



# **Quality Control Manual**

**Manual: Master**

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## Table of Contents

<u>Heading</u>	<u>Page #</u>	<u>Heading</u>	<u>Page #</u>
Title Page	0	<b>Chapter 6</b>	
TOC	1	6.1 Material Handling/Storage	17
LEP/Record of Revision	2	6.2 Handling Parts	17
<b>Chapter 1</b>		6.3 Storage Parts – General	17
1.1 Introduction	3	6.4 Storage Electronics/Avionics	18
1.2 Manual Control	3	6.5 Expendables	18
1.3 Facilities Layout/Design	4	<b>Chapter 7</b>	
<b>Chapter 2</b>		7.1 Control of Non-conforming Product	19
2.1 Organization Chart	5	7.2 Identified as Non-conforming	19
2.2 Responsibilities/Duties	5	7.3 Identified as Scrap	19
2.2a President	5	7.4 Identified as Suspected Unapproved	19
2.2b Chief Inspector	5	<b>Chapter 8</b>	
2.2c Purchasing/Sales	6	8.1 Product Support	21
<b>Chapter 3</b>		8.2 Supplier Surveillance Program	21
3.1 Personnel Training	7	8.3 Approved Supplier List	21
3.2 General Training	7	8.4 Internal Audit and Surveillance	21
<b>Chapter 4</b>		8.5 Airworthiness Directives	22
4.1 Inspection Process	9	8.6 Calibrated Equipment	22
4.1a Receiving Inspection	9	<b>Chapter 9</b>	
4.1b Shipping Inspection	9	9.1 Forms	23
4.1c Pre-Overhaul Inspection	10	ATA 106 Part & Material Certification	24
4.1d Return O/H Inspection	10	SWA 2 Vendor/Supplier Self Evaluation	**
4.2 Incident Related Parts	10	SWA 3 Scrap Report	26
4.3 Suspected Unapproved Parts	11	SWA 4 Receiving/Shipping Checklist	28
4.4 Recall of Parts	11	SWA 5 OJT Training	30
4.5 Configuration Management	11	SWA 6 Quarantine Log	32
<b>Chapter 5</b>		<b>Appendix 1</b>	34
5.1 Purchasing Process	12	<b>Appendix 2</b>	35
5.2 Rotable Components	12		
5.3 Expendable Products	12		
5.4 Rubber Products	12		
5.5 Lot & Consignments	13		
5.6 Re-distribution of Product	14		
5.7 P.O./S.O. Record Keeping	14		
5.8 Life Limited Parts	14		
5.9 Repair Services	15		
5.10 Handling Non-conforming Mat	16		

\*\* SWA 2, Vendor/Supplier Self Evaluation Checklist is maintained separately by the Chief Inspector due to the number of pages it represents.



**List of Effective Pages**

<u>Page</u>	<u>Rev</u>	<u>Date</u>	<u>Page</u>	<u>Rev</u>	<u>Date</u>
0	1	03/24/08	18	1	03/24/08
1	1	03/24/08	19	1	03/24/08
2	1	03/24/08	20	1	03/24/08
3	1	03/24/08	21	1	03/24/08
4	1	03/24/08	22	1	03/24/08
5	1	03/24/08	23	1	03/24/08
6	1	03/24/08	24	1	03/24/08
7	1	03/24/08	25	1	03/24/08
8	1	03/24/08	26	1	03/24/08
9	1	03/24/08	27	1	03/24/08
10	1	03/24/08	28	1	03/24/08
11	1	03/24/08	29	1	03/24/08
12	1	03/24/08	30	1	03/24/08
13	1	03/24/08	31	1	03/24/08
14	1	03/24/08	32	1	03/24/08
15	1	03/24/08	33	1	03/24/08
16	1	03/24/08	34	1	03/24/08
17	1	03/24/08	35	1	03/24/08

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0	12/05/08	Initial Issue
1	3/24/08	Complete Rewrite, Formatting, Forms Insertion, Audit Activity.

**Approved By:**

\_\_\_\_\_  
**President**

\_\_\_\_\_  
**Chief Inspector**

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**Date**

\_\_\_\_\_  
**Date**



## Chapter 1

### 1.1 Introduction

Silver Wings Aerospace, Inc. (SWA) is a supplier of aircraft and engine parts to the aviation industry and recognizes its responsibility to establish and maintain policies and procedures which will provide the highest level of quality and service attainable for our customers.

As a supplier of aircraft parts, SWA developed a Quality Management System that meet the requirements of ASA 100, AC 00-56, AC 20-62, AC 21-29, and C.A.S.E. 3A Standard as revised. See Appendix 2 for a list of abbreviations, acronyms, and definitions utilized in this manual.

### **Quality Policy**

**TO BE AN AIRCRAFT INVENTORY SOLUTIONS LEADER TO THE AVIATION INDUSTRY WITH CONTINUING COMMITMENT TO WORLD CLASS CUSTOMER SERVICE AND QUALITY EXCELLENCE.**

### 1.2 Manual Control

The Chief Inspector will ensure the Quality Control Manual (QCM) is current to business operations and Industry Standards as required. SWA employees may present in writing to the Chief Inspector any proposed changes to the QCM. The Chief Inspector will evaluate and discuss with the President of SWA proposed revisions to the QCM prior to implementation. All revisions must be approved by the Chief Inspector prior to incorporation.

Upon receipt of a new revision each manual holder will be responsible for inserting the revision in their QCM and return the acknowledgement form to the Chief Inspector validating incorporation. SWA QCM may be maintained as hard copy or electronic media and distributed as appropriate. Sufficient controls will be established to prevent tampering or unauthorized revisions to be made without the approval of the Chief Inspector.

Changes that significantly affect SWA's QCM and its business operation, the Chief Inspector will revise the manual as appropriate and provide a copy to the Airline Supplier's Associate for approval prior to implementation.

