take account of external conditions such as:

- Surface conditions: Ice or snow
- Degraded visibility: rain, fog or sun-glare
- Clearance to obstacles

Before moving the aircraft, personnel must ensure that:

- 1) Wheels chocks and the flight control gust lock are removed.
- 2) The Parking Brake is operable.
- 3) The hydraulic electric power steering is disconnected if applicable by either disconnecting the torque knee / the steering control pin / steering mechanism grounding cable and/or electrical connectors as appropriate and i.a.w the respective aircraft towing procedure (see AMM).
- 4) The cabin door is closed or partially closed for Learjet only.

When moving the aircraft by hand

Do not pull/push on propellers and or control surfaces.

When moving the aircraft

- 1) Make smooth starts and stops.
- 2) A qualified person follows the ground operation with direct chokes access to prevent any incident when manoeuvring.
- 3) The rotating beacon shall be switched on when towing Aircraft to the parking area and when moving on taxiways if the APU or one engine is running.

After moving the aircraft, personnel must ensure that:

Turn nose/tail wheel to centre, reconnect power steering mechanism and or circuit breakers as appropriate, install flight control gust lock, set parking brake, chock wheels, attach grounding cable (if applicable) and remove tow bar from aircraft.

Aircraft off the Runway, which has become mired in soft earth or mud, shall **not** be towed by the nose wheel/nose gear, or damage may be caused to the nose gear strut, nose gear and actuator attach points and adjacent structure. Such aircraft shall be towed by the main gear according with the appropriate AMM.

2.24.2.3 Airport prescription

Prescriptions have to be followed when towing aircraft on taxiways, when crossing runways, etc. a "FOLLOW ME" car shall be called at Specific airport. The instructions of the Apron Control must be followed.

2.24.3 ENGINE & APU RUN-UP

2.24.3.1 Authorised personnel

The authorised personnel is an **AC-Rated staff** holds aircraft type rating in its internal authorisation after having appropriate training as described in §3.4.7.

In case of a technician is not authorised for Run up or is not instructed for operational standards/**radio** in conformity with Airport Authority Regulation, it could be accompanied by a staff/pilot who received these instructions.

This information "Run performed by the pilot" should be added in the task cards.

Privileges for Engine Run up are described in their internal authorisation certificate.

Authorised personnel are described in DA-0103.

Basically, the **APU running privilege** is automatically endorsed with the aircraft type rating in its licence.

2.24.3.2 Place

Incoming and outgoing engine run-ups and system operational-checks are carried out in a special area as determined in the local airport prescriptions.

2.24.3.3 Noise avoidance / Time limits

To avoid excessive noise and complaints from the airport neighbours, the local time limits have to be respected and full power runs shall be reduced to a minimum. The local airport prescriptions have to be followed.

2.24.3.4 Safety precautions

- 1) Before starting an engine, the oil quantity must be checked the chocks and parking brake set.
- 2) Air in takes and the area in front of the engine must be free of foreign objects.
- 3) The operating procedure, as outlined in the Maintenance Manual, has to be followed.
- 4) For full power runs, wheel chocks must be used.
- 5) During the run-up, a radio connection has to be established with APRON CONTROL for safety reasons.

2.24.4 AIRCRAFT TAXIING

2.24.4.1 Authorised personnel

The **Authorised personnel** is an **AC-Rated staff** holds aircraft type rating in its internal authorisation after having appropriate training as described in §3.4.7.

In case of a technician **is not authorised for ERT or is not instructed for** operational standards/radio in conformity with Airport Authority Regulation, it could be accompanied by a staff/pilot who received these instructions.

This information if relevant "Taxy performed by the pilot" should be added in the task cards.

Privileges for aircraft taxiing are described in their internal authorisation certificate.

Authorised personnel are described in DA-0103.

2.24.4.2 Taxi Clearance

Clearance must be coordinated by radio contact with the Local Ground/Traffic Control Service (APRON CONTROL).

The person in command is responsible, to apply the controller's instructions, received per radio.

2.24.4.3 Airport prescription

Prescriptions have to be carefully observed and respected by the personnel in command.

2.24.4.4 Congested Area

When Taxiing in congested area, wing walkers (2 operators) should be stationed to check the clearance between aircraft and adjacent structure for avoiding damage to wing tips and/or empennage.

2.24.5 CB PULLING DURING AIRCRAFT MAINTENANCE

In general, and especially during inspections and/or maintenance various circuit breakers (CB's) must be pulled and secured to prevent its re-engagement, causing harm to maintenance personnel and/or aircraft systems. In order to do so, the Circuit Breaker Ring, or an alike method will be used. This ring is red in colour.

Due to the diversity of the various aircraft systems, it is not possible to establish a generic list of CB's to be pulled for maintenance actions. It must be also understood that aircraft on ground and aircraft in jacked configuration require different CB's to be pulled.

Hence, it is the responsibility of an **AC-Rated staff / Team leader** to ensure that all the necessary CB's are pulled.

2.24.6 CABIN PRESSURIZATION TESTING

2.24.6.1 Responsibility

The **Team leader** designates the qualified personnel, to perform aircraft pressure tests.

The latter shall be responsible to take the necessary precautions.

2.24.6.2 Personnel requirements

Qualified personnel, assigned to work under pressurised conditions, must be trained.

2.24.6.3 Place

- 1) Pressure runs (with running engines) are carried out at the areas reserved for engine Run-up. In such case, the engine run-up procedure as per §2.24.3 applies.
- 2) Cabin pressurization test, by using a special equipment and air, may be carried out in the hangar.

2.24.6.4 Special procedures

Cabin pressurization testing is conducted in conjunction with a planned maintenance project or as a result of a repair or modification to the cabin structure. Pressurization testing shall be accomplished only in accordance with the Aircraft Maintenance Manual.

2.24.6.5 Safety precautions

- 1) Before pressure runs, special care must be taken for closing cabin doors, emergency exits, windows, hatches, etc., they must be completely locked. Inspection panels, plates, covers and openings in the pressurised area must be closed with all screws/fasteners installed.
All manufacturers' prescriptions must be followed carefully.
- 2) During pressurization test in the hangar, the aircraft entrance door must be secured by using a strong safety net which shall withhold the door in case of accidental opening. The presence of personnel in the area of entrance door, emergency exit, etc. shall be avoided as long as the aircraft is pressurised. The bypass of the test unit must be unobstructed and the shut off value must be operational.
- 3) The qualified personnel must remain at the pressurization control unit as long as the fuselage is pressurised.
- 4) The maximum rate of pressure increase/decrease must not exceed 1000 ft/min. if personnel are on board and 2000 ft/min. without personnel on board.
- 5) During a pressure run, trouble shooting on cabin pressurization control systems and/or cabin leak tests, the cabin pressure differential must be monitored carefully, to ensure, that cabin pressure does not exceed the maximum allowable limit. In case, the maximum pressure has been exceeded, the applied pressure must be recorded and reported to the aircraft manufacturer who shall decide about further actions.
- 6) After a pressure run or cabin pressurization it must be ensured, that there is no residual difference pressure in the cabin, before attempting to open the cabin door or window.

2.24.7 COMPENSATION OF MAGNETIC COMPASS-SYSTEMS

2.24.7.1 Requirements

Magnetic compass-systems have to be periodically compensated i.a.w **specified in the maintenance programme**.

Compass compensation is also required after long aircraft grounding periods, after installation of Transmitting or Navigation-equipment, etc., which could influence the magnetic compass.

2.24.7.2 Place

Compass swings are carried out in special areas reserved for such activities at the Airport.

The compensation area is periodically corrected concerning the Magnetic North Declination Variation under responsibility of Airport technical services.

2.24.7.3 Personnel requirements

Only **AC-Rated staff** are authorised to perform compass swings.

Privilege is automatic and not written in **internal authorisation certificate**.

2.24.7.4 Safety precautions

- 1) One person outside of the aircraft - in charge for aircraft alignment as per the guidelines on ground.
- 2) One person in command in the cockpit - in charge for taxiing the aircraft, to align it as per the instructions received from the person outside, to record the values and to adjust the Compass/compass-system as necessary.
- 3) In case that the personnel in the cockpit is unable to perform the necessary adjustments without leaving the pilot seat, a third person shall assist.

2.24.7.5 Records

Headings must be recorded every 30 degrees (through 360 degrees) as indicated, in a special compass swing report.

DEVIATION CARD

Showing deviations from the nominal cap every 30-degree (through out 360 degree), must be established, dated and signed.

This card has to be attached in the cockpit near the compass. It must be visible to both pilots.

ATTESTING

Periodic compass compensation must be recorded in the Work Package and in the Tech Log by the Certifying Staff.

2.24.8 AIRCRAFT WEIGHING

2.24.8.1 Preparation

- 1) Before weighing, the aircraft must be cleaned and inspected for foreign objects. Usually aircraft are weighed with empty tanks, unless otherwise specified by the customer.
- 2) All equipment as per customer configuration list must be on board. All other items must be removed.
- 3) As per AFM or TCDS, the right quantity of fuel, oil or other liquids have to be weighed.
- 4) All pressure bottles have to be filled to max. pressure. The aircraft must be fully equipped, the seats in the right position, windows and doors closed.

Aircraft weighing must be performed in a closed hangar with a solid and horizontal floor. Air current must be avoided.

2.24.8.2 Weighing

Only calibrated weighing equipment shall be used.

Weighing of aircraft must complete in accordance with the instructions given in the AMM.

Weighing equipment must be placed horizontal on the floor. The aircraft must be levelled, and the necessary markings are made on the floor by using a plumb wire, if not otherwise specified.

At least two weightings are necessary. If both results are within 1 % of the total mass, a third weighing is not necessary.

2.24.8.3 Report

The **Maintenance supervisor** is responsible that the Weighing results have to be recorded in the DABS weighing form referenced **DA-0059**.

The **Technical services** is responsible that the weighing Report is completed and signed by an **AC-Rated staff**.

A file copy of the report should be available in the Aircraft and in the work package.

In addition, the mass and CG of aircraft shall be re-established, by the Customer, by weighing or calculation whenever the cumulative changes of the Dry Operating Mass exceed ± 0.5 % of the Maximum Landing Mass or the cumulative change in CG exceeds ± 0.5 % of the mean aerodynamic chord.

2.24.8.4 Updating of flight documentations

The AFM and / or weight and Balance Manual have to be updated with the new report.

2.24.9 AIRCRAFT GROUNDING

All aircraft must be grounded when performing maintenance in the hangar. Periodically controlled ground cables are available in the hangars. Specific grounding precautions must be observed during fueling/defueling or when performing oxygen service.

2.24.10 AIRCRAFT JACKING

Aircraft jacking shall be accomplished in accordance with the applicable Aircraft Maintenance Manual. Only jacking equipment specified in the AMM or equivalent equipment may be used. Jacking equipment shall display evidence of recent load-test certification in accordance with OEM recommendations.

Only trained, qualified maintenance staff shall conduct aircraft jacking, under the direct supervision of type-rated Certifying Staff. Observers shall be positioned at appropriate locations to ensure no damage to the aircraft or surrounding equipment or personnel.

2.24.11 OXYGEN SYSTEM SERVICE

This procedure is to set guidelines for gaseous oxygen service and to alert personnel of the hazards when performing this task.

These procedures are not to be utilized in lieu of direct manufacturer instructions.

However, these safety precautions must be followed in addition to applicable maintenance instructions.

The **Team leader** is responsible to ensure that **qualifying staff** assigned to service oxygen systems are knowledgeable of the safety procedures.

2.24.11.1 General Precaution

- a. Oxygen under pressure and petroleum products can result in **SPONTANEOUS COMBUSTION** when brought into contact with each other.
- b. Keep connectors and fittings clean and capped.
- c. Keep open flames and hot objects away from oxygen equipment.
- d. Prohibit electrical switching actions in or adjacent to the aircraft while oxygen servicing.
- e. Oxygen servicing operations are not permitted while passengers are on board the aircraft, during fuelling, oiling, and de-icing operations, or when work is being performed that could provide a source of ignition (does not include portable bottle replacement).
- f. Do not refill portable oxygen cylinders inside the aircraft.
- g. Reject oxygen cylinders that exhibit rust or corrosion.
- h. Connect the oxygen servicing cart bonding lead to a suitable earth ground.
- i. Ventilate the cockpit and the cabin under the floors when doing a sealing test of the oxygen system.

2.24.11.2 Oxygen servicing

Prior to Oxygen Servicing, the technician Shall ensure to:

- a. Verify bottle hydrostatic date and check general condition.
- b. Consult the applicable Manual to determine the equipment required and the procedure to be used.
- c. Determine the service pressure from the appropriate maintenance manual.
- d. Hands, clothing, and servicing equipment are free of oil, grease and dirt.
- e. Before moving the servicing cart, ensure the oxygen cylinders are secure.
- f. The oxygen used to service the system is Breathing Oxygen MIL-PRF-27210H.
- g. Two technicians to service the system. One person will be stationed at the service equipment control valves and the other person stationed where they can observe the system pressure gauges of the aircraft (Aircraft with permanently installed oxygen tank).

During Oxygen Servicing on the Aircraft, the technician Shall ensure to:

- a. Remove blanking cap from the aircraft-charging valve and connect the hose from the charging cart.
- b. If the aircraft bottle valve cannot be opened by hand or if the valve requires unreasonable force, reject the bottle.
- c. Open / close the valve slowly.
- d. When servicing is complete, close the bottle valves and relieve the pressure on the regulator, then close the delivery valves. Allow the system to cool.
- e. Check the system contents on the indicator and top-off if necessary.
- f. Disconnect the hose and bonding lead.

2.24.12 SERVICING – LAVATORY AND POTABLE WATER

Servicing of Lavatory and Potable water are performed by Ramp or **qualifying staff** having received the necessary training.

Guidance, instructions and procedures for cleaning is described in the respective AMM.

The following safety precautions are respected when servicing an aircraft:

- Follow manufacturer instruction to operate access panel and perform servicing.
- Check contamination and clean up in case of leakage.
- One Technician should always inspect the aircraft for an acceptable condition and that all connections are removed after servicing activities.

Ground support equipment

Dedicated carts are available to perform these both servicing.

Cleaning of carts is performed at regular interval.

The source water is coming from the airport potable water system. A water purification tablet is always used to ensure contamination free.

A water sampling is performed on cart to ensure the quality of the water and that water is safe.

2.24.13 WASHING/DETAILING - INTERNAL AND EXTERNAL

Aircraft are washed by **Cleaning/Detailing personnel**.

Guidance, instructions and procedures for cleaning is described in respective AMM. Only approved consumables (or equivalent) are used.

Contaminated water should be collected in respect of applicable airport rule.

The following safety precautions are respected when washing an aircraft:

- Cover all static ports / pitot static ports / TAT / AoA probes with the applicable covers. (**Do not use tape directly on these sensitive openings**)
- Safety the edges of the covers with adhesive tape, if necessary, to prevent water and cleaning material contamination.
- Before landing gear, wash cover the wheels with the appropriate blankets.
- Do not direct water stream into any opening of the aircraft/engine.
- Only apply smooth water pressure.
- One Technician should always inspect the aircraft for an acceptable condition and that all covers are removed after washing activities.

