



THE SUPPLIER

A SUPPLIER OF NEWS AND
INFORMATION

AIR CARRIER SECTION

COORDINATING AGENCY FOR SUPPLIER EVALUATION VOL. 14 NO. 1 February 28, 2003

ACS SPRING 2003 ELECTIONS

Positions scheduled for election at the Spring 2003 meeting include the Secretary, the Training Committee Chair, and the Newsletter Committee Chair.

If you are interested in one of these positions, you may submit your name for election at any time, including at the meeting itself. However, if possible, please let a member of the ACS Ops. Committee know of your intention to run prior to the meeting (although you are not required to do so).

FUTURE TRAINING UPDATE

As announced, here are the dates for future training sessions, which are all to be held at the Ft. Lauderdale Marina Marriott. Rooms will be \$109 in 2003 and go up to \$119 in 2004.

- ❖ June 16 – 19, 2003
- ❖ January 5 – 8, 2004

Two, two-day training sessions occur during each four day period. Should a trainee not pass the test during the first session, he/she may not attend the second session and must return at a later date. Keep in mind that the training sessions are designed for experienced auditors. Side bar classes may be available at each session and will be announced as far in advance as is possible.

SPRING 2003 CONFERENCE

Information and on-line registration forms for the Spring 2003 Meetings in Ft. Lauderdale, FL have been posted on the C.A.S.E. website. Go to the C.A.S.E. home page and click on What's New or go to www.caseinc.org/news.htm. The Invitation/ Registration/ Hold Harmless Agreement link to the Adobe (.pdf) file will be on the Calendar.

This meeting will be at the Ft. Lauderdale Marina Marriott. Ask for the C.A.S.E. Conference rate of \$ 109.00 per night.

FALL 2003 MEETING INFO.

This meeting will be at the Green Valley Ranch, Las Vegas, NV, September 7 – 10. Opened in December 2001 and recently voted "Best Local Hotel" by the Las Vegas Review Journal, Green Valley Ranch offers a world-class hotel, a European-style spa and a casino with everyone's favorite games.

IN THIS ISSUE

	Page
ACS Elections	1
Future Training Update	1
Spring 2003 Conference	1
Fall Meeting Information	1
FAA Representatives	1
Web Sites of Interest	1
By George	2
A & C Committee News	2
President's Pedestal	3
Database Helpful Hints	3
Side Bar Discussion	3
Auditor / Air Carrier Activity	4
Newsletter Committee	4
About This Newsletter	5

FAA - CASE

REPRESENTATIVE'S AIR CARRIER SECTION

Mark Kimmel
Air Carrier Maint. Branch, AFS-330
C.A.S.E. Program Manager, ACS
Federal Aviation Administration
800 Independence Ave., S. W.
Washington, DC 20591
Email : mark.kimmel@faa.gov
Phone : 202-267-8908/-3440

AERONAUTICAL REPAIR STATION SECTION

Herbert E. Daniel
Air Carrier Maint. Branch, AFS-340
C.A.S.E. Program Manager, ARSS
Federal Aviation Administration
800 Independent Ave., S.W.
Washington, DC 20591
Email : herbert.daniel@faa.gov
Phone : 202-267-3109

WEB SITES OF INTEREST

- <http://av-info.faa.gov/dst/reference.htm>
- <http://www.arsa.org/>
- <http://www.ex.ac.uk/cimt/dictunit/dictunit.htm>
- <http://www.xe.com/>
- <http://www.jaa.nl/>
- <http://www.gidm.dlis.dla.mil/bincs/default.asp>
- <http://www.chemexper.com/>
- <http://www.clearandbright.com/>
- <http://travel.state.gov/>

BY GEORGE

By George Worley

The 2002 Fall Conference,

in Tulsa, was very busy for all committees and many issues were submitted to the membership for approval. I was surprised to see that many of the committee meetings were full. It's very positive to see the involvement most of you put into this organization.

Mark Kimmel, our FAA C.A.S.E. representative, participated in several committee meetings. He was pleased with our operation and said he plans to actively participate in training sessions and conferences. I recently sent Mark a message concerning any talk that may be coming out of Washington concerning C.A.S.E. He assured me nothing negative has been said in his area of responsibility. Mark does plan on attending the Spring Conference in May.