SWA does not repair/overhaul or perform services that require the current OEM or Manufacturer Technical Data. It is the responsibility of the Vendor/Supplier to ensure

the most current publications/customer data is used and documented on the appropriate Airworthiness Release. All publications utilized by SWA are for reference only. The Chief Inspector is responsible for the control of all Technical Data if applicable.

**1.3 Facilities Layout and Description**

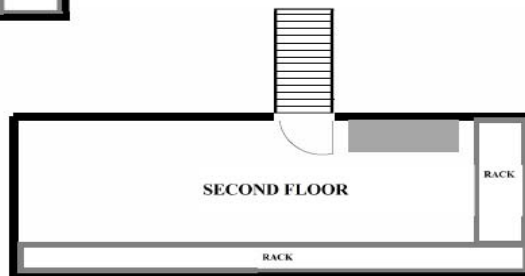
Present Floor space of SWA is 3,200 square feet, including a 980 square feet temperature/humidity controlled room located on the second floor.

Facilities are maintained so as to ensure that storage does not damage inventory, adequate space exists and appropriate racks, and parts stored in a manner to preclude damage.

Control of the facility is brick construction with entrance points monitored for unauthorized access. A locked gate and chain link fence provide additional security after hours.

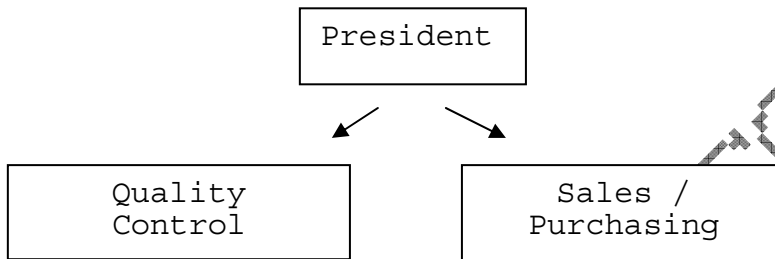
**Address:** Silver Wings Aerospace, Inc.  
25400 S.W. 140<sup>th</sup> Ave  
Princeton, FL 33032

**Phone numbers:** (305)258-5950 Main Phone  
(305)258-5953 Main Fax



**Chapter 2**

**2.1 Organizational Chart**



**2.2 Responsibilities and Duties**

**a. President**

The President is responsible for the complete, overall operation of SWA, Inc. and for providing adequate housing and facilities. The President has the authority and responsibility to carry out all assigned duties. These duties shall include, but are not limited to the following:

- Provide adequate training, equipment, materials and competent personnel to operate SWA in compliance with applicable Federal Aviation Administration Regulations, manufacturer's recommendations, customer and quality system requirements
- Ensure adequate fire protection equipment is available and maintained
- Provide proper protection and handling of customer inventories
- Establish standards to assure that proper safety precautions are observed in all areas of SWA

*The President may delegate specific or all assigned duties to a qualified individual as necessary; however, such delegation does not relieve the President of the overall responsibility and final accountability of these functions.*

**b. Chief Inspector**

Chief Inspector is responsible to President of SWA for the design and implementation of the Quality Management System. The Chief Inspector has the authority and responsibility to carry out all assigned duties. These duties shall include, but are not limited to the following:

- Supervise and manage daily quality activities
- Ensure sufficient quality training to employees
- Provide Quality interface with Sales/Purchasing
- Initiate and Revise Quality Policies, Procedures, and Methods to meet the requirements of SWA, Industry Standards and customers
- Review and Interpret conformance to customer requirements/specifications
- Maintain Quality Records as required
- Review and Revise the Quality Control Manual as needed
- Maintain appropriate level of knowledge of current and likely future industry standards/changes
- Interface with Airline Industry Quality Groups to ensure SWA meets all customer quality needs
- Maintains a current inventory and calibration of equipment as required
- Maintain a current roster of names/signatures and authorizations allowed

*The Chief Inspector may delegate specific or all assigned duties to a qualified individual as necessary; however, such delegation does not relieve the Chief Inspector of the overall responsibility and final accountability of these functions.*

c. **Purchasing/Sales**

Purchasing/sales is responsible to the President for the appropriate activities required to meet business objectives in the acquisition and/or sale of parts, materials, inventory and repair services. Purchasing/Sales employees have the authority and responsibility to carry out all assigned duties. These duties shall include, but are not limited to the following:

- Interacts with customers to review sales/purchase requirements
- Ensures inventory is properly identified and accounted for
- Coordinate activities with Quality to ensure appropriate record keeping
- Utilizes Approved Suppliers List for Repair Services
- Initiate and follow up communication for non-conforming units/parts/materials identified during receiving and outbound shipping process
- Ensures sufficient training as needed to meet business objectives

*Sales/Purchasing may delegate specific or all assigned duties to a qualified individual as necessary; however, such delegation does not relieve Sales/Purchasing of the overall responsibility and final accountability of these functions.*

## Chapter 3

### 3.1 Personnel Training

The Chief Inspector is responsible for ensuring that employees are properly trained in SWA's Quality Procedures, Policies, and QCM. Training records will be maintained by the Chief Inspector. The following general areas of training will be provided to each employee.