Additionally, in case of deep cleaning/small repair to be performed on wood or leather, **Cabin/interiors supervisor** is responsible to organise work and certification if appropriate.

2.24.14 AIRCRAFT FUELING / DEFUELING

Fuel service comply with OEM fueling / defueling procedures.

Concerning Defuelling / Refuelling Aircraft of small fuel quantity **inside hangar** for Maintenance purpose, tanks and electrical Fuelling / Defuelling fuel pump, filter & ground wired equipment are used for such operation. Following precautions should be taken

- Performed under supervision of the Team Leader;
- Doors open to ensure ventilation of Area;
- Appropriate Extinguisher in Area;
- Security Area zone around the aircraft (3 meters);
- Mobile phone forbidden in this security Area zone;
- No work on the aircraft during the operation;

Before Defuelling operation, water contamination detection is completed as well as the **record of Aircraft fuel property identification** on each container-attached record's binder.

The same Aircraft **recorded fuel property** quantity will be refitted on the concerned aircraft with date of terminated operation in the mentioned container record's binder as well.

If any fuel contamination is detected, the concerned **CSM** will be immediately advised to inform the Customer concerning remediate actions.

2.24.15 DE-ICING AND ANTI-ICING

Aircraft ground de-icing / anti-icing operations are contracted.

The Commander is in charge to supervise the de-icing / anti-icing.

2.24.16 MAINTENANCE CHECK FLIGHT (MCF)

2.24.16.1 Responsibility

The definition of and operational requirements for MCFs are laid down in the Air Operations Regulation and are carried out under the control and responsibility of the operator.

2.24.16.2 Procedure

If a check flight is required by manufacturer's instructions or as requested by the **Customer**, the **Customer** is in charge to determinate the **Level of the check flight*** and elaborate the Flight programme in coordination and in agreement with the **DABS**. Form **DA-0133** is used.

Level A: the use of abnormal or emergency procedures is expected as defined in the AFM or where it is required to prove the functioning of a backup system or other safety devices; MCF shall be carried out i.a.w the **Customer's procedure.*

**Level B: check flights other than a "Level A" maintenance check flight; MCF shall be carried out i.a.w the manufacturers' documentation.*

All check flights are to be conducted under the control of the **Customer** that shall select adequate flight crew members considering the aircraft complexity and the level of the maintenance check flight.

Depending on the aircraft defect and the status of the maintenance activity performed before the flight, different scenarios are possible: (**Note: Refer to §2.16.4.7 for text**)

1-The AMM/EMM, or any other maintenance data issued by the design approval holder, requires that an MCF be performed after completion of the maintenance check.

Aircraft certification should be issued, and the aircraft can be flown for this purpose under its CofA. After MCF, the maintenance records should be completed, the remaining maintenance actions performed, and the final release to service issued.

2-Based on its own experience and for reliability or quality considerations, the operator wishes to perform an MCF after certain maintenance while maintenance data does not call for such a flight.

Therefore, after the maintenance has been properly carried out, a aircraft certification is issued, and the CofA remains valid for this flight.

3-After the troubleshooting of a system on the ground, an MCF is proposed as confirmation that the solution applied has restored the normal system operation.

During the maintenance performed, the maintenance instructions are followed for the complete restoration of the system and therefore aircraft certification is issued before the flight. The CofA is valid for the flight.

An open entry requesting this flight may be recorded in the Tech Log.

4-An aircraft system has been found to fail, the dispatch of the aircraft is not possible i.a.w the maintenance data, and the satisfactory diagnosis of the cause of the fault can only be made in flight.

If the troubleshooting is not described in the maintenance data. the aircraft cannot fly under its CofA, a permit to fly is required. After the flight and the corresponding maintenance work, the aircraft can be released to service and continue to operate under its original CofA.

For certain MCFs the data obtained or verified in flight will be necessary prior to issuing the aircraft certification. For this purpose, when the maintenance personnel cannot perform these functions in flight, the crew may complete required reporting information, in support of the final release to service to be issued by the certifying staff.

2.24.17 SPECIFIC MAINTENANCE (CAT II, RVSM, EROPS)

DABS could perform specific maintenance on aircraft listed in §1.9.

The specific maintenance document for the appropriate aircraft contains a detailed maintenance programme for all equipment and instruments used for CAT II landings, RVSM and EROPS operations. All specific maintenance has to be completed in accordance with this maintenance programme and the operator's manual (if appropriate).

Personnel performing maintenance on aircraft which are operated under CAT II, RVSM and EROPS conditions, must:

- be holder of a current Part-66 **Licence** (in accordance with Cat. work) and
- have followed a basic training course on the appropriate system.

2.24.17.1 Cat II Maintenance

Technicians are instructed on Cat II issues during theoretical aircraft type training.

In Order to operate an Aircraft under IFR (Instrument Flight Rules) and fly approaches with reduced decision heights, other than Cat I limits, the Aircraft must be equipped, certified and maintained i.a.w Cat II requirements.

The Procedures to be followed when the Aircraft is approved for Cat II Operation consists of a periodic Maintenance and Reporting Defects i.a.w the Customer recommendation.

The Maintenance Schedule is defined by the Customer. All Tests, Inspections and Bench Checks will be performed at the Intervals specified in the Maintenance Programme.

All Defects and Malfunctions are entered in the HIL i.a.w customer's instruction.

2.24.17.2 RVSM Maintenance

Technicians are instructed on RVSM issues during theoretical aircraft type training.

DABS will use the RVSM approved maintenance programme of the Customer or Manufacturer in so far as it pertains to the work being accomplished. It includes the maintenance practices stated in the applicable aircraft and component manufacturers' maintenance manual.

In addition, for all aircraft, attention should be given to the following items:

- All RVSM equipments are maintained in accordance with the component manufacturers' maintenance instructions and the performance criteria of the RVSM approval data package.
- Any modification, repair or design change which in any way affects the initial RVSM approval are approved.
- Any maintenance, not covered by approved maintenance documents that may affect the integrity of the continuing RVSM approval, e.g. those affecting the alignment of pitot/static probes, repairs to dents or deformation around static plates, shall be approved.
- A system leak check (or visual inspection where permitted) will be accomplished following reconnection of a quick-disconnect static line.
- To ensure the proper maintenance of airframe geometry for proper surface contours and the mitigation of altimetry system error, surface measurements or skin waviness checks will be made, as specified by the aircraft manufacturer, to ensure adherence to RVSM tolerances..

When replacing RVSM components described in customer AMP, all replacement parts must be checked by the **Team leader** for RVSM compatibility so as not to deviate from aircraft data package compliance.

The **Team leader** is responsible to ensure the usage of special equipment for performing skin waviness measurements provided by the aircraft manufacturer, if required or of comparable accuracy and standard.

It is required to treat repairs in RVSM area as Independent inspection Items.

2.24.18 FUEL TANK SAFETY (FTS) / CRITICAL DESIGN CONFIGURATION CONTROL LIMITATIONS (CDCCL)

Appendix IV to AMC / GM 145.A.48 (c)4

Effectivity is Large aeroplanes with a maximum type certified passenger capacity of 30 or more or a maximum certified payload capacity of 7500 lbs. (3402 kg) cargo or more.

CDCCL refers to a feature of the fuel system design the integrity of which must be maintained to ensure that unsafe conditions do not develop. These features may exist in the fuel system and its related installation or in systems that could, if a failure condition were to develop, interact with the fuel system in such a way that an unsafe condition would develop in the fuel system.

It is the responsibility of the **Customer** to identify the affected CDCCL task.

DABS should ensure that when performing maintenance, the CDCCL are not compromised.

The **Team leader** should pay particular attention to possible adverse effects of any change to the wiring of the aircraft, even of a change not specifically associated with the fuel tank system.

All **Technician** must pay attention to the following when performing related inspections / repair / modifications on fuel systems:

- Wiring to pumps located in metallic conduits or adjacent to fuel tank walls
- Fuel Pump Connectors
- Wiring
- Probes
- Bonding Straps
- Fuel or aged seals

All Technicians, when working with fuel system related tasks, must pay attention and comply with AMM Warning or Caution Notes for the critical item in the AMM procedure affected.

Team leader and **Certifying staff** must ensure that all defects affecting the ignition prevention features are rectified and that the correct configurations are ensured and maintained.

The **Technical personnel** must ensure that CDCCL tasks and rectifications (if any) are accomplished.

The **CSM** must report defects affecting the ignition prevention features to Customer for follow up with OEM. Refer to §2.18

FTS Training are provided to avoid indiscriminate routing and splicing of wire and to provide comprehensive knowledge of critical design features of fuel tank systems that would be controlled by a CDCCL.

Personnel to be trained on FTS are described in DA-0106.

The training is organised by **SQ Department** i.a.w Appendix IV to AMC 145.A.30(e).

2.24.19 ELECTRICAL WIRING INTERCONNECTION SYSTEM (EWIS)

AMC 20-22

This chapter describe required training programme to improve the awareness and skills as required in 145.A.30 and 145.A.35.

The objective of the EWIS training programme is to give maintenance organisations and persons performing field approval modifications or repairs a model an overview of proper procedures, methods techniques, and practices used when performing maintenance, preventive maintenance, inspection, alteration, and cleaning of EWIS.

Personnel to be trained on EWIS are described in DA-0106.

Refresher training should be conducted in a period not exceeding two years. It could consist of a review of previously covered material plus any new material or revisions to publications.

2.24.20 ELECTRO STATIC DEVICES (ESD)

The procedures in this section apply to all personnel that come into contact with electrostatic discharge sensitive devices (ESD) used on any components, directly or indirectly.

Anyone handling ESD sensitive devices is responsible for protection during possession, and for ensuring that appropriate packaging, labeling and ESD information accompany the part.

An assembly or equipment labeled as ESD sensitive, which can be threatened by discharge into receptacle pins, or terminals must have a conductive cap, caver or other protective material (specific ESD bag) until the unit is properly plugged into the product's system.

ESD sensitive devises or assemblies should have placards with appropriate symbols affixed prominently to the component or outer packaging.

Typically, the primary means of controlling static charge on personnel is with a wrist strap. When properly worn and connected to ground, a wrist strap keeps the person wearing it near ground potential. Each **Technician** has a wrist strap in Toolbox. Wrist straps should be tested before used.

The electrostatic mats used throughout the Avionics, Electrical Shop and the Logistics Department are connected to the ground and is periodically checked for continuity.

All Logistics personnel involved with ESD sensitive electronic parts are trained for ESD awareness.

2.24.21 DANGEROUS GOODS AWARENESS

Material that, when placed into transportation, can present a safety hazard is called "Dangerous Goods". In order to prevent opportunities for incidents, all staff that come in contact with materials that are deemed Dangerous Goods by the international transportation industry shall undergo appropriate training that provides individuals with awareness of specific types of dangerous goods *and* reinforces the importance of preventing placement of dangerous goods on aircraft inadvertently.

An all-inclusive list includes hundreds of categories of materials and thousands of products that fall into the category of "Dangerous Goods" (reference IATA Dangerous Goods Regulations).

Policy is that no employee will place dangerous goods on an aircraft for transport except IATA Certified Dangerous Goods Shippers. Awareness of what constitutes "dangerous goods" is an important reason to ensure all affected employees receive proper DG Awareness training.

Employee training records shall be recorded by the SQ department.

2.24.22 NDT

Qualifications and ratings to perform Non-Destructive Testing (NDT) listed in the D1 class rating, are described per EN 4179 and in a specific procedure DA-0114 approved by the responsible level 3.

Privileges for NDT are described in their internal authorisation certificate.

Authorised personnel are described in DA-0103.

NDT methods means any one or more of the following as described in §1.9.5: Dye Penetrant, Magnetic Particle, Eddy Current, Ultrasonic and Radiographic including X-Ray and Gamma Ray.

2.24.23 WELDING

DABS has in the sheet metal workshop a TIG and oxygen/ acetylene gas welding station. Only trained qualifying staff could perform welding.

Qualifications are described in §3.11.

Privileges for welding are described in their internal authorisation certificate.

Authorised personnel are described in DA-0103.

2.24.24 NDI/ BORESCOPE

Borescoping, ultrasonic thickness measurements and other techniques such as delamination coin tapping are considered to be Non-Destructive Inspections (NDI).

NDI is performed i.a.w manufacturer maintenance data.

Qualifications are described in §3.4.7.

Privileges for engine and APU borescope are described in their internal authorisation certificate.

Authorised personnel are described in DA-0103.

2.24.25 PARTS FABRICATION

It may be necessary to fabricate in certain circumstances parts during the maintenance, repair or modification, due the unavailability of such parts.

In this situation, procedure to fabricate parts under the privilege of Part-145.A.42 (b)(iii) shall be followed as described in §1.9.7.

2.24.26 COMPOSITE AND STRUCTURE REPAIR

DABS may perform repair of aircraft structure / component in workshop (Sheet Metal).

Composite and structure repair is conducted in conjunction with a planned maintenance project or as a result of a repair to the structure (Aircraft/Engine/component). Repair shall be accomplished only in accordance with the MM, SRM, SB, SL or any document issued by the manufacturer/TC/STC holder.

The trained Sheet metal could perform all works.

The **Sheet Metal /Composite qualifying Inspectors** are in charge to inspect and certify works.

Qualifications are described in §3.7.

Privileges for sheet metal / composite are described in their internal authorisation certificate.

Authorised personnel are described in DA-0103.

2.24.27 CABIN REFURBISHMENT

DABS may perform refurbishment of aircraft cabin in these workshops (upholstery and cabinetry).

The **Technical services** is in charge of the entire outfitting, arranges the purchase of materials and makes sure that approved data is used, and the correct Material Certificates are received.

The Mechanics should perform all mechanical works.

The **Cabin qualifying Inspectors** are in charge to inspect and certify cabin works.

Qualifications are described in §3.7.

Privileges for Cabin works (upholstery and cabinetry) **are described in their internal authorisation certificate.**

Authorised personnel are described in DA-0103.

Work statement / Form 1 could be issued in case of work on Component/Part.

DABS may subcontract refurbishment of aircraft cabin.

2.24.28 AIRCRAFT PAINTING /SURFACE FINISHING

Aircraft Painting work is only possible in GVA facility or could be contracted. Component painting /finishing could be performed in Base Facilities.

The aircraft shall be stripped or sanded and painted in dedicated area in the hangar. The **Team leader** is responsible that the water drains are plugged before starting any paint job.

The **CSM** is in charge to plan the painting works with the paint services or the subcontractor.

The **Paint qualifying Inspector** is responsible to inspect and certify paint works.

The appropriate guidelines in the respective Maintenance Manuals will be followed.

A weighing of the aircraft must be accomplished after an extensive paint job i.e. more than 50% of the entire area, or if the mass & balance cannot be arithmetically correct calculated.

DABS may subcontract painting of aircraft.

2.24.29 PEENING/ REBORING

Shot peening a metal surface increases resistance to stress corrosion cracking by creating compressive stresses on the surface which should be overcome by applied tensile stress before the surface sees any tension load.

Reboring is the action of boring out the cylinders and fitting oversize pistons.

Only trained qualifying staff with peening courses could perform these processes.

Qualifications are described in §3.7.

Privileges are described in their internal authorisation certificate.

Authorised personnel are described in DA-0103.

Work statement / Form 1 could be issued in case of work on Component/Part.