A Level III/IV meeting was held after the training session on January 7, 2003. Several items were discussed such as a requirement to make policies and procedures training mandatory every two years. This training would occur in conjunction with our recurrent IA or 2A training. Bob Radawiec, Training Committee Chair, plans to resubmit a request to have this once again reviewed by the Standard and Procedures Committee. At the Fall 2002 Conference the Standards and Procedures Committee discussed this item and decided it should not be mandated. Another hot item was a request to have the person who reschedules an allocated audit to a later date to notify (via email, letter etc.) those air carriers who use the vendor that the audit was rescheduled and a reason why. The notification can be used by those air carriers who may have a requirement to show reason why audits aren't performed as scheduled. I believe notifying air carriers who use the vendor is only common courtesy.

As I'm putting this article together your CASE President and Members of the

Board of Directors are visiting new sites for training and conference scheduling. A decision for the Spring 2004 Conference and Summer 2004 training should be available at the May 2003 Spring Conference. Spring Break in Puerto Vallarta was recommended by the guys from FEDEX however, the training committee thought they might have custom problems with the training aids. For those of you who remember Harry Crawford from FEDEX. He got wind of the training possibilities at PVR and offered to once again join the training committee. Bathtubs filled with 12-ounce containers haven't been seen at the conferences in quite some time.

I have again been notified (by an air carrier committee) about the quality of CASE audits. I've asked for specifics and will join a conference call concerning CASE Fuel Audits, deletion of vendors and the quality of audits. We've addressed this quality issue so many times. Please be sure your auditors in training or those who are strictly company auditors don't tell vendors they are performing a CASE audits. If they are using the CASE 1A Standard they should say the TWA, PAN AM, BRANIFF, EASTERN air carrier audit is being performed using the CASE 1A Standard.

A & C COMMITTEE NEWS

by Brian Bittner

**TIPS AND TOOLS FROM THE
AUDIT AND COMPLIANCE
COMMITTEE**

Clear and accurate communication is key to any successful audit. While reviewing these tips and tools, you will no doubt notice the recurring theme. Questions and comments should be addressed to bdbittner@fedex.com Periodically review your member and auditor contact information as listed in the C.A.S.E. register. If you have any changes, simply send the information to bdbittner@fedex.com and a transmittal will be submitted to update the information.

➤ If an auditor believes there is sufficient evidence to support a decision of removal for cause, the membership expects

the auditor to take the appropriate action. It appears that many auditors believe that they can only remove vendors from the register for the reasons listed in the C.A.S.E. Policy and Procedures Manual, Section 3-2-0, Page 2, Para. 4. A. 1) – 3), or Para. 4. B. 1) – 2). In other words, unless there's safety of flight concerns, intent to defraud, or the vendor ceases operations, they must be given an opportunity to correct the findings noted during an audit. This is simply not true. A vendor can be removed from the register, at any time, based on documented non-compliance with the 1A standard. In fact, the vendor confirms acknowledgement of this detail when they sign the CACS-7 form. Now, we all know this is a difficult judgment call. However, if you have objective evidence to support your findings and believe the findings, or combination of findings warrant immediate deletion, you are encouraged to take the action you feel is appropriate.

➤ If a vendor is to be removed from the register for cause, provide the vendor a clear explanation of the logic behind your decision. Additionally, you need to ensure they understand what they will need to do and what will need to take place, before they may be put back into the register. This can be an emotional time for a vendor and they may not fully understand the ramifications of your decision. In fact, many times they overestimate the impact, believing that it will result in an immediate overwhelming impact to their business. Taking the time to explain your decision and answer all of their questions, will make the process run much smoother for all of us. Lastly, don't forget to explain the appeal process and let them know whom to contact.

➤ One other thing to remember, you must not provide in writing to the vendor confirmation of their C.A.S.E. Register status. This includes entry into or removal from the register (C.A.S.E. Policy and Procedures Manual, Section 3-6-0).

➤ Some of you may find yourself in a situation where a vendor asks you to review the actions of a previous C.A.S.E. Level III/IV auditor. For instance, they may have been deleted from the register, and ask if you would have deleted them. **PLEASE** respectfully decline to provide an opinion. In this case, judging the conduct or the decisions of another auditor is extremely inappropriate and erodes the reputation of the auditor and the organization.