### 3.2 General Training

- a. Familiarity with CFR 145 Repair Station Operations & Documentation as it applies to services rendered to SWA
- b. Familiarity with Advisory Circulars applicable to SWA, Inc. Business Operations
- c. SWA Form application, documentation completion and retention requirements
  - Receiving/Shipping Inspection Form SWA 4
  - Repair Order, Return to Service and/or Certificate of Compliance Form
  - Scrap Report Form
- d. Appropriate identification, handling, storage, and shipping of aircraft parts & materials
- e. Proper identification of non-conformances and reporting requirements
- f. Inspection of received material
  - From Outside Supplier/OEM
  - Consignment Inventories
  - Documentation required for 2c, 2d, and 2e, above.
- g. Shipping Inspection
  - Visual Inspection for proper identification and shelf life date
  - Purchase Order information correct
  - Documentation correct and attached
  - Proper ATA 300 Containers or specific Customer packaging selected for shipment
- h. Proper identification and handling of Shelf Life parts and materials
- i. Identification of non-conforming and disposition of scrap parts and materials



Form SWA 5 will be utilized to document OJT training received. Copies of other certificates/achievements will be kept in the employee Training Record. These records will be maintained for a period of 2 years after employee is no longer with SWA. The Chief Inspector will maintain these records.

Job descriptions for SWA have been developed to define qualifications and competencies required for employment.

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## Chapter 4

### 4.1 Inspection Process

SWA's Quality Inspection is organized into four distinct processes designed to ensure aircraft airframe, engines accessories, components, avionics, and instruments purchased or repair/overhauled are properly identified, conform to specified requirements, and the appropriate configuration has been verified. Validation of the documentation is accomplished by the use of authorized signatures. SWA does not utilize inspection stamps. The Chief Inspector is responsible for the inspection program. The 4 core processes are:

#### a. Receiving Inspection

SWA's Quality will visually inspect all incoming parts to VERIFY condition, obvious physical damage, quantity, part numbers and serial numbers as specified on the SWA purchase order and match the accompanying completed documentation with the appropriate signatures. All connectors and ports are properly protected. A check of the documentation and the part(s) will be made to evaluate conditions of stress, extreme heat, etc. (See Para. 4.2) or was purchased from the U.S. Government or military. Shelf life evaluation for the part will be made as determined by the Manufacturer. If a shelf life limit exists for the part, the shelf life limit information will be entered in the computer in the Shelf Life Limit Section of the line item for specified part. Additional care will be taken for parts/material that is subject to ESDS requirements. (See Para 6.4 for ESDS storage). All Traceability and documentation must remain with the part. If the part meets all for these inspection requirements, copies are made and the part is placed in SWA inventory, or staged for shipment to customer. Form SWA 4 will be utilized.

#### b. Shipping Inspection

SWA Quality will visually inspect all parts selected from inventory to ensure that they meet the requirements of the customer purchase order and appropriate part protection is in place, i.e., lines, ports, electrical cannon plugs capped. Use of masking tape to provide part protection for lines, ports, electrical connections is prohibited. All traceability and repair documentation is reviewed and remains with the part. Copies of all accompanying documents will be placed on file. Quality will ensure the parts meet the customer's requirements, the part has not deteriorated on the shelf or exceeded its shelf life, and the appropriate wording is lined out in block 17 of the ATA 106.

Additionally, Quality will evaluate the physical condition of the part for cracks, dents, corrosion; ensure no deterioration has taken place while in storage, and if applicable, shelf life has not expired. Part number and serial number will be verified against the purchase order/shipping document and the part is properly packaged per ATA300 or



packaging specified by the customer and the packing slip contains the information required by the customer. Form SWA 4 will be utilized.

c. **Pre-Overhaul Inspection**

SWA Quality will visually inspect all parts sent to an outside repair agency for Overhaul, Repair, or Recertification. This inspection will confirm that the part number, serial number, quantity, and general condition of the parts conform to the requirements of the repair order. A check of the documentation and the part(s) will be made to evaluate conditions of stress, extreme heat, etc. or was purchased from the U.S. Government or military. Copies of all traceability documentation required to verify total times and total cycles of life limited parts will accompany the part. Only repair agencies listed on the Approved Suppliers List will be utilized for services that will require a Maintenance Release/Airworthiness Certificate, i.e., FAA Form 8130-3. Form SWA 4 will be utilized.

d. **Return from Overhaul Inspection**

SWA Quality will visually inspect all parts returned from repair agencies, confirm that all maintenance release tags are properly completed; each part is accompanied by complete documentation of work performed and performed by an approved supplier. The maintenance release tag must have the correct time and total cycles (if applicable), and status of service. No alterations to documents are acceptable and the part/component must be appropriately packaged and suitable part protection is present. All parts not meeting inspection requirements will be rejected and held for final disposition. Form SWA 4 will be utilized.

**4.2 Incident related Parts**

SWA Quality will immediately reject incident related parts, subjected to extreme stress, heat or environment, and hold them in quarantine until they are returned to the vendor, except where the following conditions are met:

- a. Part has been identified as incident related and repaired with the repair agencies knowledge of history for the part. Documentation of the work performed must be included.
- b. Customer has been advised that the part is incident related, has been repaired accordingly and customer approves in writing.

**4.3 Suspected Unapproved Parts**



Upon Inspection and identification of a suspected unapproved part, an FAA Form 8120-11 will be completed by the Chief Inspector and provided to the FAA at the address provided in AC21-29. The subject parts will be placed in quarantine until the FAA responds and coordinates with SWA the appropriate disposition based on the findings of the FAA. (See Para 7.4 for more guidance)

#### **4.4 Recall of Parts**

In the event a part was shipped to a customer or vendor that does not meet the requirements of the order and constitutes a significant event the Chief Inspector will communicate within 24 hours of the discovery to the customer/vendor. Records will be maintained to facilitate part traceability to the customer and recall. At that time a determination will be made on appropriated steps to be taken to retrieve or replace such part.

#### **4.5 Configuration Management**

An evaluation of the Sales/Purchase Order and customer requirements will determine the configuration management of the part or component. The following material may be used to ensure proper configuration management and aid in the identification and status of the part or component.