DABS may subcontract these processes.

2.24.30 CHEMICAL PROCESSING

It concerns Plating, Anodizing, Heat treating

Work/Repairs are performed i.a.w methods, techniques and practices described in NADCAP or Specification given by maintenance data. These tasks are contracted.

2.25 PROCEDURES TO DETECT AND RECTIFY MAINTENANCE ERRORS

It is important to identify maintenance errors and to understand the root causes behind errors, and whether an error is a 'one off' or a more methodical problem, which may re-occur, and whether it is a problem with an individual technician or with the system.

The following is promulgated throughout the organisation:

- Efforts are made to eliminate potential errors from the system,
- Personnel are encouraged to provide related information concerning a safety event through the event reporting system,
- Disciplinary measures are strictly limited to those acts that do not qualify as honest mistakes,
- Personnel understand the risks inherent in their activities,
- Personnel understand the importance to identify and control or manage potential hazards and risks,
- When hazards or occurrences are reported, they are analysed, and appropriate actions are taken,
- Hazards and actions to control them, are tracked and reported in the organisation,
- Personnel and management communicate openly and frequently concerning hazards and occurrences,
- Feedback is provided to reporters and Personnel and all could see the benefits of their reporting in knowledge sharing.

2.25.1 DETECTION OF MAINTENANCE ERRORS

Error detecting is an important part of the safety. Several mechanisms are in place to protect against errors:

- Work organisation under **Team leader** supervision
- Sign off tasks only after completion,
- Check of tasks before signing work,
- Different persons to perform the same maintenance task,
- Functional checks, leak checks,
- Independent inspection or re-inspection,
- Final general Inspection of aircraft before release to service,
- Pilot pre-flight checks, etc.

2.25.1.1 Work organisation and completion

Base Maintenance project is always under the supervision of one **Team leader**. The following is applied to minimise the risk of errors:

- The qualified person is always notified before work commence to able the person to familiarise himself of the job to be performed,
- Every maintenance task is signed off only after completion,
- Procedure or maintenance data is stamped during completion as described in §2.13,
- In the case of a lengthy maintenance task involving a succession of personnel to complete such task, procedure should indicate what was accomplished by each individual person,
- Critical steps are identified and signed in the procedure,
- Work performed by personnel under supervision (i.e. temporary contracted staff, trainees) is checked and signed-off by an **AC-Rated staff** or a **qualifying inspector**,
- Work is verified by the **Team leader** before release to service.

2.25.1.2 Work on identical systems

To minimise the possibility of an error being repeated in identical tasks and, therefore, compromising more than one system or function, the **Team leader** should ensure that different persons perform the same maintenance task involving removal/installation or assembly/disassembly of several components fitted to more than one system on the same aircraft or component during a particular maintenance check.

- In unforeseen cases when only one person is available, a reinspection is required by the same person.
- If tasks are considered simple (i.e. Chip detectors, Engine Fuel and Oil Filters / Oil Replenishing), the same person may re-inspect work if the works are performed at different time.
- If an "additional check" (i.e. leak check) is scheduled, the same person may work on same system if the works are performed at different time.

The task card should record the date and the details of the reinspection, as necessary in addition of the work performed.

2.25.1.3 Independent Inspections

Independent inspection shall be carried out on safety sensitive maintenance tasks as described in §2.23.

Independent inspections are inspections where one technician performs the task or process, a task check carried out by a **Qualifying staff**, and then independent inspection carried out by an independent staff.

2.25.1.4 Additional Checks

Functional/operational checks allow detecting if something is not installed, secured properly, adjusted correctly or meets specified criteria in the manuals.

2.25.1.5 Final general inspection

The **Team leader** / **CS** is in charge to

- inspect the Aircraft/Component on which DABS has performed work.
- inspect all areas where maintenance has been performed to ensure that maintenance works are completed, the Aircraft/Component is clear of all Tools, Equipment and Parts, and that all access panels removed have been refitted, in a manner that reflects safety considerations and eliminates safety deficiencies or hazards.

2.25.1.6 Pilot Pre-flight Checks

The pilot pre-flight checks should act as another barrier to prevent maintenance error.

2.25.2 REPORTING

2.25.2.1 General

A key element of an assurance programme is a system whereby problems, or potential problems, can be reported and dealt with.

A Mandatory Occurrence Reporting scheme requires to report to the competent authority occurrences meeting the criteria described in §2.18.

DABS have also an Internal Event Reporting System for technical issues or maintenance discrepancies, human errors, ambiguities with procedures, mismatches between required and actual practice, etc.

Event Reporting System enables the collation of Hazards and Occurrence reports, including the assessment and extraction of relevant information in order to identify adverse trends or to address deficiencies.

2.25.2.2 Type of Occurrence reporting

Occurrences to be reported are:

- Maintenance error during maintenance (including Human Factor),
- Maintenance errors found during maintenance,
- Maintenance errors found after release to service,
- Non-compliance with Procedures,
- Serious cracks, permanent deformation, burning or serious corrosion of structure found during scheduled maintenance of the aircraft or engine / propeller / component,
- Failure of any emergency system during scheduled testing.

2.25.2.3 Internal reporting scheme

Errors and potential safety hazards must be identified and reported.

Involved Technician must transmit a report to the **SQ department** for investigation and further preventions measures, or for report to the Authorities if appropriate as per §2.18.

To avoid requesting unnecessary information and unnecessary duplication of forms, the Staff are encouraged to report using the **form DA-0019** which taking into account the requirements of those who may need to investigate the incident or analyse the data.

Each report should contain at least the following information:

- Information necessary to identify the Aircraft and / or Component.
- Date and time relative to any life or overhaul limitation in terms of flying hours / cycles / landings or TSO, TSN, as appropriate
- Description of event, which lead to non-compliance (e.g. poorly written procedures, unavailability of appropriate maintenance data or tooling, time pressure, etc.).
- Any other relevant information found during the evaluation or rectification of the condition.

The reporting system scheme encourages reporters to try to identify causes and contributory factors, but further investigation will be necessary in some cases.

2.26 SHIFT/TASK HANDOVER PROCEDURES

This paragraph concerns changeover / handover in the case of shift changes or relieving of personnel as described in Part-145.A.47(c).

In general, before each work interruptions such as

- In the evening.
- Before end of shift
- Before the weekend.
- Work on another aircraft or component

work should be completed and maintenance records such as Task Cards should be updated and/or closed. Procedures must be completed (§2.13) to indicate status of work and last work step performed.

2.26.1 GENERAL

DABS have a system appropriate to the amount of work to plan the availability of all necessary personnel, tools, equipment, material, maintenance data and facilities in order to ensure the safe completion of the maintenance work. (Refer to §2.22)

When it is required to hand over the continuation or completion of a maintenance action for reasons of a shift or personnel changeover, relevant information must be adequately communicated between outgoing and incoming personnel.

The objective is to ensure effective communication at the point of handing over the continuation or completion of maintenance actions including identification of critical tasks.

- The outgoing person needs to understand and communicate the important elements of the job or task being passed over to the incoming person.
- The incoming person needs to understand and assimilate the information being provided by the outgoing person.

Exchanging information between outgoing and incoming persons is formalised in a dedicated form.

2.26.2 IMPLEMENTATION

DABS implements written forms for task and shift handovers, which all staff understand and adhere to.

Status of work is directly recorded in procedure by the **technicians** (refer to §2.13) and in Quantum by the **Team leader**.

In case of related **Shift**:

- Incoming and outgoing personnel must overlap for 30 minutes.
- Incoming and outgoing Team leader are responsible to conduct the Hand-Over-Meeting.
- Both Team leader have to facilitate that incoming and outgoing Technician talk face-to-face with the Task Card at hand being handed over.
- Critical or important information have to be entered in Quantum in addition to the verbal information given in the Hand-Over Meeting.

2.27 PROCEDURE FOR NOTIFICATION OF MAINTENANCE DATA

This paragraph concerns the management of inaccurate, incomplete or ambiguous information in the maintenance data discovered by maintenance personnel when preparing the maintenance project or carrying out maintenance.

2.27.1 ACCESS AND AVAILABILITY OF MAINTENANCE DATA

It is important practice for DABS to ensure that maintenance manuals are correct, complete, unambiguous and 'user friendly', both from the outset and on a continuing basis.

All maintenance data is readily available on internal Server for use, available in close proximity to the aircraft being maintained, by an adequate number of computer and printers.

2.27.2 INACCURACIES, AMBIGUITIES AND GAPS

Some maintenance manuals provided by the manufacturers sometime offer inaccuracies, ambiguities or missing information. Staff are encouraged to report such inaccuracies, ambiguities or missing information to the **Technical Services** using TDR form (DA-0019) or Qpulse.

2.27.3 NOTIFICATION PROCESS

The **Technical Services** are in charge to report problems to the manufacturers, the TC holder / the Customer or the maintenance organisation and ensure the following of the event.

On line reporting on manufacturer's web should be used if existing.

SQ department should be copied.

2.28 PLANNING PROCEDURE

This paragraph concerns the maintenance planning as specified in Part-145.A.47(a)(b), including the preparation tasks, scheduling, process, launching and follow-up of the work.

2.28.1 PREPARATION OF THE WORK

The **Technical personnel** is responsible to:

- Analysis of the Purchase order to ensure the requested maintenance remains within the approved scope of approval;
- Elaboration of a Work Package in Quantum taking in account the Customer Purchase Order;
- Issuance of the Task cards, including procedures and associated required technical data i.a.w §2.13.

2.28.2 SCHEDULING OF THE WORK

The **Planning function** in coordination with the **Technical Services**:

- Scheduling and preparation of the work;
- Planning the required teams and shifts, technician / specialist, taking into account the work loads, the available technicians and the limitations of human performance when planning critical maintenance tasks;
- Outsourcing contractors as necessary;
- Checking of the Availability of facilities;
- Checking of the availability of the necessary tools;
- Planning and preparation the component kits;
- Organisation of the work;
- Scheduling of critical maintenance tasks during periods when staff are likely to be most alert;
- Scheduling of identical tasks to more than one system on the same aircraft during particular maintenance check;
- Coordination with subcontractors and customers.

2.28.3 MAINTENANCE PLANNING

Refer to §2.22.1.

DABS has a maintenance planning concerning scheduled maintenance inspections expected.

DABS has a maintenance man-hour plan showing that the organisation has sufficient staff to plan, perform, supervise, inspect and monitor the organisation.

In addition, the **Team leader** can reassess work intended to be carried out when actual staff availability is less than the planned level for any particular work shift or period.

2.29 AIRWORTHINESS REVIEW PROCEDURESE

Not applicable

PART L2

LINE MAINTENANCE PROCEDURES

PART L2 LINE MAINTENANCE PROCEDURES

L2.0 SCOPE

This Part explains the specific Line Maintenance Procedures, not covered in the Procedures of Part 2, Maintenance Procedures.

The Line maintenance activities are limited to **maintenance be carried out before flight** to ensure that the aircraft are fit for the intended flight. It includes necessary troubleshooting, defect rectification of mechanical, electrical and avionics systems, servicing and any minor works.

DABS may use appropriately **task trained Certifying Staff qualified with privilege "cat A"** to issue Aircraft certification and/or perform and release minor scheduled line maintenance, minor works or simple defect rectification including:

1. **Pre-flight and Post-flight Works.**
2. **Verification/servicing.**
3. **Cleaning.**
4. **Minor scheduled line maintenance work**
5. **Specific Typical tasks after appropriate task training as listed in §3.4.6.**

L2.1 CONTROL OF AIRCRAFT COMPONENTS, TOOLS, EQUIPMENT

Procedures used are the same for management of the facilities, materials/ ingredients and tools/ equipment, technical documentations, staff associated to the line maintenance activity.

Refer to part 2 in MOE.

- Material
- Equipment, tools and test equipment

L2.2 DOCUMENTATION, DATA, SERVICING, FUELLING, DE-ICING

This chapter explains the specific Line Maintenance Procedures applicable for Line maintenance works carried out at the Geneva facilities (Home base).

L2.2.1 DOCUMENTATIONS, DATA AND PROCEDURES

The same procedures apply as described in Part 2 and Part 3

- Maintenance documents
- Maintenance procedures
- Maintenance certificate
- Records

L2.2.2 DEFUELLING / REFUELLING OF AIRCRAFT AND FUEL QUALITY MONITORING

Aircraft refuelling for maintenance purpose is performed by the local station concessionaire.

Each refuelling is surveyed by a Certifying Staff.

Before refuelling, DABS personnel shall check whether or not the concessionaires fuelling equipment used is in serviceable condition. If there is any concern that the fuel quality may be in question, DABS person who supervises the fuelling shall request a sample from the fuel filter sump and from the delivery nozzle. An inspection for contamination visually detectable is performed using this sample.

If the sample is not clear, a Hydro Kit water detection test shall be accomplished in accordance with the instructions provided by manufacturers.

Fuel that does not pass the visual or the water check shall not be accepted into the aircraft. Polluted fuel must be drained from the tanks before flight, taking care of safety precautions and environmental protection. In case of contamination of the aircraft fuel system, it must be cleaned and flushed before flight and the filters replaced, (see manufacturers maintenance manual for details).

L2.2.3 GROUND DE-ICING

Aircraft de-icing is carried out on request by the local station concessionaire.

The **commander** is responsible to verify that the concessionaire uses the proper type of fluid, mix ratio and application method. It must be assured that the aircraft is completely de-iced and that no damage to the aircraft occurs during the process.

L2.2.4 CLEANING

The **Cleaning Supervisor** is responsible to give the necessary instructions to the cleaning personnel, making sure that only approved procedures and products are used.

Cleaning may be carried out on request by the local station concessionaire (refer to "Subcontractor list").

Refer to the Cleaning procedure in §2.7.4.

L2.2.5 AIRCRAFT TOWING

Aircraft are towed by technicians having received the necessary instructions, making sure that only approved instructions given in the manufacturer Manual are followed.

Towing may be carried out on request by the local station concessionaire (refer to "Subcontractor list").

Refer to the Towing procedure in §2.24.2.

L2.2.6 MAINTENANCE CARRIED OUT IN THE OPEN AIR

Under normal circumstances only small maintenance works as well as aircraft preparation may be performed in the open air.

No maintenance shall be carried out in the open air, when meteorological conditions, such as rain, snow, heavy wind, hail etc., would impair the quality of the maintenance to be carried out.

L2.2.7 MAINTENANCE OF GROUND SUPPORT EQUIPMENT

Ground equipment which could damage the aircraft or injure personnel in case of a failure, shall be checked before the first use of the day. Technicians, when noticing any damage to such equipment, have to report it to the **Tools department**, who shall organise its repair and conduct inspections of ground equipment in regular intervals or delegates such inspections to personnel.

An inventory of all ground equipment shall be established and kept current, showing the part number, designation of the equipment, the inspection interval, last inspection date and signature of the person who has carried out the inspection.

L2.2.8 MONITORING OF SUBCONTRACTED SERVICING

The **Maintenance Director** is responsible for monitoring subcontracted services and to make sure that they are completed to approved standards and procedures, as well as maintenance performed by non DABS staff. These tasks may be delegated, but such delegation does not relieve him from the overall responsibility.