➤ During your in-brief, make sure you are clear on the basis of your audit. If the audit is an air carrier audit, based on the C.A.S.E. 1A standard, then make sure the vendor understands that you are there for your company and not there to perform an allocated audit. For many vendors, the difference is unclear. The Audit & Compliance Committee frequently receives calls from vendors who don't understand why they receive so many "C.A.S.E. Audits", even though they are listed in the register. Help the vendors understand the difference between the audits and the benefits of remaining continuously in compliance with the applicable C.A.S.E. Standard.

➤ C.A.S.E. has no regulatory authority; therefore, we do not impose enforcement actions of any type. Additionally, we do not make decisions for airlines to use or not to use a vendor. The member airlines must make this decision in accordance with their approved programs. Being listed on the Register has no bearing on a company's status, as it does not relate to compliance with aviation regulations nor does it impact your carrier's ability to utilize a vendor.

PRESIDENT'S PEDESTAL

By: Gay Bastain

Greetings from your Board of Directors. We've been actively meeting as a Board, working through the business of the CASE Organization. Primarily, we have been very concerned with locating a new Training sight and acquiring more Conference options. I have just come from a site inspection at

the AA Training Center, a Dolce property.

Jerry Buhrman, Terry Robe and Dean Mills accompanied me on this visit. What a great opportunity we have there! We are also entertaining locations in PDX, SLC, ABQ, MSP, STL, and ATL.

The Board is cognizant of our Industries' awareness to watch our Company's expenditures. We are actively planning our future Training and Conferences so that our quality product and ability to participate and perform for the Organization will not be compromised.

Before you know it, we'll be in FLL again for Conference and Training, the time goes by so quickly.... Travel safely.

DATABASE HELPFUL HINTS

By: Gene Swan

"The FAA Button"

An unadvertised feature of the Database is the "FAA" button on the top toolbar of the Database window. In case you have never tried it, here is a rundown of it's function.

A rule we follow here is to always keep supplier names consistent with the name on the supplier's Air Agency Certificate. To do this we have nagged auditors to fax us a copy of the certs. whenever a name change or a new supplier was processed through the Database. Jerry Frederick worked out the mechanics to make these faxes available to all users. Here is how it works. When a fax is received, it is stored on our fax server as a graphics file. The administrator reviews the fax and saves the file with the 8 digit repair station number as the file name. This allows the database to find (hyperlink) the appropriate certs. based on the repair station number field of the form you are looking at, be it the Vendor Pool, Register, or transmittal. To retrieve the certs from any form, just click on the "FAA" button on the top toolbar. If the certs are on file they will display, if not you will get a message informing you they are not on file.

Use this function when filling out a transmittal. After the Repair Station field has been filled in, click the "FAA" button to see if we have the cert package and it is current. If we do not have a file or the package you have is more current than

ours then please fax them in. If your package matches ours, then no fax is necessary.

To fax certs to the Data-center, simply stick the package you want to send with the certificate on top into your fax machine and dial 954-233-2000. NO COVER SHEET IS REQUIRED. At present we have over 900 certs on file and we get new ones every day.

SIDE BAR DISCUSSION

Subject : **Timken Performance Code 20629**

Provided by Glenn Bolton

Timken Performance Code 20629, also known as 629 Code bearings, was instituted because of increasing instances of growth in wheel loads without corresponding increases in hub stiffness, generally higher temperatures due to carbon brake operation, and improved tires, resulting in increased periods between removals for bearing inspection and re-greasing.

Timken Performance Code 20629, is a set of manufacturing and inspection procedures that differentiate a bearing from standard product, and is specifically applicable to bearings used in aircraft wheel assemblies. These bearings are identified by "2-629" etched adjacent to the part number. The features of Performance Code 20629 are as follows:

1. Cup, cone, and roller body contact surfaces are honed to improve contact surface finish. This increases lubrication film thickness between the contact surfaces, which reduces wear and improves fatigue life.
2. Cups and cones are 100% hardness inspected to ensure proper heat treatment and case carburization.
3. 100% visual examination using more detailed inspection criteria.
4. Use of statistical process control on critical dimensions.
5. Cages are annealed and protected with phosphate coating.