- Illustrated Parts Catalog (IPC) - will enable Quality to identify part numbers, systems, supply vendors, etc. At the beginning of every IPC, there is a set of detailed instructions explaining the use of the manual.
- Service Bulletins (when made available)- will be used to verify part number changes when items are reworked by an approved repair agency in accordance with manufacturers Service Bulletins and to verify that units meet the listed modifications as stated in the documentation supplied by the approved repair agency.
- Airworthiness Directives – will be identified by the end user to ensure proper configuration and regulatory requirements have been met. AD's will be documented on the appropriate paperwork and shall specify AD number, AD amendment number, date and method of compliance, i.e., example: "AD xx-xx-xx terminated (data). Replaced shaft seal with P/N \_\_\_\_\_ shaft seal (signature)."

### **Chapter 5**



## 5.1 Purchasing/Sales Process

Normal purchase/sales of part/materials and/or services must be in accordance with SWA QCM and business objectives and purchasing/sales are employees authorized to handle all daily activities.

If negotiations with customers require a contract, the President and Chief Inspector will review all requirements to ensure all appropriate actions are identified and brought to resolution prior to implementation.

SWA only purchases or engages in the sales of aircraft, engine parts and materials. It is not a normal practice to purchase fasteners for use in aerospace applications. If the purchase of fasteners does occur the Chief Inspector will ensure the appropriate documentation and tests are validated if applicable.

If new standard parts are purchased directly from the manufacturer periodic verification will be accomplished to ensure technical specifications are met. The Chief Inspector will maintain a record of inspections used to make this verification, if applicable.

## 5.2 Rotable Components

- a. A part purchased/sold in either OH or SV condition must have a current FAA Form 8130-3 from an appropriately certificated FAA repair facility, CFR 121, 129, 135 operators, an EASA Form 1, or an equivalent that meets customer requirements.
- b. A teardown / inspection report from the repair facility is required for any part purchased in either OH or SV condition. Purchasing/sales will ensure the specific document requirements are communicated to the supplier.

## 5.3 Expendable Products

Purchasing/Sales will confirm the description and manufacturer of the items match the customer's requirements and meets SWA quality acceptance criteria.

## 5.4 Rubber Products

- a. Acceptable cure dates (shelf life) for seals and gaskets must be determined at prior to or at the time of purchase. Shelf life standards for many products have changed as technology has improved and the OEM may no longer be applicable.
- b. Cure dates found on packaging will be followed if there is no current OEM guidance reflecting current shelf life practices. If there is no guidance available, the following

criteria may be utilized to ensure the product purchased has proper cure date:

- Class 1: Up to 10 years from present date
  - Class 2: Up to 5 years from present date
  - Class 3: Up to 1 year from present date
- c. A current list of shelf life products will be maintained to inspect periodically and remove items where shelf life/cure date has expired. This list may be in hard copy or electronic media.
- d. The Chief Inspector will make the final determination for the acceptance of shelf life products where there is no guidance available and is responsible for the program.

## **5.5 Lot Purchases and Consignment Inventories**

Proper record keeping and control are essential and it shall be the responsibility of the Chief Inspector to keep and maintain secure files designated for records associated with Lot Inventory Purchase. Consignment inventoried will be filed using (Transaction Codes). See Appendix 1. Upon request these records shall be made available for review.

Records shall remain in **active** files until such time the entire inventory has been disposed of. The appropriate file shall be transferred to "dead storage" for another 7 years and clearly marked with its disposal date. Hardware records shall be maintained for a period of 10 years.

- a. A documentation log of all required documents shall be maintained by the Chief Inspector. If documentation has not been received, it shall be the responsibility of the Chief Inspector to contact the Vendor or Consignor and request in writing the missing documents.
- b. Required Documentation – Lot Inventory Purchase
- Purchase Order, Purchase agreement or Contract
  - Certificate of Conformance from Vendor
  - Authorization in writing to sign C of C as an agent
  - Inventory Lists, Packing Lists, etc.
- c. Required Documentation – Consignment Inventories
- Consignment Agreement
  - Certificate of Conformance (If not covered in consignment agreement)
  - Authorization in writing to sign C of C as an agent
  - Inventory Lists, Packing Lists, etc.



## 5.6 Re-Distribution of Purchased Product

All Batch purchased items that contain blanket certification by vendors shall be processed in the utilizing the following:

- a. Each batch will be marked
- b. With split lots, the original paperwork will be kept with the initial purchase order, certified copies will be sent out with each customer order and documented on the SWA computer network ensuring inventory and documentation are accurate.
- c. Upon final sale from each batch the file will be marked "closed". All paperwork pertaining to that batch will be stored together as a file.

## 5.7 Purchase/Sales Order Record Keeping

- a. Purchase Orders are filed in an open P.O. file.
- b. Purchase Orders that have material received against them must have the following documents attached:
  - Receiving document SWA 4
  - Vendor Packing List
  - Material Certification with non-incident, military usage statement
  - Copy of 8130 Tag and Tear Down Report
  - Records of fastener integrity/test results (if applicable)
- c. The Purchase Order remains open until all required documentation is attached. Purchasing will follow up on obtaining paperwork for purchase orders that have been received.
- d. Sales orders are maintained for a period 7 years from the date of sale and disposition accordingly.
- e. All records will be protected against damage, alteration and loss.

## 5.8 Special Requirements for Life Limited Parts

All LLP(s) must have following documentation and traceability requirements:

- a. LLP(s) must be accompanied by a limited parts summary document produced at the time the part is removed from the aircraft or engine. In addition, document certifying the part number, serial number, total time, total cycles, and model number of the



engine the part was removed from is required. This document must be signed by an authorized individual, i.e.: licensed individual, records supervisor, or chief inspector.