L2.3 CONTROL OF DEFECTS AND REPETITIVE DEFECTS

This Part explains the specific Line Maintenance Procedures applicable for Line maintenance works carried out at the Geneva facilities (Home base).

The SQ department is responsible for reporting to the State of Registry / UK CAA the aircraft design organisation and to the Customer any no airworthy condition identified by DABS or reported by a Subcontractor / Contractor.

Refer to the procedure in §2.18.

L2.3.1 REPORTABLE DEFECTS

Defects found on an aircraft during line maintenance and technical failure reports from the flight- and cabin-crew, as well as maintenance items listed in the Tech Log must be reported to the **CSM** by technicians.

Technical failures are rectified and signed off in the Tech Log and associated task cards.

L2.3.2 ACCEPTABLE DEFERRED DEFECTS

Defects which cannot be rectified by the Technicians before the next flight have to be reviewed i.a.w the customer MEL Procedure to analyse if defect can be deferred.

Customer shall be contacted for final decision. **Refer to §2.15.2.**

L2.3.3 REPETITIVE DEFECTS

Repetitive defects found during line maintenance on the same aircraft, have to be reported to the **CSM** who informs the Customer and SQ department. They decide about further steps to be undertaken.

Repetitive defects, which impair flight safety and airworthiness, have to be reported to the Customer / appropriate competent authority and to the aircraft. **(Refer to §2.18.3 for details).**

L2.4 COMPLETION OF TECH LOG

This Chapter explains the specific Line Maintenance Procedures applicable for Line maintenance works carried out at the Geneva facilities (Home base).

L2.4.1 TECH LOG SYSTEM

Refer to Tech Log as defined on the Customer documentation/procedure.

The flight crew shall be responsible to fill in the upper part of this form (flight information's and engine data's) and the lower left part (flight crew information and technical remarks).

The Certifying Staff shall be responsible, to fill in the lower right part ("Action Taken"), with a brief description of the completed work, part- and serial N° of removed and installed parts, date, signature, personal stamp with Authorisation number and the "Release to Service" (See §2.16).

L2.4.2 RELEASE

When maintenance has been carried out on an aircraft, corrective action has been properly recorded in the Tech Log or when maintenance items have been appropriately deferred, "Release to Service" must be stamped on the bottom of the daily Tech Log by the Certifying Staff. (Refer to §2.16.3 for details).

For works which need to be recorded in the Aircraft, Engine or APU Log book, the **CSM** takes care of such maintenance records.

Pre-flight checks as well as flight preparation works, may be performed by Pilots or by technician who are properly trained.

L2.5 POOLED PARTS AND LOAN PARTS

This Chapter explains the specific Line Maintenance Procedures applicable for Line maintenance works carried out at the Geneva facilities (Home base).

Refer to the procedure in §2.2, 2.3, 2.19 and 2.20.

L2.5.1 INSTALLATION OF POOLED PARTS OR LOANER UNITS

All exchange or loaner units are received by the **Logistics Department**.

Refer to DA-0129 for "incoming inspection".

L2.5.2 REMOVAL OF PARTS AND LOANER UNITS

When removing exchange parts and loaner units, they have to be properly tagged with a parts identification tag shown in DA-0122. Technicians shall indicate by a tag, whether the unit was removed in a serviceable or unserviceable condition. A **"BLUE Identification"** tag or a **"RED unserviceable"** tag shall be put on the parts when applicable.

Eventual defects have to be noted as well as hours and cycles.

Removed components must be given to **Logistics Department**.

L2.5.3 AIRCRAFT LOAN / BORROW PARTS SYSTEM

If for repair or troubleshooting on one aircraft, serviceable parts have to be removed from another aircraft, Certifying Staff shall be responsible, to record all necessary data's (description, part / serial no., modification status, hours, cycles) in the appropriate WP and put a notice in the Tech Log of Aircraft concerned, in order to prevent the use of the aircraft, where the part has been removed.

Before removing parts from another aircraft, the **CSM** and **Team leader** must be informed by the Certifying Staff.

They have to make sure that the robbed part is reinstalled in the aircraft before the next flight or, they assure by consulting the MEL, that the aircraft can be flown without the appropriate component.

In any case, the Customer and the Commander must be informed before the flight.

L2.6 RETURN OF DEFECTIVE PARTS REMOVED FROM AIRCRAFT

This Chapter explains the specific Line Maintenance Procedures applicable for Line maintenance works carried out at the Geneva facilities (Home base).

L2.6.1 REMOVAL AND LABELLING WITH ALL RELEVANT INFORMATION

Parts / components removed in unserviceable condition from an aircraft during line maintenance, must be properly tagged as per §2.3.4 and §2.19.2.

A **"RED unserviceable"** tag shall be used for defective parts with all required information as described in §2.19. (Refer to DA-0122)

L2.6.2 STORAGE OF UNSERVICEABLE PARTS

Unserviceable parts removed from aircraft are properly tagged and temporarily stored in the Store in a separated area. (Refer to §2.19.3)

For shipping to the supplier, these parts have to be packed in a suitable box or container, together with the necessary instructions.

L2.7 CONTROL FOR CRITICAL TASKS AND ERRORS

This Chapter explains the specific Line Maintenance Procedures applicable for Line maintenance works carried out at the Geneva facilities (Home base).

Independent inspections should be signed on the task cards by a **Rated staff**. **For details of process, refer to §2.23.**

Error detecting mechanisms includes several mechanisms that are described in chapter **§2.25**.

PART 3

SAFETY AND QUALITY SYSTEM PROCEDURES

PART 3 SAFETY AND QUALITY SYSTEM PROCEDURES

The management systems, Safety and Quality Policy and procedures of DABS are described in the DABS Safety and Quality Management System Manual (SQMS Manual Referenced DA-0001) and associated procedures. Main activities described are:

- Audit management
- Documentation management
- Deficiencies and Occurrence reporting and management
- Risk evaluation
- Corrective action management
- Review and improvement

Deficiencies identification and investigation

Deficiencies are result of:

- Deficiencies noted during Inspection, Internal and External audit.
- Deficiencies noted during the work/repair/release process.
- Maintenance Related Errors coming from the activities or customer complain.
- Analysis of returned part.

Roots cause analysis (resulting in the identification of deficient procedural documentation or training) will drive Corrective action taken by appropriate managers.

Once each potential weakness is identified, the appropriate manager analyses each to correct the deficiencies. The result is checked to determine whether the corrective action has accomplished the elimination of the deficiency/discrepancy.

Although human factors may play a part, focus should be placed on physical factors, such as workplace environment, facilities, equipment, and tooling; process factors, such as clarity of instructions; and training/understanding of methodology for the work to be properly accomplished.

Corrective action is taken to remedy an undesirable situation. The correction of deficiencies is an integral part of the improvement process (incl. revisions to procedures that not working properly).

Corrective Action Plan (CAP)

Once a discrepancy has been investigated and analysed, the results should be addressed to the appropriate manager for root cause analysis and determination of corrective or preventative action.

A Corrective Actions Plan (CAP) is monitored by the SQ department, outlining how the company proposes to correct the deficiencies. The period to implement the action is in accordance with the severity of the finding:

- Critical / Level 1* – [The management shall take immediate and appropriate action to prohibit or limit the activities of the organisation involved, until successful corrective action has been taken by the organisation.](#)
- Major / level 2* - 90 days max for implementation
- minor / Level 3* - 120 days max for implementation
- Observation/Remarks* - Action plan to be established

*Levels/severity are described in DA-0028

Some Preventive actions may require time periods in excess of the company's established acceptable timeframe, for example where major equipment purchases are involved. Where applicable, the company should include milestones or progress review points not exceeding the established timeframe leading up to the proposed completion date.

It is the responsibility of individual department's heads to identify the action required to achieve the satisfactory closure of a particular event/occurrence.

The SQ department is responsible for a feedback system.

3.1 AUDIT OF ORGANISATION PROCEDURES

Procedures associated to the management of the audits according to PART-145.A.65 and AMC 145.A.65 are described in QSMS Manual.

3.1.1 ASSURANCE PROGRAMME

The assurance programme/ compliance monitoring system consists of independent periodic inspections and audits conducted under the responsibility the **SQ department** to ensure that the conditions necessary for the safe and reliable functioning of the maintenance organisation are fulfilled.

The assurance programme in place includes Compliance monitoring, internal audit/evaluation programme and reviews of contracted/subcontracted organisation. It covers Base Facility / Stations / Line Stations / MRU. Refer to Audit plan DA-0038.

It consists on:

- A review of the requirements of UK CAA and special conditions for additional regulations should ensure the adequacy of manual/supplements and associated procedures.
- A review of the housing, facilities, equipment, personnel qualifications, and procedures should ensure the quality of the work performed by analyses of systemic problem and improvement of the procedure.

The programme also includes a feedback system of the audit results to **SQ department** and ultimately to the Accountable Manager.

3.1.2 AUDIT SCHEDULE

The **CM Manager** is responsible for the surveillance of the company.

The **CM Manager** acts for all quality and compliance matters, monitoring that procedures are being complied with and are effective.

The Assurance Programme is based on a cycle of checks (inspections and audits), documentation of findings and concerns, corrective action, follow-up and evaluation of the whole process.

The inspections and audits are based on the evaluation of the relevant documentation (Manuals, procedures...), records and other quality related information.

The **CM Manager** develops an Audit plan in each Facilities for internal audits to ensure compliance to the legal requirements of the applicable regulation. (Schedule Audit Plan - DA-0038)

The Schedule Audit Plan includes common audit procedures for each line of product, specific audit procedure by line of products, complete audits or several partial inspections.

Schedule is set out for a period of 12 months and is approved by the Accountable Manager. It covers Part-145 / additional regulations subjects over 12 months in base Station and over 24 months in Line Station.

3.1.3 AUDIT PROCEDURE

The audits and inspections process are described in the QSMS Manual and associated procedure DA-0028.

The schedule annual audit plan (DA-0038) reflects the date, period, type and scope of audit of the whole maintenance management activity by establishing.

The periodical audits are carried out by an independent Auditors. External auditors could be used if necessary. Duties and qualification of the Auditors are described in the QSMS Manual.

Audit process and different models used to process an audit are described in the QSMS Manual.

3.1.4 AUDIT REPORT

The **CM Manager** is responsible for that the required audits are performed, properly documented, and that any findings as a result of the audits are recorded.

The responsibility is limited to the findings and reports.

The report contains at least the following indications:

- Objective and scope of the audit,
- Audit program and reference to accompanying document (e.g. checklist),
- Name of the auditor(s),
- Number of findings,
- Severity (level) of the findings,
- Number of remarks/Recommendation

The report will be distributed to SQ department, Accountable Manager, Managers and persons who are audited.

3.1.5 CORRECTIONS

After receipt of notification of findings, a meeting is organised to define a corrective action plan CAP (DA-0036) i.a.w the QSMS Manual.

The CAP contains at least the following indications:

- Audit reference and date,
- Findings and Remarks description,
- Severity (level) of the findings
- Roots cause analysis in case of findings
- Actions to be taken and responsible for remedial actions,
- Due date/ extension in relation with severity of the findings

Managers are responsible to determine and implement timely corrective actions for any reported findings and follow-up activities include verification of the corrective actions taken.

The **SQ department** will monitor the corrective actions plan, and ensure actions are taken in time. Refer to DA-0028). Extension if justified could be agreed. This extension is recorded in CAP.

Form **ARF** (DA-0041) or Qpulse is used to record information about finding identification and corrections.

The **SQ department** will review the corrective actions for effectiveness, timely completion and adequacy. Compliance of remedial action shall be verified by spot checks or by another audit if required.

3.1.6 AUDIT PLAN REVIEW

In the beginning of each year, at annual intervals, the Quality & Compliance director will assess compliance with the overall schedule plan and confirms that all subjects have been addressed.

The **Quality & Compliance director** will initiate an annual review of the management system procedures, to ensure that remain effective and appropriate for their purpose.

3.1.7 REMOTE AUDIT

Remote audit could be used when conducting internal audits, external audit from customer or authority and when evaluating vendors, suppliers and subcontractors.

A 'remote audit' is performed with the use of any real-time video and audio communication tools instead of the physical presence of the auditor on-site;

Process of audit should be followed with the following criteria

- meetings by means of teleconference facilities, including audio, video and data sharing;
- assessment of documents and records, in real time;
- recording of evidence to document the results of the audit, including non-conformities, by means of exchange of emails or documents, instant pictures, video recordings;
- video and audio access to facilities, stores, equipment, tools, processes, operations, etc.

The following should be ensured:

- the suitability of video resolution, fidelity, and field of view for the verification being conducted;
- the controllability of viewing direction, zoom, and lighting;
- the appropriateness of audio fidelity for the evaluation being conducted; and
- real-time and uninterrupted communication between the person(s) participating to the remote audit from both locations (on-site and remotely).

3.2 AUDIT OF AIRCRAFT AND EQUIPMENT

3.2.1 AUDIT PROCEDURE

Aircraft and component audits are scheduled and performed in accordance with the procedures described in §3.1.

3.2.2 AUDIT PROGRAMME

3.2.2.1 Definition

The Audit programme must ascertain that the particular type of aircraft or aircraft category on which DABS has carried out work, is leaving the maintenance facility in compliance with EASA/NAA/UK CAA requirements.

Audit checklists (DA-0040) are established and kept current by the SQ department.

The following parameters must be considered:

1) Documents:

- PO, WP, Task card, work report
- Log book entries (airframe, engines, propellers, equipment)
- Authorised component release certificates/Airworthiness approval tags
- Reference of Aircraft maintenance programme, maintenance documentation.

2) Tools / equipment:

- Availability and use of adequate tools

3) Personnel:

- Check if the work has been carried out by qualified and authorised staff
- Check if the work has been signed and the aircraft has been released to service by an authorised Certifying Staff.

4) Work procedures:

- Check if the manufacturers' procedures and the procedures of this MOE have been followed.

3.2.2.2 Review

Once a year, an audit shall be completed on:

- 1) Aircraft type of rating "A1" or "A2" - *commercial & private*
- 2) Engine category of rating "B"
- 3) Components "C1, C2, C3, etc.." rating
- 4) NDT "D1" rating

Additionally, a monthly spot check (DA-0040) by **SQ department** jointly with the appropriate Manager is performed to review security and safety items in hangar (such as organisation of the walkways all around aircraft during maintenance works to reduce potential dangerous situation due to implementation of electrical cables) and Workshop and maintenance works in accordance with DABS procedures and best practices.

3.3 AUDIT REMEDIAL ACTION PROCEDURE

Corrective and preventive actions are implemented following a non-conformity product, process, management system or customer claim.

They are conducted to rule out actual or potential risks i.a.w the QSMS Manual.

Severity of findings is described in DA-0028 and the QSMS Manual.

Meeting organised to define a corrective action plan is described in the QSMS Manual.

Remedial actions implemented timely for any reported findings and follow-up activities include verification of the corrective actions taken are described in the QSMS Manual.

Management system monitoring, to examine whether the system is being implemented suitably and effectively, is ensured through «Management review of the system» i.a.w the QSMS Manual.

3.4 CERTIFYING & SUPPORT STAFF - QUALIFICATION & TRAINING

Certifying Staff means staff authorised by DABS* to certify an Aircraft after maintenance activity, under the AMO approval.