6. Rollers are "Prime Lot" which ensures greater quality and improved fatigue life.

Various wheel assembly part numbers affected by these service letters are installed on the following aircraft types; MD-11, 777, 767-300, DO-328, A330/A340, 747, DC-8, 707, 720, 727, 737, 767-200, A300/A310, MD-80 Series, Convair CV990, etc. main/nose wheel assemblies. **For further details and specifics, please see;**

- Allied Signal Service Letter "SIL #578, dated April 28, 1994,
- BF Goodrich Service Letter BFG 1865, dated 4/19/01,
- BF Goodrich Service Letter BFG 1833, dated 1/21/94, and
- Aircraft Braking Systems Service Letter GS-SL-38, dated 2/18/94

AUDITOR STATUS ACTIVITY

Y Since the last issue of The Supplier, no new Level IV - 1A or 2A auditors have been confirmed.

Five (5) auditors have achieved Level III - 1A status :

- φ Jerome Williams, Gemini
- φ Kenneth Fleming, Delta
- φ Darrell Bandy, Delta
- φ Richard Mills, Empire Air
- φ Bryan Liston, Sky West

One auditor has achieved Level III - 2A status :

- φ Dennis Butler, Air Tran Airways

AIR CARRIER'S OPERATING WITH EXEMPTIONS

- Omni Air International's exemption expires 4/30/2003.
- Trans States exemption expires 10/31/2003.
- Midway Airlines exemption expires 12/31/2003.

AUDITORS ON THE MOVE

- ✂ Will Talkington has left Mesa.
- ✂ Steve Karides has left Midway for Transmeridian Airlines.
- ✂ Bob Azbell has retired from United.
- ✂ Charlie Hilton has retired from CC Air.
- ✂ Chris Broadhurst has left Gemini for DHL
- ✂ Tetsuro Asano of ANA is no longer auditing.
- ✂ Jose Perez has left Continental Express.
- ✂ John Stephens of Alaska Airlines is no longer auditing, but continues to be the CASE representative.
- ✂ John Blaszkowski of FedEx Express is no longer auditing.
- ✂ Richard Warden of FedEx Express is no longer auditing.
- ✂ Dennis Fender of FedEx Express is no longer auditing.
- ✂ Randy Brinsfield has left United Airlines for FedEx.

NEWSLETTER CONTRIBUTORS

Editor-in-Chief; George Worley-
TWA Airlines LLC
President; Gay Bastain
Sky West
Editor; Glenn Bolton-
Lynden Air Cargo
Contributing Editor; Gene Swan,
CASE General Manager
Contributing Editor; Jeff Watson-
Sky West
Contributing Editor; Brian Bittner-
Federal Express

NEWSLETTER COMMITTEE

by Jeff Watson

As a Newsletter Committee, it is our hopes and goal that you find these newsletter issues, not only interesting and easy to read, but also of value as you conduct audit activities. Please note the new column we have added, "web sites of interest". This issue, a great web site has been added to this list. It is clearandbright.com. It is an aviation fuel web site administered by Terry Wilcoxson of Flightline Services in Everett, WA. They even talk about C.A.S.E. under the 'audits' page of the site. The other new site, <http://travel.state.gov/> hosted by the US State Dept., will assist overseas travelers with security concerns during these troubled times.

Please feel free to offer suggestions of web sites you have found or anything else, that may be of benefit to others. Should you have suggestions or be interested in the "Supplier" please feel free to join our Committee meetings at the conferences. Take care and safe travels.

UPCOMING C.A.S.E. MEETINGS

Spring 2003 - Ft. Lauderdale Marina Marriott, FL, May 18 - 21

Fall 2003 - Green Valley Ranch, Las Vegas, NV, September 7 - 10
<http://www.greenvalleyranchresort.com>

Spring 2004 - To Be Determined

Fall 2004 - To Be Determined

THE SUPPLIER

Volume 14, No. 1

A SUPPLIER OF NEWS AND INFORMATION

AIR CARRIER SECTION

This publication is being produced as a Word '97 document and converted to a .pdf format for posting in the Newsletter Committee Page of the Air Carrier Section portion of the C.A.S.E. website www.caseinc.org. If you would like to contribute articles, pictures, or have topics you would like to see included in future issues of The Supplier, please contact (E-mail) Glenn Bolton, ACS Newsletter Committee Vice-Chairman, at, gbolt@lac.lynde.com or Mr. Ken Secrest, acting ACS Newsletter Committee Chairman at ken.secrest@delta.com.