- b. In the event the part was installed on more than one engine, aircraft, APU, landing gear, etc., the requirements of the above paragraph must be met, plus disk sheets or log book entered with part number, serial number or part, aircraft or engine serial numbers and model numbers of all aircraft or engine that the parts were installed on. These sources of information, (maintenance release tags, disk removal/installation sheets, aircraft or engine log book shall document the history of all Life Limited Parts.
- c. Upon Receipt of LLP components, all pertinent information will be transferred from incoming paperwork to the SWA computerized tracking system. Based on the information on the life limits, the computer will track and flag all components that require recertification. At this time the component will be evaluated for rework or removal from the serviceable warehouse and placed in the unserviceable warehouse.

## **5.9 Repair Services**

The Chief Inspector shall be responsible for sourcing approved repair agencies. Purchase of repair and overhaul services may only be from suppliers listed on the SWA Approved Suppliers List. A file will be maintained by the Chief Inspector and will include as a minimum a copy of the agency's FAA certificate, Operation Specifications, Drug and Alcohol letter, and Warranty Policy.

Purchasing/Sales shall issue Repair Orders, maintain Repair Order files, and expedite repairs for timely delivery to SWA customers. All Repair Orders shall clearly indicate any special requirements, repairs are to be accomplished in accordance with manufacturer's specifications, and documentation requirements needed to support completion of work performed, i.e., an appropriately completed FAA Form 8130 Tag, Teardown, and Inspection Report must accompany all parts back to SWA.

It will be communicated to the supplier that any deviation to manufacturer's specifications such as a DER, Special Process, etc. must be approved by SWA Quality prior to work being performed.

SWA's Quality shall be responsible for inspection of all products received upon completion of repair.

## **5.10 Handling of Rejected/Non-conforming Material**

- a. Receiving inspection reports for rejected material are reviewed by Sales/



Purchasing for action and follow up.

- b. A receiving inspection report is entered in a control log to ensure accountability and material resolution.
- c. Purchasing will ensure that any inventory lines are deleted in the system for material being returned to the vendor.
- d. See Chapter 7 for additional information on Non-conforming parts/materials.

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## Chapter 6

### 6.1 Material Handling & Storage

Rev: 1  
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Page 16

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SWA employees understand the importance of the proper handling and storage of aircraft parts. It shall be the responsibility of all personnel to observe the following requirements with regards to the proper handling, storage, and shipping of parts. Quality shall have the additional responsibility of observing these procedures and reporting any mishandling of parts, taking such action necessary to correct the situation immediately. Parts will not be labeled with multiple part numbers if such labeling could cause confusion to the parts manufacturer or application. Alterations to the data plate are not acceptable unless authorized by the FAA or an FAA certificate holder. The product will be quarantined and the Chief Inspector will evaluate and take the appropriate action.

## **6.2 Handling of Parts**

Parts being handled by SWA personnel and/or delivery and pickup individuals all are to handle the product as appropriate with extreme care being careful not to drop or to roughly handle the item in any way. At all times possible during the handling process, parts will remain protected by placing them into an adequate container or on an adequate surface suitable to support in strength and surface protection. Any shipping container which is marked to indicate its upright position should remain upright at all times. Extreme caution should be exercised when handling hazardous materials such as fire bottles, oxygen bottles, life rafts, slides, and squibs, etc. THESE ITEMS CAN CAUSE SERIOUS INJURY OR DEATH IF IMPROPERLY HANDLED.

## **6.3 Storage of Parts – General**

Parts shall be stored in the manufacturers original packaging if possible. Packaging will identify the manufacture, distributor, part number, serial number, lot or batch number (if applicable) and the quantity. Parts in the SWA inventory shall be protected in such a way as to preclude exposure and damage from the elements i.e.: duct, dirt, grease, etc. All parts shall be protected to ensure that all openings are capped and/or plugged and protected. Parts requiring the use of electrostatic wrapping shall be so protected. Any time a package is opened for any reason care shall be taken to ensure that all openings are capped and/or plugged and the package shall be resealed prior to returning the part to its shelf location. Masking tape will not be used to provide protection on any part.

Out of date/Out of time parts and materials will be segregated from serviceable items and discarded as required. Periodic review of these products and inspection prior to shipment is accomplished to ensure no expired material or parts will be issued.

## **6.4 Storage of Electronics and Avionics**

Electronics and Avionic parts that are airworthy shall be stored in the warehouse under



a climate controlled environment to preclude incidence of rust corrosion and grime from exposure to humidity and dust. Additionally, all sensitive devices such as delicate instruments and gyros shall be stored in an upright position. Certain gyros may require run up during long term storage of 6 months or more. Any devices which may be especially sensitive to electrostatic charging will be wrapped in a special wrapping to minimize exposure. The Chief Inspector will ensure identification of product where specific long term storage requirements must be met. Masking tape will not be used to provide protection of any part

## 6.5 Expendables

Expendable parts shall not be commingled on the shelf. These parts must be maintained in an original manufacturer package or otherwise segregated in a separate package / box with a certificate of conformity to other acceptable statement from the source attesting to the parts conformance to a standard i.e.: US, NIL, NAS, MS, AN etc. They shall be stored with a copy off the certification attached to the package. At any time a sale is made which reduces the amount shown for the contents of the package suitable notation will be made describing the amount removed from the package and the purchase order number and the notation attached to the package.

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## Chapter 7

### 7.1 Control of Non-Conforming Product

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Page 18

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SWA will determine disposition of non-conforming product, product deemed BER, and product identified as scrap. The following action will be taken for those products.

## **7.2 Product Identified as Non-Conforming**

Product will be controlled in an area designated for items identified as non-conforming until the appropriate evaluation is completed and a final determination of disposition is made. The Chief Inspector will make final determination of non-conforming products. Form SWA 3 will be utilized.

## **7.3 Product Identified as Scrap**

Product identified as scrap shall be held in a controlled, segregated location in the warehouse. On a periodic basis the Chief Inspector will determine final disposition of scrap products and is responsible for the program. A scrap report shall be completed and attached to the product. All documents pertaining to the evaluation shall be kept with the product. Upon mutilation and destruction beyond recoverability, the documents shall be maintained for a period of 7 years for LLP and 2 years for other serialized products by the Chief Inspector.