Component Certifying Staff means staff authorised by DABS* to certify Engines, APU and components under the AMO approval.

AC-Rated staff (Support Staff in Base) means staff authorised by DABS* to support the Certifying Staff in releasing task cards. All **Rated staff** are also **Certifying Staff** and could certify an Aircraft/Engine or a component.

* Staff authorised by DABS means staff with Internal Authorisation certificate issued by DABS.

3.4.1 PRIVILEGES AND QUALIFICATIONS

a) Licence UK Part-66

- Certification (CRS) for Base maintenance works should be issued by an **Aircraft type rated** Certifying Staff holder of Part-66 **Licence cat. "C"** for complex aircraft (CMPA).
- Certification (MRC) for Line maintenance works should be issued by an **Aircraft type rated** Certifying Staff holder of Part-66 **Licence cat. "B1" or "B2"** dependant on the tasks carried out.
- Limited & Simple tasks, within the limits of tasks (listed in §3.4.6) endorsed on the internal authorisation, should be performed / released and certified by Certifying staff holding a Part-66 **Licence category "B1" or "B2" or privilege "cat A"**.

b) Specialist with internal authorisation - Component

- Form 1 for Engine/APU/Component should be issued by a Certifying Staff holder an internal authorisation issued in regard to the basic/technical training and experience on the appropriate field. Refer to **DA-0106** for qualification requirements.

d) Specialist with internal authorisation

- Form 1 for **NDT** or work statement for **Welding** or **Specialised work** should be issued by an **Authorised staff** holder an internal authorisation in regard to qualification described i.a.w. §3.11.

e) NON UK Part-66 Licence

For maintenance carried out at Station located **outside the UK territory**, a staff may be qualified i.a.w 145.A.30(j)(2), subject to the following conditions according to Appendix IV to Part-145:

1. holding a Licence i.a.w national regulations of the State in which the station is based;
2. holding a Licence is in full compliance with ICAO Annex 1;
3. receiving aircraft type training at a level corresponding to Part-66 for concerned Aircraft Type;
4. receiving the training on human factors (M9) and aviation legislation (M10) referred to Part-66 *;
5. demonstrating:
 - 3 Y maintenance experience for cat A staff.
 - 5 Y maintenance experience for line maintenance - B1/B2 Certifying Staff;
 - 8 Y maintenance experience for base maintenance – C Certifying Staff.

***Note** The personnel having EASA licence should demonstrate to comply with M9 and M10 comparison and differences as described in 6-Appendix - 6.1.

f) Instructor & Assessor

Qualification Prerequisites of Instructor/Assessor are described in **DA-0106**.

g) Maintenance Supervisor & Team leader

- **Maintenance Supervisor** holding an Part-66 Licence "B1"/"C" with 4 years minimum experience in Base Maintenance as certifying staff.
- **Team leader** holding an Part-66 Licence "C" with 2 years minimum experience in Maintenance as certifying staff.

3.4.2 INTERNAL AUTHORISATION CERTIFICATE

Authorised Staff with privileges are those personnel listed in DA-0103 and who are authorised to release to service an Aircraft, Engine, Components or a specialised task on behalf of DABS.

An **Internal Authorisation certificate** is issued by the **SQ department** for each **Authorised staff with privileges** after an assessment i.a.w §3.4.3 and with approval of the appropriate Maintenance manager.

The scope of the **Internal Authorisation certificate** may in no case exceed the scope of the Licence and the scope of work of DABS.

Validity is **2 years**. The **Internal Authorisation certificate** cannot be issued beyond expiry date of the aircraft maintenance licence renewal. It is automatically reissued when new licence received. Expiry date is not cumulative.

The **Internal Authorisation certificate** is reissued each 2 years after an assessment i.a.w §3.4.3 to ensure that all requirements i.a.w §3.4.4 are fully completed.

In case of reissuing during the 2 years period for amendment (renewal of Licence, new Aircraft type rating extension, new Qualification), Expiry date is not cumulative and could not being modified.

Specific **Internal Authorisation certificate** could be issued for flight crews are described in §3.4.6.2.

Authorised staff with privileges shall produce their internal authorisation to any authorised person within 24 hours.

3.4.3 ASSESSMENT FOR STAFF AUTHORISATIONS

The aim of the assessment is to ensure compliance of the **Authorised staff** with the relevant requirements before issuing an **Internal Authorisation certificate**, (initial / renewal or to extension).

As a consequence the assessment shall ensure that the **Authorised staff**:

- 1 Meets the qualification criteria addressed in §3.4.4 recorded in DA-0061;
- 2 Possesses the expected competence(s) and knowledge associated to its job function, assessed and recorded in DA-0031;

Assessment means (1)collecting of all documents that attest to qualification and (2)receiving the confirmation that competence assessment has been satisfactory performed by the direct manager and SQ department to attest the competences/skills/knowledge. Validity is **2 years**.

The issue or the extent of **Internal Authorisation certificate** granted to each Authorised staff is approved by the **Maintenance management** depending on the skills, experience, qualifications and training evaluation.

After the 2 years validity period, a full assessment should be performed to ensure that the staff has met all the requirements for the privileges already endorsed:

- Are involved in at least 6 months of similar aircraft type or component maintenance in any consecutive 2-years period i.a.w 145.A.35(c). Refer to §3.4.4.
Authorised Staff has to work in an aircraft or component maintenance environment and has either exercised the privileges of the certification authorisation and/or has to actually carry out maintenance on the aircraft/engine type, component, work specified in the authorisation.
- Receive sufficient continuation training in each 2 years period to ensure that such staff has up-to-date knowledge of relevant technology, organisation procedures and human factor issues. Refer to §3.4.5.

In case of new rating, the need for 6 months is superseded by Theoretical plus Practical element (§3.14) plus, if applicable OJT (§3.15).

SQ department are in charge to maintain a record of all **Authorised staff** with details of the scope of their Authorisation as well as a copy of training certificates. (Refer to DA-0103).

3.4.4 QUALIFICATIONS REQUIREMENTS

Even if the SQ department have an overview of all due date concerning licence, the **staff** shall be responsible for the renewal of its personal licence each **5 years**.

a) Authorised staff with privileges should fulfil the following requirements i.a.w Part-145.A.35:

- Not be less than 21 years of age,
- Having a valid AML with the rating on the aircraft type (or **GROUP 3** / sub**GROUP 2b** / sub**GROUP 2c**)
- Having a valid national licence with specialised activity/component or appropriate qualification,
- Having a recognised qualification, as appropriate for NDT or Welding,
- Having type training courses on aircraft type (Except grandfathering) or demonstrated experience on **GROUP 3** / sub**GROUP 2b** / sub**GROUP 2c** aircraft relevant to the licence category,
- Having appropriate continuation training, as described in b),
- Having additional training on Variant, as appropriate described in c),
- Having the necessary experience on the appropriate aircraft type, component to issue release to service, as appropriate described in d),

b) Additional continuation Training - Refer to §3.4.5

Authorised staff have received, as appropriate, training on:

- Applicable MOE / internal procedures, such as work cards, form 1, work package, critical tasks, independent inspection, deferred items, MEL, Tech Log, etc.;
- Appropriate theoretical / practical training for the use of specific Tools/ Equipment / Bench test;
- Safety and Human factors (HF) i.a.w to 145.A.30(e) and GM1 145.A.30(e) syllabus;
- Fuel Tank Safety (FTS) phase 2 i.a.w Appendix IV to AMC 145.A.30(e)/145.B.10(3); if appropriate
- Electrical Wiring Interconnection System (EWIS) i.a.w AMC 20-22; if appropriate
- Aviation regulation familiarisation/up-to-date.
- knowledge of relevant technology for Aircraft type or component / up-to-date.

c) Additional Training for aircraft type Variant or system

Rated staff have received additional training on the differences for the particular model/variant and/or the particular configuration. It may concern:

- Type training courses covering certain, but not all the models/variants included in a type rating,
- Some systems / technology present in the particular aircraft may not have been covered by the training/examination/experience required to obtain the licence and ratings.

Additional training may be carried out in Training organisation or in Part-145 organisation and could takes various forms depending on the complexity to be covered. (e.g. read & sign, video, OJT, classroom).

d) Maintenance Experience

Authorised staff with privileges shall be able to demonstrate recent experience (at least 6 months in previous 2-years period) on the similar Aircraft type or on the Component area/ workshop relevant to the Speciality intended to be endorsed in **Internal Authorisation certificate**. (Refer to DA-0106 and DA-0080_Matrix)

A recording of a total of **180 tasks*** or **100 working days** (or equivalent as described in DA-0106), i.a.w the privileges, at different dates in the 2 years period is the minimum expected record to demonstrate the "duration" requirement. ** Including 50 tasks or 30 days on similar Aircraft type. If not, privilege should be limited to line.*

The activities considered relevant for maintenance experience are functional/operational test, servicing, removal/installation, trouble shooting, modification, repair and inspection.

In order to demonstrate compliance of the above requirements, the SQ department issue a report from Quantum where the **number of performed tasks** and **working hours** is summarised and recorded for each staff. The tasks recorded need to be representative and appropriate to the individual authorisation hold (Category including line/base works). Additionally, number of releases to service issued is recorded.

In the case it is not possible to demonstrate the duration and/or nature of experience, the individual authorisation cannot be issued or renewed, unless missing elements is completed through a training on Aircraft type/Component/Engine in DABS facilities (Practical) or in Part-147 organisation (practical/refresher).

3.4.5 CONTINUATION TRAINING

Continuation training is a two-way process to ensure that **authorised staff** remains current in terms of procedures and technical knowledge and that the organisation receives feedback on the adequacy of its procedures and maintenance instructions. The Training programme (**DA-0106**) describes in more details who is in need of which trainings. It includes list referenced in §3.4.5.2.

Training may be carried out in Training organisation or in Part-145 organisation and could takes various forms depending on the subject to be covered. (e.g. Email, self-training, read & sign, video, OJT, classroom, E-learning, distance training).

3.4.5.1 Training Plan

The **Maintenance Director / managing director** prepares each year a **Training Plan** for **Authorised staff** i.a.w Part-145.A.35(d). For specific component or specialised services as NDT, welding, composite, upholstery, and cabinetry, the **Shop supervisors** are involved.

After validation of this Training Plan, the plan is monitored taking care of criteria's as:

- 1) Amount of work compared to the number of authorised personnel,
- 2) Date of last course of the person concerned, etc.

The approved training Plan is held and updated by the SQ department.

3.4.5.2 General Programme

- 1) Depending on requirements, the **Authorised staff** are trained centred on:
 - Standards/Regulations up-to-date when changed,
 - MOE and internal procedures, Specific procedures when changed, as applicable per function
 - Management system (including Quality and Safety),
 - HF – **Safety and** Human Factors (Refer to §3.13), *{Initial + recurrent}*
 - FTS - Fuel tank safety (Refer to §2.24.18), as applicable *{Initial + recurrent}*
 - EWIS - Electrical Wiring Interconnection System (Refer to §2.24.19), as applicable *{Initial + recurrent}*
 - Technical refresher (Aircraft type, component, relevant technologies up-to-date).
A specific folder is available on Internal Server (Training Materials) where relevant information are recorded to permit the staff self-training.
- 2) Individual training can be organised by using email, self-training, workshop, meeting, Maintenance manuals and/or Training Manuals.
- 3) Knowledge, Continuation training and feedbacks concerning the adequacy of procedures are verified during assessment every 2 years by the SQ department (DA-0031).

3.4.5.3 Period and Validity

HF, EWIS and FTS - Validity is two years.

Internal procedures- Validity is three years if information is given on up-dated procedure and change.

If not performed before starting in the organisation, Initial training must be provided to personnel within 6 months of joining the maintenance organisation.

Recurrent training for EWIS / FTS training is only required in regard to requirements described in DA-0106.

Course can be anticipated by a period of 90 days.

Certificates are considered to expire at the end of the corresponding month in which the training is due. A grace period of **3 months** is acceptable for personnel **not directly in charge to certify** a work, component or aircraft. An **acceptable grace period** could be tolerable if assessed by SQ department in regards of circumstances and additional measures taken.

In case of continuation training of an **Authorised staff** is **overdue**, the SQ department is in charge to send an email to this staff and the maintenance management to suspend certifying privilege until course is performed. **DA-0138** is updated to records the status of the staff.

3.4.6 SPECIFIC AUTHORISATION FOR MINOR SCHEDULED LINE MAINTENANCE

3.4.6.1 Privilege "cat A"

a Privilege

Internal Authorisation certificate Privilege "cat A" may be issued for Certifying Staff i.a.w **AMC 145.A.30(g)** after appropriate task training per **aircraft type** performed i.a.w **DA-0080** by an **AC-Rated Staff/instructor**. Matrix is used for aircraft type similarity (DA-0080_matrix) task training.

The certification privileges shall be restricted to work that the holder **has personally performed**. The staff **"cat A"** could issue certificates of release to service following:

1. * **Pre-flight / Post-flight / Daily inspection** i.a.w Customer AMP or maintenance data,
2. **Cleaning,**
3. **Minor scheduled line maintenance** according to the Maintenance manual limited to:
 - 3.1. * Monthly inspection,
 - 3.2. Inspection for removal of de-icing/anti-icing fluid residues, including removal/closure of panels, cowlings,
 - 3.3. Treatment of fuel system contamination,
 - 3.4. * Perform upload Navigation/FMS data base,
 - 3.5. * Download QAR / engine DEEC ECTM,
 - 3.6. APU hours recording,
 - 3.7. Routine inspections / visual checks, including emergency equipment,
 - 3.8. Routine lubrication and replenishment of system,
4. **Simple defect rectification** i.a.w approved data in the following list:
 - 4.1. * Replacement of wheel,
 - 4.2. * Replacement of wheel brake units,
 - 4.3. Replacement of emergency equipment *installed for the safety of the crew and passenger,*
 - 4.4. Replacement of ovens, boilers and beverage makers,
 - 4.5. Replacement of internal and external lights, filaments, flash tubes, **LED lights,**
 - 4.6. Replacement of windscreen wiper blades,
 - 4.7. Replacement of passenger and cabin crew seats, seat belts and harnesses, **excluding pilot seat,**
 - 4.8. Closing of cowlings and refitment of quick access inspection panels,
 - 4.9. Replacement of toilet system components but excluding gate valves,
 - 4.10. Replacement of internal compartment doors and placards,
 - 4.11. Replacement of overhead storage compartment doors and cabin furnishing items,
 - 4.12. * Replacement of static wicks/dischargers,
 - 4.13. * Replacement of aircraft main and APU aircraft batteries,
 - 4.14. Replacement of in-flight entertainment system components but **excluding public address,**
5. * **Check, Servicing, Lubrication, Draining, Replenishment** of all system fluids & gases i.a.w **MM**, (Oil, Hydraulic, De-icing fluid, Water, Fuel tank, Tire pressure, accumulators, Leak check, fluid integrity, **SOAP**),
6. * **Use on-board maintenance system** to support diagnostics,
7. **Simple repair** i.a.w SRM, including:
 - Internal compartment doors and placards but **excluding part of a pressure structure,**
 - Storage compartment doors and cabin furnishing items,
8. **Task agreed by the Authority as Simple tasks** for a particular aircraft type:
 - Maintenance action (incl. Reset Circuit breakers) required by the MEL,
 - Maintenance action or LRU replacement,

Form **DA-0080** is used to identify these tasks per Aircraft type and to submit the form and the necessary associated source data for these tasks to be reviewed by the CAA for acceptance/approval.