Mutilation and destruction beyond recoverability may be accomplished on site; however, items identified as scrap may be sent to an outside agency. Form SWA 3 will be utilized. Parts and material that have been identified as scrap by an approved repair agency may follow their internal scrap procedures. A letter, report, or some other acceptable method of communicating the items have been mutilated/destroyed by the repair agency will be documented and become part of the SWA record. Additional information may be obtained in AC 21-38.

## **7.4 Products Identified as a Suspected Unapproved Part (SUP)**

Any product received and determined to be a suspected unapproved part, the product will be held in quarantine until disposition is agreed upon by the Chief Inspector and the FAA. A report may be submitted to the FAA by:

- a. Calling the 24-hour Aviation Safety Hotline at 1-800-255-1111
- b. Email a report to the Aviation Safety Hotline Office at [9-AWA-ASY-Safetyhotline@faa.gov](mailto:9-AWA-ASY-Safetyhotline@faa.gov)
- c. Mail a hard copy to: Federal Aviation Administration  
Aviation Safety Hotline Office



AAI-3, Room 840  
800 Independence Avenue, SW  
Washington, DC 20591

The Chief Inspector shall utilize FAA Form 8120-11 when submitting a suspected unapproved part notification.

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## Chapter 8

### 8.1 Product Support

Rev: 1  
Date: 03/24/08  
Orig. 12/05/2007

Page 20

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Support processes have been established to meet SWA quality and business objectives. These processes are focused on internal and external customer satisfaction, compliance to regulatory, industry standards, and customer requirements. SWA strives to continuously improvement operations in support of it's Quality Policy.

## **8.2 Supplier Surveillance Program**

SWA shall conduct a Continuous Surveillance Program of all outside repair agencies used for repair and overhaul of aircraft products. The purpose of this program is to ensure that all repairs will be accomplished in accordance with current manufacture's specifications and Federal Aviation Regulations. A Supplier Surveillance Self Audit Questionnaire, Form SWA 2 will be mailed to all vendors except OEMs. This will be accomplished yearly and whenever new vendors are requested to be added to the Approved Supplier List. Follow up visits with the vendors will be scheduled as necessary. The Chief Inspector is responsible for the Supplier Surveillance Program.

## **8.3 Approved Supplier List**

A List of all outside repair facilities used by SWA will be maintained and updated as necessary by Quality. This list will be made available for review as needed. Supplier Files, consisting of Air Agency Certificate, Operations Specifications, Capabilities List, and FAA approved Drug Screening Program Letter and a satisfactory completed "Quality Assurance Form" and any quality history shall be maintained. Any Supplier file that is incomplete may be cause for the removal from that SWA Approved Supplier List until the discrepancy is corrected. The Chief Inspector is responsible for the Approved Supplier List.

## **8.4 Internal Audit and Surveillance**

Audit activities will be accomplished in accordance with an approved audit schedule and based on the status of importance of the process. The audit will be accomplished in phases during normal working hours, but not less than once each calendar year and will be conducted by an individual who does not have responsibility for the area being audited. The internal surveillance program determines SWA continued compliance with Regulatory, Industry Quality Standards and customer requirements.

Checklists may be developed to assist in the assessment of compliance to SWA business objectives. Audit results will be documented.

Findings when identified will have the following areas addressed:

- Appropriate corrective action of the non-compliance
- Locate & correct similar discrepancies of areas not audited

- Identify root cause
- Implement follow up actions (if required)

The findings and the corrective actions of the audit will be submitted to the President in a timely manner and appropriate for the findings.. Audit documents may be in hard copy or electronic media and will be maintained. The Chief Inspector is responsible for the Internal Audit and Surveillance Program

## **8.5 Airworthiness Directives**

The Chief Inspector shall have the responsibility to review all new Airworthiness Directives which may affect the SWA inventory and ensure proper configuration management.

## **8.6 Calibrated Equipment**

SWA will ensure required special tools and equipment are accounted for and have current calibration traceable to a recognized standard, i.e., National Institute of Standards and Technology, or appropriate governmental, or OEM standard.

Calibration intervals will be based on the manufacturer's recommendation and historical records containing repair and calibration accuracy data will be maintained. Calibrated equipment that are past due will be removed from service and placed in a controlled area to prevent use until calibration is renewed.

The Chief Inspector is responsible for this program.

## **Chapter 9**

### **9.1 Forms**

Rev: 1  
Date: 03/24/08  
Orig. 12/05/2007

Page 22



The SWA Quality makes use of the following forms to conduct business operations. Examples these forms will be maintained in a currently revised condition in this manual along with instructions for completion.

<u>Form</u>	<u>Description</u>
ATA 106	Part or Material Certification
SWA 2**	Vendor/Supplier/Repair Agency Self-Evaluation Questionnaire
SWA 3	Scrap Report
SWA 4	Receiving/Shipping Checklist
SWA 5	OJT Training Form
SWA 6	Quarantine Log

\*\* SWA 2 Due to the size of this questionnaire it is not part of the QCM; however, it is maintained in current status by the Chief Inspector.

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NOTICE: The above signature binds the seller and the SIGNER to the accuracy of the information provided in the FORM. Should the information provided in this Form contain inaccuracies or misrepresentations, the signer and SELLER may be liable for damages and be subject to criminal prosecution under state and federal law.

PART OR MATERIAL CERTIFICATION FORM							ATA SPECIFICATION 106
2. Seller's Name:					3. Reference #		
4. Organization:				Phone #:			
Address:				Fax#:			
				STA/Wire Code:			
				Status:			
5A. Seller's Contract #:				5B. Buyer's PO#:			
6. Item	7. Description	8. Manufacture & Part Number	9. App. Code	10. Qty	11. Serial/Batch #	12. Status	
13A. Remarks: Product(s) have/have not been subjected to extreme stress, heat or environment. Product(s) are/are not obtained from the U.S. Government or military services.							
13B. Traceable to:				13C. Last Certificated Agency			
14. New Parts/Material Verification: <small>THE FOLLOWING SIGNATURE ATTESTS THAT THE PARTS(S) OR MATERIAL(S) IDENTIFIED ABOVE WAS (WERE) MANUFACTURED BY A FAA PRODUCTION APPROVAL HOLDER (PAH), OR TO AN INDUSTRY COMMERCIAL STANDARD.</small>				18. Used, Repaired or Overhaul Parts Verification: <small>THE FOLLOWING SIGNATURE ATTESTS THAT THE DOCUMENTATION SPECIFIED ABOVE OR ATTACHED IS ACCURATE WITH REGARD TO THE ITEM(S) DESCRIBED.</small>			
15. Signature				19. Signature			
16. Name		17. Date		20. Name		21. Date	

ATA 106  
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Rev: As Revised

Date: As

Rev: 1  
Date: 03/24/08  
Orig: 12/05/2007

Page 24

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Instructions Completing Form ATA 106

1. N/A
2. Enter Seller's Name
3. Enter Reference #
4. Enter Organization and Complete Address with Phone/FAX Number. SITA/Wire Code and Status if applicable
- 5A. Seller's Contract #
- 5B. Buyer's PO #
6. Item number, i.e., 1, 2, 3, 4, etc.
7. Enter the description of the part/material i.e., bearing, hydraulic pump, landing gear, etc.
8. Enter the Manufacture & Part Number
9. Enter APP Code
10. Enter the total quantity for the line item
11. Enter Serial number and/or Batch # if applicable
12. Enter Status of material/part, unit/component, i.e., NS, SV, Rep, O/H etc.
- 13A. Remarks: line out the wording that does not apply to the product(s) sold
- 13B. Enter the traceability of the items, where it was obtained from
- 13C. Enter the last certificated agency, i.e, OEM Repair Station, Airline Operator, Repair Station, etc.
- 14, 15, 16, 17, Enter in the appropriate information to attest to the accuracy of the item. This section is for New Parts/Material Verification only. If the items are not applicable to this section, draw a diagonal line from one corner to the opposite corner to signify this section is not used.
- 18, 19, 20, 21, Enter in the appropriate information to attest to the accuracy of the items This section is for Used, Repaired or Overhaul Parts Verification only. If the items are not applicable to this section, draw a diagonal line from one corner to the opposite corner to signify this section is not used.

The information provided on the Silver Wings Aerospace ATA Specification 106 may only be accomplished by authorized employees.



<b>Scrap Report</b>	
1. Order #:	2. Date:
3. Part Number:	4. S/N:
5. Description:	
6. Reason for Scrap Determination:	
7. Part Scrapped by:	
( Person/Company Performing Mutilation/Destruction)	
* If a company other than SWA is performing this process, a copy of their Scrap Report shall accompany this report at all times.	
8. Signature:	Date:

SWA 3

Rev: As Revised

Date: As Revised

Instruction to Complete SWA Form 3

Rev: 1  
Date: 03/24/08  
Orig. 12/05/2007

Page 26

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1. Enter the Purchase, Repair, Sales Order Number
2. Enter the date of the Order number
3. Enter the Part Number
4. Enter the Serial Number
5. Enter the Description of the item, include any peripheral items such as brackets, lines, etc.
6. Enter the Reason for Scrap Determination, be detailed/specific
7. Enter the Person/Company responsible for the mutilation/destruction and it is documented.
8. Signature of individual completing form and date

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### Receiving/Shipping Checklist

1. PO <input type="checkbox"/> RO <input type="checkbox"/> SO <input type="checkbox"/>			2. Date:			3. Supplier:					
Number:			4. Part #:			5. Serial #:		6. Qty:	7. Condition:	8. Log:	
9. Description:											
<b>10. Condition of Item</b>			<b>PASS</b>	<b>FAIL</b>	<b>N/A</b>	<b>11. Certification</b>			<b>PASS</b>	<b>FAIL</b>	<b>N/A</b>
Condition of Part			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	FAA 8130			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Warranty Seals Intact			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Dual Release Blk 13 FAA Form 8130			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data Plate Altered			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	EASA Form 1			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Damage (Dents/Scratches/Etc.)			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Certificate of Conformance			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
P/N Matches PO/RO			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ATA 106			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S/N Matches PO/RO			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Traceability			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FAA PMA or TSO Markings			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Non-Incident Statement			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shelf Life/Cure Dated Item			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AD Status Available			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Photos Taken			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Life Limited Part			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>12. The Following Entries Are Required For Serviceable/Overhauled Parts</b>											
P/N Match 8130 & Data Plate			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	FAA Form 8130 Tracking #:					
S/N Match 8130 & Data Plate			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Repair Station #:					
Tear Down Report Included			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Repair Station Name:					
Unit/Part Accepted:			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
13. Remarks: (additional information for non-conforming parts)											
14. Corrective Action Required:											
15. Action Taken:											
16. Accept: Yes <input type="checkbox"/> No <input type="checkbox"/>						17. Date:					
18. Authorized Individual:											

SWA 4  
Revised

Rev: As Revised

Date As

**Rev: 1**  
**Date: 03/24/08**  
**Orig. 12/05/2007**

Page 28

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Instructions to Complete Receiving/Shipping Checklist SWA 4