* The training shall include **practical hands on training and theoretical training** as appropriate for each task authorised. **Tasks without *** could be observed, discussed, studied with the instructor. **Related Data** should be completed/stamped/recorded in Quantum when performed.

No task which requires **troubleshooting** should be part of **the authorised maintenance tasks**.

b Qualification

The **Privilege "cat A"** holder may only exercise privileges on a **specific Aircraft Type** if the staff:

- meets the standards of basic knowledge and experience required **by cat. B1 or B2**.
- satisfactorily completes the **relevant tasks training** per **aircraft type**. Described matrix could be used for type similarity (DA-0080_matrix). Training shall be performed and recorded (DA-0080) **by** an **AC-Rated Staff/instructor** and verified/assessed **by SQ department**.
- An **Internal Authorisation certificate** is issued by SQ department to authorise the holder to issue an **aircraft certification** within the limits of tasks specifically endorsed on Certificate and Record.

For a cat. B2, authorisation is limited to the ratings already endorsed in its licence **and** 6 months of documented practical experience in DABS covering the scope of the authorisation shall be demonstrated.

3.4.6.2 Authorisation for flight crews

a Privilege – 145.A.30(j)4

"**Limited authorisation certification**" may be issued for trained **Pilot** to sign maintenance tasks and issue **aircraft certification** following Limited minor maintenance tasks or simple checks contained in the following list (after appropriate task training):

- Replacement of internal lights, filaments and flash tubes.
- Closing of cowlings and refitment of quick access inspection panels.
- Role changes e.g. stretcher fit, dual controls, FLIR, doors, photographic equipment etc.
- Inspection for and removal of de-icing/anti-icing fluid residues, including removal/closure of panels, cowls or covers that are easily accessible but not requiring the use of special tools.
- **Any check / replacement involving simple techniques and agreed by the authority that task to be performed by the pilot (form SRG 1756):**
 - Safety item visual check,
 - Simple **maintenance** tasks,
 - Engine Trend History Download / FMS data base update,
 - Recurrent AD (if authorised in AD),
 - **MEL M procedure as described in the customer MEL,**

Note that Pre and Post flight, Daily inspection including Servicing, check / oil and hydraulic fluid uplift and tyre inflation as described in Operational document, ground servicing manual may be performed by crew without issuing a CRS under DABS privilege and solely under operator privilege.

b Qualification

It is the responsibility of Maintenance organisation to issue authorisation to the **Pilot** that fulfil the requirements for such authorisation and to maintain records of all authorised personnel.

The process described in §1.6.2.8 should be followed. Requirements for the issue of a limited authorisation certification to the **Pilot** are:

- Valid licence (ATPL, CPL),
- Completion of adequate maintenance airworthiness regulation training given by the Customer,
- Completion of adequate task training for the specific task on the aircraft type **and** training in the use of associated maintenance data,
- **Task CAA approval when outside scope,**

The authorisation has a life of **twelve months** subject to satisfactory re-current training on the applicable aircraft type, and an ATPL valid licence. Extension is possible after assessment and self-training.

3.4.7 SPECIFIC AUTHORISATION (ERT / BORESCOPE)

Refer to DA-0106 for qualification. Internal training could be given by a Certifying staff if **accepted** by the Practical Training Supervisor.

3.4.7.1 Engine Run up qualification requirement

Authorised **AC-Rated staff** holds aircraft type rating in its licence or a valid pilot's licence **and** having received:

- the necessary instructions for Engine running specific to the aircraft type;
This course could be given by a training school (through simulator during the theoretical course or through a specific ERT course) or internally through a formalised practical training given by an instructor/rated Certifying staff i.a.w DA-0360.
- Airport Familiarisation instruction concerning airport layout and procedures to conform to the operational standards required for safe aircraft movement at the airport*.

***In case of a staff is not authorised for Run up or is not instructed for standards/Radio** in conformity with Airport Authority Regulation, it could be accompanied by a staff/pilot who received these instructions.

Privileges for Engine Run up are described in their internal authorisation certificate.

Authorised personnel are described in DA-0103.

Basically, the **APU running privilege** is automatically endorsed with the aircraft type rating.

3.4.7.2 Taxi qualification requirement

Authorised **AC-Rated staff** holds aircraft type rating in its licence or a valid pilot's licence **and** having received:

- the necessary instructions for Engine Taxiing specific to the aircraft type;
This course could be given by a training school (through simulator during the theoretical course or through a specific ERT course) or internally through a formalised practical training given by an instructor/rated Certifying staff i.a.w DA-0360.
- Airport Familiarisation instruction concerning airport layout and procedures to conform to the operational standards required for safe aircraft movement at the airport*.
- the necessary instructions for using the conventional language/radio used during taxiing*.

***In case of a staff is not authorised for Taxy or is not instructed for procedures/Radio** in conformity with Airport Authority Regulation, it could be accompanied by a staff/pilot who received these instructions.

Privileges for aircraft taxiing are described in their internal authorisation certificate.

Authorised personnel are described in DA-0103.

3.4.7.3 Borescope qualification requirement

Requirement concerns Engine borescope in case of measurement required.

Only staff who have demonstrated their ability, and have been authorised, will be permitted to perform Borescope on Engine and APU*.

Authorised staff shall have received a formalised Borescope training and a formalised course on Engine or APU (manufacturer or training school).

Authorised Engine staff have this privilege on all Engines and APUs.

Privileges is described in DA-0103 and in Internal Authorisation certificate.

***Note:** Borescope use for visual inspection on airframe and engine is considered as simple maintenance task and could be performed by any authorised staff.

3.5 CERTIFYING & SUPPORT STAFF RECORDS

3.5.1 LIST OF AUTHORISED RATED STAFF

Refer to DA-0103.

3.5.2 MINIMUM RECORDS

Authorised staff records are kept in respect of each staff.

The required information as described in §1.6.3.

(Identity, date of birth, authorisation reference number, experience, scope of the authorisation, date of issue, validity, copy of the licence, copy of diplomas, copy of training certificate, continuation training, copy of the authorisation, summary sheet, assessment, ...)

3.5.3 CONTROL OF STAFF RECORDS

The SQ department runs and controls the records.

Staff are responsible to hand out a copy of each training certificate and a copy of the valid personal licence to the SQ department.

3.5.4 ACCESS TO STAFF RECORDS

Staff records are accessible to the Accountable Manager, the SQ department, and to the competent authority on request.

Each member of the **authorised staff** shall have access on request to its own records.

Authorised staff with privileges shall produce their **Internal Authorisation certificate** to any authorised person within 24 hours.

3.5.5 RETENTION OF RECORDS

The records are kept for at least 3 years after the person has left DABS.

Upon request, the SQ department shall furnish the staff with a copy of their personal record on leaving the organisation.

3.6 COMPLIANCE AUDIT PERSONNEL

The SQ personnel towards the activities of the management system of the organisation are described in the QSMS Manual.

3.6.1 PERSONNEL

3.6.1.1 SQ personnel

They are identified in §1.3. They have a long experience with the Safety, Quality and Compliance.

3.6.1.2 Compliance monitoring function

Auditors have a long experience with maintenance regulation and requirements.

DA-0038 lists approved auditors that are responsible of compliance monitoring function.

3.6.1.3 Auditor Team

The **Auditors Team** comprises the following:

- Qualified auditor(s) and if required
- External or internal expert

3.6.2 AUDITOR REQUIREMENTS

The **Quality & Compliance director** assesses the qualification of the auditors on the basis of:

- a) having undergone a specific training of Auditor by a recognised training organisation;
- b) having aeronautical experience > 5 years;
- c) having undergone appropriate Regulation training by a recognised training organisation;
- d) having a sufficient knowledge of the activities for which the audit is carried out;
- e) having knowledge of the MOE and associated procedures, and SQ procedures, including audit processes and improvement area; (internal course)
- f) having a continuation training on HF and Regulation in their area of expertise;

The inspectors are assessed basis of item b to f

3.6.3 AUDIT PERFORMANCE

The annually audit plan (DA-0038) is performed by the Compliance monitoring function under the control of the Quality & Compliance director.

Subcontractor / Contractor / Supplier audits may be delegated to another qualified person (inspector) e.g. in case of quality system existing and approved i.a.w recognise standards:

- **Logistics** Management (case of supplier's audits)
- Manager (case of subcontractor's audits)
- Recognised Foreign Specialist (case of special contracted task audits)

3.6.4 CONTINUATION TRAINING

Refer to §3.14.3.

3.7 QUALIFYING INSPECTORS

This chapter is dedicated to the **qualification / authorisation of the “qualifying inspectors”** which undertake inspection /checking functions and sign-off/release the related task(s). Privileges are described in §1.6.2.

The various types of “Qualifying inspector” personnel, as applicable to the organisation, are **Qualifying Inspector** for specialised tasks i.e.:

- Store receiver,
- Paint,
- Interiors/Cabin/Upholstery/cabinetry,
- Sheet Metal, Composite, Peening,
- Reboring, Permaswage, Dimensional check, ...
- Engine, Avionics.

3.7.1 QUALIFICATION REQUIREMENTS

The **Qualifying Inspector for specialised task** shall be able to demonstrate, as appropriate:

- receiving Basic training on the appropriate field:
 - an aeronautical school diploma or certificate or;
 - a technical school diploma / certificate, or;
 - an aeronautical military school diploma or certificate.
- receiving Continuation training on:
 - Standard practices, MOE and internal procedures;
 - Fuel Tank Safety (FTS) phase 2, Electrical Wiring Interconnection System (EWIS) when needed;
 - Safety and Human factors (HF);
 - Appropriate regulations and technology up-to-date.
- having Aeronautical Experience:
 - 3 years of Aeronautical experience in the field of aviation maintenance including at least 24 months of practical experience in the specific area / Workshop;
- demonstrating ability and has been authorised to perform **specialised Task**.
 - formalised training on the specialised task (Peening, Reboring, Permaswage, Dimensional check)

Requirements for qualification are described in DA-0106.

3.7.2 INTERNAL AUTHORISATION CERTIFICATE

Qualifying Inspectors are listed in DA-0103.

An **Internal Authorisation certificate** is issued with authorised privilege by the **SQ department** for each Inspector after an assessment i.a.w 3.7.3 and with approval of the **Maintenance management**.

The scope of the **Internal Authorisation certificate** may in no case exceed the scope of work of DABS. Validity is **2 years**. The qualification and training records are held by the **SQ department**.

3.7.3 ASSESSMENT FOR STAFF AUTHORISATIONS

The aim of the assessment is to ensure compliance of the **Qualifying Inspectors** with the relevant criteria addressed above and to ensure that each **Qualifying Inspector** possesses the expected competence(s) associated to its job function.

The competence is assessed by the appropriately management personnel (Maintenance Manager or Shop supervisor) through the annual evaluation/competence assessment.

The **SQ department** is responsible for this process. Form **DA-0061** and **DA-0031** are used to formalise the assessment. Individual Stamp is issued after satisfactory assessment.

3.8 QUALIFYING STAFF

This chapter is dedicated to the qualification and authorisation of the different specialised qualifying staff. Those personnel have to be considered authorised to sign-off tasks personally performed.

An authorised qualifying staff is not authorised to issue a release to service for aircraft or component or engine or NDT, unless holding a “Certifying Staff privilege”.

The various types of “Qualifying staff”, as applicable to the organisation, are staff working on specialised tasks (§1.6.2):

- Mechanics, Avionics, Electrics
- Painters,
- Cabin workers (upholstery or cabinetry),
- Sheet Metal workers,
- Composite workers,
- Engine workers,
- Welders, Wire workers
- Cleaners, detailers
- Ramp workers

3.8.1 **QUALIFICATION REQUIREMENTS**

The **technician** shall be able to demonstrate, as appropriate:

- receiving Basic training on the appropriate field:
 - an aeronautical school diploma or certificate or;
 - a technical school diploma / certificate, or;
 - an aeronautical military school diploma or certificate.
- receiving Continuation training on:
 - Standard practices, MOE and internal procedures, such work cards, etc.;
 - Fuel Tank Safety (FTS) phase 2, Electrical Wiring Interconnection System (EWIS), when needed;
 - Safety and Human factors (HF);
 - Appropriate regulations up-to-date.
- having Aeronautical Experience:
 - 2 years of Aeronautical experience in the field of aviation maintenance including at least 12 months of practical experience in the specific area / Workshop;

3.8.2 **INTERNAL AUTHORISATION CERTIFICATE**

An **Internal Authorisation certificate** is not issued for technicians, except the staff has “Certifying Staff privilege” or “Inspector privilege”.

3.8.3 **INITIAL ASSESSMENT**

The aim of the assessment is to ensure compliance of the technicians with the relevant criteria addressed above and to ensure that technician possesses the expected competence(s) associated to its job function.

The competence is assessed by the appropriately **management personnel (Maintenance Manager / Maintenance Supervisor or Shop Supervisor)** through the annual evaluation.

The SQ department is responsible to issue Form DA-0061 to formalise the initial assessment. The qualification and training records for each maintenance related staff member are held by the **SQ department**. Individual Stamp is issued after satisfactory assessment.

3.9 MAINTENANCE TASKS EXEMPTION PROCESS CONTROL

a) Deviation

Deviations to maintenance intervals on aircraft, components, if a scheduled inspection/overhaul has to be retarded for any reason, the tolerances given in the maintenance schedule and Aircraft maintenance programme by the manufacturer and/or by the competent authority must be observed.

b) Delay

If a longer delay is necessary, a Maintenance Programme Extension has to be requested to the authorities asking for an extension/exemption by the Customer.

3.10 DEVIATION FROM THE ORGANISATION'S PROCEDURES

3.10.1 GENERAL

A concession may be authorised to allow the certification of a part, system or aircraft, which does not fully conform to specification, drawing or performance, but which, after full investigation, is not considered to affect the specified operation of the part, system or aircraft as a whole.

Reference is to be made to the manufacturer to ensure that the proposed concession is acceptable.

The SQ department must ensure compliance with UK Standard and NAA legislation requirements. They also must ensure that the required concession does not put the aircraft operation outside of Minimum Equipment List (MEL) conditions.

3.10.2 REQUEST FOR DEVIATION

Where the requirements are satisfied, application for a concession is to be made to the SQ department, stating aircraft type, registration, concession requested and reason for request, signed by the requester/applicant.

In case from deviation from organisation's procedures, which are defined in this MOE, the Maintenance Director has to inform the SQ department in advance.

3.10.3 UK CAA/NAA INFORMATION

If the new situation compromises the safe function of the maintenance organisation in regard to UK regulation / Swiss legislation, the SQ department has to inform the national authorities concerned. (Refer to §1.10)

Requests to the competent authority shall be done in writing by indicating the expected time for such deviation and by proposing an alternate procedure. The equivalent function and safety must be proved.

3.10.4 APPROVAL

In case of implementation of a new procedure, it shall be temporary approved by the SQ department if the deviation concerns an item which temporary is different from the description in the MOE but does not hinder the correct and safe function of the organisation.