1. Check appropriate box for Purchase Order, Repair Order or Sales Order. Record number
2. Enter in Date
3. Enter Vendor/Supplier Name
4. Enter Part Number
5. Enter Serial Number
6. Enter Quantity Received
7. Enter Condition of part/unit received, i.e., O/H, New, Rep, AR etc.
8. Enter Location of part/unit in warehouse
9. Document description of part/unit
10. Complete section as required recording PASS, FAI:, N/A. Record any reasons for non-conformance in section 13
11. Complete section as required and record information same as item 10
12. Complete section as appropriate for units received in O/H, Repaired, Serviceable, Modified condition etc.
13. Document any remarks related to receiving inspection of this item that are appropriate and is useful
14. Enter the corrective action required to release a non-conforming part
15. Enter the action taken to correct the non-conformance and/or disposition
16. Record Acceptance/Non-conformance
17. Enter date form is completed
18. Authorized employee signature

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<b>OJT Training Form</b>	
1. Employee:	2. Date:
3. Subject:	4. Training Duration:
5. Test Required: Yes <input type="checkbox"/> No <input type="checkbox"/>	6. Briefing Only: Yes <input type="checkbox"/> No <input type="checkbox"/>
7. Description:	
8. Employee Signature: Printed Name:	10. Date:
9. Instructor Signature: Printed Name:	11. Date:

SWA 5

Rev: As Revised

Date: As Revised

Rev: 1  
Date: 03/24/08  
Orig. 12/05/2007

Page 30

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### Instructions to Complete OJT Training Form SWA 5

- 1) Enter Employee Name receiving the training
- 2) Enter Date training to be received
- 3) Enter Subject to be trained
- 4) Enter Duration of the training, i.e., 30 min, 1 hour, 8 hour, etc.
- 5) Check appropriate box if test is given as part of the training
- 6) Check appropriate box if only a briefing was given
- 7) Enter a description of the training provided in detail to support the main topic, i.e., Receiving: (Handling process, Damage Identification, Inspection process, Identifying non-conformances, etc.)
- 8) Employee must use signature and print name legibly
- 9) Instructor must use signature and print name legibly
- 10/11 Enter in the date form was signed at the completion of training

Signing the OJT form is a declaration that the employee has received the training and understands the subject and can relate the information to the task being accomplished.

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Instructions to Complete Form SWA 6

- 1) Enter the Purchase or Repair Order number
- 2) Enter Date received
- 3) Record the Part Number
- 4) Record the Serial Number
- 5) Enter the Name of Inspector
- 6) Record Reason for Rejection, be specific, ex: P/N does not match order number, unit/part damaged, shelf life expired, data plate missing, etc.
- 7) Enter the Date removed from quarantine

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**Appendix 1  
Documentation Matrix**

<b>Class of Part</b>	<b>Required on Receipt</b>	<b>Required for Shipment</b>
Raw Materials	Physical & chemical properties reports traceable to heat code or lot number	Certification that test reports are on file.
Standard parts as in 14 CFR Section 21.303(b)(4)	Certificate of Conformity (C of C) from producer	Certification that C of C is on file.
New parts, products, and appliances with regulatory airworthiness approval documents	FAA Form 8130-3, EASA Form One, TC 24-0078, or other regulatory airworthiness approval documents from nations that have signed bilateral agreements with the United States.	Certified true copy of the regulatory airworthiness approval document.
New parts, products, and appliances without regulatory airworthiness approval documents, including new Parts Manufacturer Approval or Technical Standard Order Authorization parts identified only through markings (in accordance with 14 CFR Part 21 and Part 45)	Certified statement from seller as to identity and condition.	Statement as to identify and condition and that original certified statement is on file.
Used parts, products, and appliances with approval for return to service.	Approval for return to service meeting provisions of 14 CFR Sections 43.9, 43.11, or 43.17.	Approval for return to service attached to parts, product, or appliance.
Used parts, products, and appliances without approval for return to service.	Certified statement from seller as to identity and condition – must use “as is” or comparable term to describe condition.	Statement as to identity and condition and that original certified statement is on file – must use “as is” or comparable term to describe condition.

Reference Appendix 1, AC 00-56

## Appendix 2

<b>Abbreviation</b>		<b>Description</b>
AC 00-56		Voluntary Industry Distributor Accreditation Program
AC 20-62		Eligibility, Quality & Identification of Approved Aeronautical Replacement Parts
AC 21-2		Export Airworthiness Approval Procedures
AC 21-20		Supplier Surveillance Procedures
AC 21-29		Detecting & Reporting Suspected Unapproved Parts
AC 21-38		Disposition of Unsalvageable Aircraft Parts & Materials
ASA 100		Airline Suppliers Association Quality System Standard
ASL		Approved Suppliers List
ATA 106		Sources and Approved Parts Qualification Guidelines
ATA 300		Specifications for Packaging of Airline Supplies
C.A.S.E. 3A Standard		Distributors of New & Surplus Parts Quality Program Requirements
QCM		Quality Control Manual
SWA		Silver Wings Aerospace, Inc.
<b>Codes</b>		<b>Certification documents required for traceability</b>
NE	NEW	Must have documents traceable to OEM
NS	New Surplus	Statement by Supplier authorized employee attesting to product condition and document traceable back to OEM
OH	Overhauled	Supplier on the ASL with appropriate capability for repair services. Purchased OH maybe from Distributor, Repair Station, or Airline, i.e., 121, 129, 135 operators. All require an FAA Form 8130-3 and trace document
SV	Serviceable	Supplier on the ASL with appropriate capability for repair service. Purchased SV maybe from Distributor, Repair Station, or Airline, i.e., 121, 129, 135 operators. All require an FAA Form 8130-3 and trace document
AR	As Removed	Certificate/identification from the approved source of purchase and traceable to an OEM and/or an Airline, i.e., 121, 129, 135 operator
BR	Beyond Economical Repair	Unit where the acquisition cost plus repair cost exceeds the fair market value or an overhauled unit
SC	Scrap	Scrapped in Quantum System
LLP	Life Limited Part	Documented audit trail back to origin in order to make an accurate determination of the elapsed time on an LLP part