Deviations, which do not affect UK Standard requirements and which turn out to be more efficient as the original procedure, in the MOE, shall become definitive.

The Quality & Compliance director shall amend the procedure, and/or the MOE as defined in §1.11. The MOE shall be UK CAA/NAA approved.

The new situation shall be audited the next year if required.

3.11 QUALIFICATION PROCEDURE FOR SPECIALISED ACTIVITIES

This paragraph refers to the qualification of **Authorised staff** in specialised services as defined in AMC 145.A.30(f).

3.11.1 NDT

DABS is approved to perform NDT activities described in §1.9.5.

Minimum requirements for the training, examination, qualification, certification and approval of personnel performing NDT examination/inspection within DABS are described in **DA-0114**.

This procedure details the written practice that is fully compliant with the requirements of the Standards EN 4179 / NAS 410 (Qualification and approval of personnel for NDT).

This document, its contents and the application are the responsibility of the Responsible Level 3.

3.11.1.1 Training and Experience requirement

NDT personnel shall receive Specific NDT Training and Education i.a.w EN 4179/ NAS 410 §6.

Training Syllabus/Outline is in accordance with EN 4179/ NAS 410 §6.1.1. (Refer to DA-0114).

It includes previous training, equivalent training as evaluated and approved by the Responsible Level 3.

3.11.1.2 Examinations

Examinations shall be carried out to verify the visual acuity and the technical skills and knowledge of candidates i.a.w to EN 4179/ NAS 410 §7.

Examinations shall consist for each method in which the candidate is to be certified:

- a vision examination,
- a general examination,
- a specific examination
- a practical examination.

3.11.1.3 Certification

Personnel, who have demonstrated that they possess the appropriate training, experience and who have passed the qualification examination are considered as certifying staff for NDT method.

3.11.1.4 Performance review / Annual Maintenance

Each year, a performance review shall be made for each personnel on each method (except the year of qualification). The scope of this review is to evaluate technical proficiency of the personnel.

The performance review is made by the Responsible Level 3 or by a designated Level 2 in the relevant method (in written form). A grace period of 2 months is possible if enough experience could be demonstrated.

3.11.1.5 Records

The qualification and training records for each maintenance related staff member including Responsible Level 3 are held by the SQ department.

3.11.2 WELDING

DABS is approved for Welding activities described in §1.9.6.

For other welding tasks, work is contracted to specialised contractor.

3.11.2.1 Training and Experience requirement

Welders are qualified i.a.w ISO 24394 for fusion welding. These employees are required to pass the test in accredited Welding organisation (accreditation i.a.w ISO 17024) at 2 years intervals. A grace period of 2 months is possible if enough experience could be demonstrated.

Only an appropriate qualification (B1/B2/Sheet Metal) is required for resistance welding i.a.w approved data.

Additionally, minimum required experiences of welders are verified by the SQ department in each approved process specification during the renewal assessment process.

3.11.2.2 Certification

Personnel, who have demonstrated that they possess the appropriate training, experience and who have passed the qualification examination are considered as qualifying inspector for welding method as described in their internal authorisation.

3.11.2.3 Records

The qualification and training records for each related staff member are held by the SQ department.

3.11.3 SPECIALISED TASKS

DABS is approved for the following activities described in §1.9.6

- Structure repair
- Composite repair
- Interior furnishing / Cabin refurbishment
- Painting / Coatings / Finishing
- Peening

For other tasks, work is contracted to specialised approved contractor.

3.11.3.1 Training and Experience requirement

Qualifications are described in §3.7. These employees are **Qualifying inspector**.

Qualifying inspector shall receive Specific Education or training in their area of works.

Additionally, minimum required experiences of **Qualifying inspector** is verified by the SQ department every 2 year during the renewal assessment process.

3.11.3.2 Certification

Personnel, who have demonstrated that they possess the appropriate training, experience and who have appropriate qualification (technical certificate or training or licence/P authorisation) are considered as qualifying inspector for specialised task as described in the perimeter of their internal authorisation.

3.11.3.3 Records

The qualification and training records for each related staff member are held by the SQ department.

3.11.4 SPECIALISED TASKS FOR CONTRACTED AMO

DABS may perform specialised tasks as described in §1.9.6 for external AMO. These works should be certified by a qualifying inspector in a work statement i.a.w §2.16.4.

3.12 CONTROL OF MANUFACTURERS' AND OTHER MAINTENANCE TEAMS

3.12.1 SOURCE OF WORK - AUTHORISATION OF PERSONNEL

MAINTENANCE TEAMS who are sent from **manufacturer** or **other approved Maintenance Organisation** to DABS must be authorised by the Maintenance Director to complete the work, after having established their competence and Maintenance Organisation capability.

3.12.2 CONTROL BEFORE WORKS

The designated **Team leader** checks with the external team how to take into account the tasks asked by the organisation compared to the Purchase order, including the documentary side and tools and equipment used.

BEFORE WORK, the **Team leader** shall check if the team has the appropriate drawings, modification and repair instructions for the work to be performed.

3.12.3 CONTROL DURING WORKS

DURING THE WORK, the designated **Team leader** in charge to signs the final release to service of the aircraft, conduct spot control that the working team personnel, materials, instructions and procedures, are conform to approved standard and DABS requirement.

3.12.4 APPROBATION

THE COMPLETED WORK has to be signed off by the **Team leader** in charge of the contracted organisation, who only shall be responsible for.

3.12.5 FINAL CERTIFICATION

A Certifying Staff of DABS shall sign off FINAL RELEASE TO SERVICE of the aircraft, after having assured that the subcontracted work and work report has been completed and all maintenance and component documents have been properly signed and included on the file.

3.13 HUMAN FACTOR TRAINING PROCEDURE

3.13.1 AIM AND OBJECTIVES OF MAINTENANCE HUMAN FACTORS TRAINING

3.13.2 AIM AND OBJECTIVES OF TRAINING

The aim of Human Factors training is to increase safety, quality and efficiency in aircraft maintenance operations by reducing human error and its impact in maintenance activities. [Human factors training includes safety training](#).

This is obtained through the integration of appropriate categories of maintenance personnel's technical knowledge and skills with basic human factors knowledge and skills and promotion of a positive attitude towards safety.

The objectives of training are:

- To enhance maintenance personnel's awareness of individual and organisational human factors issues, both positive and negative, that may affect airworthiness.
- To develop human factors skills (such as communication, effective teamwork, task management, situational awareness, writing of procedures) as appropriate to the job, in order to make a positive impact on the safety and efficiency of maintenance operations.
- To encourage a positive attitude towards safety, and to discourage unsafe behaviour and practices.

3.13.3 COURSE

Training initial and [recurrent](#) courses could be done by DABS or can be subcontracted by Training Organisation with syllabus in compliance with Part-145 Regulations.

[Recurrent](#) training courses are carried out within DABS by accepted instructor.

An examination by MCQ (Multi Choice Question) will be performed by all students at the end of the training.

Initial training must be provided to personnel within 6 months of joining the maintenance organisation, but temporary contracted staff need be trained shortly after joining the organisation to scope with the duration of employment (AMC 145.A.30(e)6).

Recurrent training is organised in each two-year period.

3.13.4 INSTRUCTOR PREREQUISITES

The internal instructor is qualified by the SQ department as per the following criteria's:

- demonstrating training on regulations by a training organisation;
- demonstrating specific knowledges on Human factors and appropriate training on safety by a training organisation;
- be familiar with appropriate regulations, MOE;
- be familiar with the management system;
- holding a trainer certificate (train the trainer course).

3.13.5 CATEGORIES OF STAFF TO BE TRAINED ON MAINTENANCE HUMAN FACTORS

Categories of staff to be trained include all personnel of DABS whose work has a direct or indirect effect on the safety of the aircraft or compliance with Part-145; this means, but not exclusively, the following categories of personnel:

- a) managers,
- b) **Authorised staff**, Technicians, Mechanics and ramp staff.
- c) CSM and Technical personnel.
- d) SQ personnel.
- e) Specialised services staff.

*Subcontracted staff must be trained and could have additional training integrating DABS procedures.

Upon integration of such personnel within DABS, SQ department is in charge to check updated documents.

3.13.6 TRAINING SYLLABUS

The Training Syllabus described in Part 5 identifies the topics and subtopics to be addressed during the training.

The initial training is a formal training course i.a.w regulation and given by a training organisation. Module 9 is acceptable. Reference to the regulation is required.

Recurrent training should be more flexible, as long as it achieves the objectives of

- Ensuring that all staff remain current in human factors and safety,
- Showing the relation to relevant audit findings/occurrences and other internal/external sources of information available to the organisation on human errors in maintenance ([link with §2.18](#)).

The purpose of the **recurrent** training is to collect feedback on human factors issues. Feedbacks must be formally passed the SQ department to initiate action where necessary.

Recurrent training is organised in each two-year period.

3.14 COMPETENCE ASSESSMENT OF PERSONNEL

This paragraph applies to the whole personnel intervening into the organisation maintenance activity and particularly the staff and the personnel working for the support services (engineering, planning, preparation, Store, tools, purchase...).

The Maintenance Director is responsible for training the maintenance personnel whose activity has an effect on the activities.

3.14.1 **JOB DESCRIPTION**

Refer to the job description for each job.

3.14.2 **INITIAL TRAINING**

New employee receives an introduction course for:

- Safety rules, maintenance procedures, and basic principles,
- Health, security and safety including Hazardous materials
- Knowledge of Regulations (UK, FAR, Swiss legislation,...),
- Knowledge of management system, including safety, and MOE,
- Documentation availability.

An additional training is monitored by the appropriate manager in relation with their function. It may concern:

- Function of the staff (DA-0450),
- equipment/tools/maintenance instructions,
- Using materials, consumables, spare parts,
- Issuance of shop record,
- Using data system (Quantum, CMTS, ...),

3.14.3 **CONTINUATION TRAINING**

1) Depending on requirements, maintenance personnel are trained on:

- **Training courses (Initial and Recurrent)** including in the approved training Plan,
- Regulations/Standards,
- internal procedures, Specific procedures changes,
- New Product or improvements including data system,
- **Safety**, HF, FTS and EWIS, as appropriate

Note: All those items at least must be provided within two years period for each person involved in one of the following functions: planning, production, inspection and surveillance as stated per Part-145 regulation in own scope and in particular for Certifying Staff.

2) Individual home training can be organised by using computers, Maintenance manuals and/or Training Manuals.

The qualification and training records for each maintenance related staff member are held in the SQ department. Refer to §1.6.3.

3.14.4 SKILLS/ COMPETENCE EVALUATION

3.14.4.1 Yearly evaluation

The Evaluation system of the competences, each year, the appropriate manager gets on the job evaluation and/or examination relevant to the particular job role (under Human resources lead).

The purpose of these evaluations is to assess employees in their assigned positions for their capacity for adaptation, degree of assimilation in terms of organisational procedures and ownership of various tasks and to evaluate their level of mastery. Monitors may find it appropriate to arrange for additional training or for a review of a particular procedure or process with a view to improving relevance and comprehension.

3.14.4.2 Competence assessment

The aim of the assessment performed every 2 Years is to ensure compliance of the **Staff** with the relevant requirements before granting an initial **Internal Authorisation certificate**, to renew or to extend the scope of existing authorisation. As a consequence the assessment shall ensure that the staff:

- Meets the qualification criteria addressed in §3.4.4 recorded in DA-0061;
- Possesses the expected competence(s) and knowledge associated to its job function as listed in the GM2 145.A.30(e), assessed and recorded in DA-0031; by the direct manager and SQ department

3.14.5 ON-THE-JOB TRAINING (OJT)

OJT for the endorsement of the first Aircraft type rating on Licence (AML) is described in §3.15.

This chapter describes OJT performed as an effective method of training for specific subject and tasks that are difficult to understand or for which demonstration of capability is essential to correct completion.

The OJT includes one-to-one supervision and should involve work task performance on aircraft/components.

Knowledge is obtained while participating in accomplishing the task under the supervision of a **qualified staff** or watching another demonstrate a task or activity and then accomplishing the same action under supervision until satisfactory results are obtained.

The technician, placed under the control of a **qualified staff**, should record maintenance operations carried out with reference to ATA code, Maintenance manual, Aircraft type or component.

This information is recorded on paper or through Quantum. Each task performed should be signed by the staff and by the **qualified staff** and made available to the SQ department.

Qualified staff is qualified by the **Maintenance Supervisor** and accepted by the **SQ department**.

Assessor is qualified by the **SQ department** and accepted by UK CAA.

OJT must be validated by a certified Assessor.

3.14.6 PRACTICAL TRAINING

Theoretical courses should be carried out by a training organisation Part-147 or by the manufacturer of the equipment /Engine / Aircraft.

A practical training maintenance should be carried out by a training organisation Part-147.

The aim of Practical training syllabus is to record all the practical tasks in order to comply with Part-66 Appendix III requirements to endorse type rating on Aircraft Maintenance Licence.

It has been started and completed within the 3 years preceding the application for a type rating endorsement.

3.15 ON-THE- JOB TRAINING (FIRST AIRCRAFT IN LICENCE)

Note: OJT means "On-the-Job Training" (Appendix III to Part-66, Section 6) and is only required for the first Aircraft type rating in the licence.

3.15.1 ON-THE- JOB TRAINING - OJT

The aim of OJT is to record all the practical tasks in order to comply with Part-66.A.45 requirements to endorse first type rating within a given Category/SubCategory on Aircraft Maintenance Licence.

The objective of OJT (On-the-Job Training) is to gain the required competence and experience in performing safe maintenance.

DABS will conduct OJT on Aircraft types for which the organization holds base maintenance approval.

DABS carries out such OJT using Aircraft Type "OJT Syllabus" (DA-0357) built in compliance with Part-66 and approved by the Authority issuing the licence.

The SQ department is responsible of the compliance of the procedure described in DA-0357 and any change must be sent to Training/Licensing department of the Authority issuing the licence for approval before use.

This syllabus can only be used upon the successful completion of the theoretical training.

Instructors are accepted by a **certified Assessor**.

Assessor is certified by the SQ department and accepted by UK CAA.

The Instructor and the Assessor may be the same person.

Tasks in OJT should be validated by **instructors**.

OJT should be assessed and validated by a **certified Assessor**.

3.15.2 CONTENT & DURATION

The syllabus covers at least 50% of the tasks listed Appendix II to the AMC of Part 66. It covers a cross section of tasks that are representative to the specific aircraft and systems (Task are described in Form **DA-0357**).

3.15.3 RESPONSIBILITIES OF THE TRAINEE / INSTRUCTOR / ASSESSOR

Each person involved in the OJT has a responsibility described in the Form **DA-0357** in order to respect the process from the delivering and preparation of the OJT Syllabus to the issuance of the recommendation to the Authority issuing the licence.

3.15.4 COMPLIANCE REPORT

The Maintenance Organisation will establish a compliance report (Form **DA-0357**) demonstrating how the OJT meets the requirements of Part 66.

3.15.5 PRE-REQUISITES OF INSTRUCTOR

Instructor should fulfil the pre-requisites described in **DA-0106**.

Privilege is given by the SQ department under approval by the Practical Training Supervisor and formalised on internal certificate with privilege "I" based on assessment recorded on **DA-0061**.

3.15.6 PRE-REQUISITES AND NOMINATION OF ASSESSOR

To be nominated as an Assessor for OJT, candidates have to comply with the pre-requisites described in **DA-0106**.

Privilege is given by the SQ department after acceptance by the UK CAA and formalised on internal certificate.

*A list of designated qualified Assessor is available in SQ department.

3.15.7 ASSESSMENT

The Assessor will conduct the final assessment of the OJT to confirm completion of the required diversity and quantity of the OJT. The assessment is based on the OJT instructors report and feedback. During the assessment the Assessor should focus on the student's competencies relevant to the aircraft type and its maintenance, including but not limited to:

- Environmental awareness (acts safely, apply safety precautions and prevent dangerous situations)
- System integration (demonstrate understanding of aircraft systems)
- Use of the official current aircraft documentation

3.16 RECOMMENDATION FOR ISSUANCE OF LICENCE

DABS has not the privilege to issue recommendation to UK CAA. This chapter is to be considered not be applicable.

The following is a description of document required in case of request for licence (initial or amendment).

3.16.1 REQUIREMENT FOR AIRCRAFT TYPE IN THE LICENCE

	"B1" licence	"B2" licence	"C" licence
GROUP 1	Individual Type Rating <ul style="list-style-type: none"> - Theory + Examination - Practical Training + Assessment - + OJT (for the first Aircraft in licence) 		Individual Type Rating <ul style="list-style-type: none"> - Theory + Examination

3.16.2 APPLICATION FOR AIRCRAFT TYPE IN THE LICENCE

SQ department is in charge to constitute folders package for licence applications as following:

- Copy of passport or ID Card
- Justification of personal address
- **Application Form 19**
- Original AML

Initial request	Amendment	
Part-66 modules exams for "B1" or "B2" categories. Part-147 Certificate.	Amendment Additional Category	Amendment Additional Type rating
Extraction of experience according to Part-66.A.30 requirements relevant to the Category or Basic Practical logbook	Partial Part-66 modules exams for "B1" or "B2" categories. Part-147 Certificate	Theoretical Part-147 Certificate
Detailed Written Justification (including Practical logbook)	Extraction of experience from the preceding 2 years relevant to the new category.	Practical Training approved with Assessment
+ Type rating Training (if appropriate)	Detailed Written Justification Base Maintenance activities (for "C" category)	Copy of AML of instructor(s) + Internal Authorization
Practical Training approved (if appropriate)	Module 10 (if applicable)	OJT for the first aircraft in licence subcategory
OJT for the first aircraft in licence (if appropriate)		Scope of approval

PART 4
CONTRACTED OPERATORS

PART 4 CONTRACTED OPERATORS

4.1 LIST OF CONTRACTED OPERATORS

Operators have to sign a contract with **DABS**, for the scheduled maintenance of their Aircraft. Operators are supported in respect of Base and Line Maintenance in accordance with the requirements of Part 2, L2 and 3 of this MOE and the terms of individual contract.

Contract describes procedures/ documents/exchange of information, planning meetings, technical, quality, reliability between DABS and its customer.

List of aircraft concerned is described in each contract signed.

These maintenance contracts are recorded on internal Server.

In addition, maintenance programme and specific procedures or instructions are available on internal Server

4.2 OPERATOR PROCEDURES AND PAPERWORK

4.2.1 GENERAL

Each maintenance service requested from a Customer is subject to a specific WP created in Quantum.

4.2.2 RESPONSIBILITY

Relevant paperwork will be provided to the customer as described in §2.17.2:

1. aircraft certification (CRS/MRC) for Scheduled Maintenance Inspection
certificate is issued following those inspections required by the Maintenance Programme,
2. Deferred Defects Record (HIL/ADDL) completed as appropriate,
3. Tech Log completed as appropriate with the release to service,

In case of specific requirement, the Customer procedure detailing the way to enter all data must be followed.

Operator Procedure and training to ensure correct completion of document are to be provided by the customer.

In case of customer provided work cards, the customer has to provide a procedure to train maintenance staff. If agreed, DABS work cards will be used to describe work performed and customer work cards have to be stamped by technical services to ensure work performed.

4.2.3 CONTRACTORS

Each Customer is responsible to establish the necessary Maintenance agreement/contract with the specific contractors for engine contracted work.

4.3 OPERATOR RECORDS COMPLETION

DABS will maintain all technical records, including issuance of logbook entries in accordance with requirements of this MOE and the current Maintenance agreement/contract between the Customer and DABS.

DABS provides CRS/MRC to the Customer, together with any specific (approved) data used for repairs / modifications carried out as described in the contract.

On completion of any maintenance, the **CSM** will ensure that

- details of the work are recorded in the Tech Log and the Certificate of Release to Service.
- Release Documents have been signed by an appropriately Certifying staff.
- The CRS/MRC records the maintenance which has been carried out or deferred i.a.w the Purchase Order.
- The CRS/MRC records the reference of maintenance programme.

After completion of all maintenance work, the **CSM** will supply to the **Customer** the records described in §2.17.1.

All maintenance work carried out shall be certified in the Tech Log including reference to the WP.

The **CSM** will ensure that all defects reported by the flight crew are rectified and certified in the Tech Log, or are deferred in accordance with the provisions of the **Customer** MEL.

PART 5

Sample of Document, Tags and Forms used

PART 5 SAMPLE OF DOCUMENTS, TAGS AND FORMS USED

Manuals and associated Forms are available on Internal Server (START // Documentations)

5.1 SAMPLE OF DOCUMENTS

5.1.1 MANUAL AND ATTACHED DOCUMENTS

Direct approval

Each following document is individually approved/accepted.

Reference	Title	Authority
DA-0001	SQMS Manual	DABS
DA-0103	List of Authorised Staff	UK CAA or DABS (indirect approval)
DA-0104	Subcontractors List	DABS
DA-0105	COMPONENT - Capability List	UK CAA or DABS (indirect approval)
DA-0106	Maintenance Training programme	DABS

5.1.2 PROCEDURES, INSTRUCTIONS AND FORMS

Indirect approval

Under its indirect approval, DABS could manage and amend the following forms.

When any new or amended forms are published, the SQ department is in charge for evaluating new changes, and for sending proposed form to the authority for notification, and for subsequently distributing copies of forms to all copyholders.

Procedures and instructions

DA-0111	General Work process - Documentation
DA-0125	Certificate of Release to Service - Guidance
DA-0128	General Calibration/Inspection Procedure
DA-0129	Incoming inspection
DA-0135	Shipping process
DA-0201	Release to service and authorisation privileges
DA-0202	Critical task matrix

Procedures NDT

DA-0114	NDT Procedures (approved by a Level 3 NDT)
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SQ Procedures and instructions

DA-0028	Audit procedure
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Maintenance Forms

DA-0031	Competence assessment
DA-0032	Internal Authorisation certificate
DA-0045	Maintenance close out - General verification - OUTGOING
DA-0046	Aircraft Incoming inspection
DA-0059	Mass & Balance Report / Dry report form
DA-0061	Certifying staff - Assessment form
DA-0079	Training Record
DA-0080	Certifying staff - Tasks Training records for privilege "A"
DA-0110	Work Package - Forms and Use
DA-0113	Work Report – specialised tasks
DA-0122	Tags for parts identification
DA-0124	Authorised Release Certificate - Forms and Guidance
DA-0126	Labels, stickers for Tool and Component
DA-0127	Tool Control record Sheet
DA-0131	SEA - Single Event Authorisation
DA-0132	CIRC - Authorisation to fly with a Component with Inappropriate Release Certificate
DA-0133	Certificate of Fitness for flight
DA-0136	Release to service / CofC- Sample
DA-0137	Capability List Amendment Form
DA-0138	Authorised staff List Amendment Form
DA-0139	Discrepancy Report (Logistic)
DA-0141_WAAS	WAAS - Authorisation to perform works above approved scope at approved Facility -
DA-0141_WAB	WAB - Authorisation to perform limited works away from approved Facility -
DA-0161	Missing Tool report
DA-0162	Fabricated Tool/Equipment data sheet
DA-0164	Part fabricating tracing Sheet (PFTS)
DA-0355	Practical Training form
DA-0356	Experience logbook
DA-0357	On the Job Training Syllabus and Booklet form
DA-0360	ERT - Syllabus
DA-0450	Syllabus for continuation and initial training
DA-0480	Syllabus for Aircraft Variant training

Quality Forms

DA-0019	Hazard and Occurrence Report (different forms) – NER / TOR
DA-0036	Corrective Action Plan (CAP)
DA-0038	Schedule of Audits
DA-0039	Notification of Audits
DA-0040	Check list for Audit
DA-0041	Action Report form (ARF)
DA-0042	Audit report
DA-0043	Risk assessment
DA-0090	Event Cause and Analysis Report (ECAR)
DA-0160	Change Assessment form
DA-0540	Training course feedback
DA-0540	Training certificate

5.2 LIST OF SUBCONTRACTORS

As per part-145.A.75(b)

Form Reference	Title
DA-0104	Subcontractors List

5.3 LIST OF ADDITIONAL MAINTENANCE FACILITIES

As per part-145.A.75(d).

- Line facilities

<i>Line location</i>	United Kingdom	DABS Farnborough	FAB
<i>Line Station</i>		DABS Luton	LTN

5.4 LIST OF CONTRACTED MAINTENANCE ORGANISATION

As per part-145.A.70(a)(16)

Contracted maintenance organisations are listed in Quantum. In case of signed contract, these company are described in DA-0104.

PART 6 APPENDICES

6.1 APPENDIX – COMPARISON MODULE PART 66

MODULE 9A. HUMAN FACTORS	A	B1	B2	UK	EASA
9.1 General	1	2	2	YES	YES
The need to take human factors into account;				YES	YES
Incidents attributable to human factors/human error;				YES	YES
'Murphy's' law.				YES	YES
9.2 Human Performance and Limitations	1	2	2	YES	YES
Vision;				YES	YES
Hearing;				YES	YES
Information processing;				YES	YES
Attention and perception;				YES	YES
Memory;				YES	YES
Claustrophobia and physical access.				YES	YES
9.3 Social Psychology	1	1	1	YES	YES
Responsibility: individual and group;				YES	YES
Motivation and de-motivation;				YES	YES
Peer pressure;				YES	YES
'Culture' issues;				YES	YES
Team working;				YES	YES
Management, supervision and leadership.				YES	YES
9.4 Factors Affecting Performance	2	2	2	YES	YES
Fitness/health;				YES	YES
Stress: domestic and work related;				YES	YES
Time pressure and deadlines;				YES	YES
Workload: overload and underload;				YES	YES
Sleep and fatigue, shiftwork;				YES	YES
Alcohol, medication, drug abuse.				YES	YES
9.5 Physical Environment	1	1	1	YES	YES
Noise and fumes;				YES	YES
Illumination;				YES	YES
Climate and temperature;				YES	YES
Motion and vibration;				YES	YES
Working environment.				YES	YES
9.6 Tasks	1	1	1	YES	YES
Physical work;				YES	YES
Repetitive tasks;				YES	YES
Visual inspection;				YES	YES
Complex systems.				YES	YES
9.7 Communication	2	2	2	YES	YES
Within and between teams;				YES	YES
Work logging and recording;				YES	YES
Keeping up to date, currency;				YES	YES
Dissemination of information.				YES	YES
9.8 Human Error	1	2	2	YES	YES
Error models and theories;				YES	YES
Types of error in maintenance tasks;				YES	YES
Implications of errors (i.e. accidents);				YES	YES
Avoiding and managing errors.				YES	YES
9.9 Hazards in the Workplace	1	2	2	YES	YES
Recognising and avoiding hazards;				YES	YES
Dealing with emergencies.				YES	YES

No differences found

MODULE 10. AVIATION LEGISLATION	A	B1	B2	UK	EASA
10.1 Regulatory Framework	1	1	1	YES	YES
Role of the International Civil Aviation Organisation;				YES	YES
Role of the CAA ;				YES	NO
Role of the European Commission;				NO	YES
Role of the Secretary of State ;				YES	NO
Role of EASA;				NO	YES
Role of the Member States and National Aviation Authorities;				NO	YES
Regulations (EU) 2018/1139, Regulation (EU) No 748/2012, Regulation (EU) No 1321/2014 and Regulation (EU) No 376/2014;				YES	YES
Relation between the various Annexes (Parts) of Regulation (EU) No 748/2012, Regulation (EU) No 1321/2014 and Regulation (EU) No 965/2012				YES	YES
10.2 Certifying Staff — Maintenance	2	2	2	YES	YES
Detailed understanding of Part-66.				YES	YES
10.3 Approved Maintenance Organisations	2	2	2	YES	YES
Detailed understanding of Part-145 and Part-M Subpart F.				YES	YES
10.4 Air operations	1	1	1	YES	YES
General understanding of Regulation (EU) No 965/2012.				YES	YES
Air Operators Certificates;				YES	YES
Operator's responsibilities, in particular regarding continuing airworthiness and maintenance;				YES	YES
Aircraft Maintenance Programme;				YES	YES
MEL//CDL;				YES	YES
Documents to be carried on board;				YES	YES
Aircraft placarding (markings).				YES	YES
10.5 Certification of aircraft, parts and appliances (a) General				YES	YES
General understanding of Part 21 and CAA certification specifications CS-23, 25, 27, 29.	—	1	1	YES	YES
(b) Documents	—	2	2	YES	YES
Certificate of Airworthiness; restricted certificates of airworthiness and permit to fly;				YES	YES
Certificate of Registration;				YES	YES
Noise Certificate;				YES	YES
Weight Schedule;				YES	YES
Radio Station Licence and Approval.				YES	YES
10.6 Continuing airworthiness	2	2	2	YES	YES
Detailed understanding of Part 21 provisions related to continuing airworthiness.				YES	YES
Detailed understanding of Part-M./ CAMO				YES	YES
10.7 Applicable National and International Requirements for (if not superseded by EU requirements).	1	2	2	YES	YES
(a) Maintenance Programmes, Maintenance checks and inspections;				YES	YES
Airworthiness Directives;				YES	YES
Service Bulletins, manufacturers service information;				YES	YES
Modifications and repairs;				YES	YES
Maintenance documentation: maintenance manuals, structural repair manual, IPC, etc.;				YES	YES
Master Minimum Equipment Lists, Minimum Equipment List, Dispatch Deviation Lists; Only for A to B2 licences:				YES	YES
(b) Continuing airworthiness;	—	1	1	YES	YES
Minimum equipment requirements — Test flights;				YES	YES
ETOPS, maintenance and dispatch requirements; Only for B1 and B2 licences:				YES	YES
All Weather Operations, Category 2/3 operations. Only for B1 and B2 licences:				YES	YES

Course could be done internally with a test.

6.2 APPENDIX A1 – GENEVA – BASE FACILITY

<i>Primary Location Base Station</i>	Switzerland	DABS Geneva	GVA
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6.3 APPENDIX A2 – FARNBOROUGH – LINE FACILITY

<i>Line location Line Station</i>	United Kingdom	DABS Farnborough	FAB
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6.4 APPENDIX A3 – LUTON – LINE FACILITY

<i>Line location Line Station</i>	United Kingdom	DABS Luton	LUT
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