

AIR CARRIER SECTION

Policies and Procedures



C.A.S.E.

AIR CARRIER SECTION

POLICIES AND PROCEDURES

Revision 56 Highlights

<u>Section</u>	<u>Description of Change</u>
Revision Record	Revised to show Rev. 56.
L.E.P.	Revised to indicate current effective pages.
T.O.C.	Revised to remove obsolete forms.
Policy	Added language clarifying that the Register is only accessible to sustaining members.
1-2-0	Corrected formatting error.
1-8-0	Corrected typographical error.
1-9-4	Clarified who the committee is to contact while gathering facts.
2-0-0	Added language clarifying which vendors must be placed on each sustaining member's usage list.
2-3-0	Corrected typographical error.
2-3-1	Added language clarifying the duration of a check-ride.
3-2-0	Corrected typographical error.
3-6-0	Added language clarifying the term "vendors utilized". Clarified the definitions of the allocation formula. Established an allocation prioritization date range. Corrected typographical/formatting errors.
4-2-0	Changed Drug/Alcohol program references from 14 CFR 121 to 120. Removed references to Line Maintenance. Clarified that all vendors that sub-contract back to the U.S. must have proof of Drug/Alcohol programs. Added standard item to match the checklist regarding sub-contractor quality. Reverted back to Rev. 54 language regarding Supervisory personnel as the requirement was inadvertently changed. Clarified that training programs may be approved by the vendor's applicable National Aviation Authority rather than only the FAA.
5-1-0	Updated Operations Committee position information.
CACS-20	Corrected typographical/formatting errors.
CACS-25	Revised references to match ATA 103, Revision 2009.1.
CACS-25A	Removed. Obsolete.
CACS-26	Revised references to match ATA 103, Revision 2009.1.
CACS-26A	Removed. Obsolete.

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49	Complete Re-issue 06/30/2006	Previously Complied With (PCW)				
50	12/15/2006	PCW				
51	6/15/2007	PCW				
52	12/15/2007	PCW				
TEMP	1/30/2008	PCW		Obsolete	PCW	
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**INTRODUCTION
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POLICY STATEMENT**

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INTRODUCTION

The Air Carrier Section (ACS) of the Coordinating Agency for Supplier Evaluation (C.A.S.E.), is a non-profit group established by certificated air carriers for the benefit of air carriers. Its purpose is to share non-prejudicial vendor surveillance, information, and tasks required by 14 CFR 121.373(a) and 135.431(a). This is done through association with C.A.S.E., a non-profit corporation established for and dedicated to vendor surveillance. Data is supplied by the air carrier members to other air carrier members through the C.A.S.E. Data Center. The Data Center collects, collates, and provides this information to air carrier members as the C.A.S.E. Register.

The FAA views the C.A.S.E. program as an acceptable means of complying with the surveillance requirements of 121.373(a) and 135.431(a) for those vendors listed in the C.A.S.E. Register.

As the controlling regulatory agency, the FAA (AFS-300) is accorded full access to the C.A.S.E. ACS *Policies and Procedures* manual (to include revision service) and full access to the C.A.S.E. computer system.

The policies and procedures described in this manual do not conflict with anti-trust laws nor the Code of Federal Regulations.

This ACS *Policies and Procedures* manual was developed by the air carrier members and is maintained by them. Its purpose is to provide guidance to the membership so that business may be conducted in an orderly manner. The terms used herein are intended to be generic in nature and speak to the function of a group or department rather than to the title.

The standards contained in this manual were developed by the members to provide the members with the highest possible degree of safety from the vendors/suppliers. The standards include the applicable regulatory requirements plus the typical flow-down requirements and industry standards essential for a total quality program with the vendors/suppliers.

The audit checklists contained in this manual are intended to provide the auditor with a standardized method of validating the vendors/suppliers continually meet the applicable regulatory and member flow-down requirements of the standards.

Audits conducted to the C.A.S.E. standards are intended to supplement the surveillance requirements of the members' Continuing Analysis and Surveillance System (CASS) and ensure appropriate corrective actions are taken. It is not intended to meet all the requirements of a member's CASS. Each member must determine how to utilize this method of surveillance with their method of performance analysis for full compliance to 14 CFR 121.373(a) add 135.431(a).

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POLICY STATEMENT

1. FAA Acceptance and Regulatory Compliance

- A. This Policy Statement is accessible to the Manager, Aircraft Maintenance Division; AFS-300, FAA - Washington, D.C. Should the Manager determine that a need for a change to this statement exists, the Manager shall notify the ACS chair. Formal acceptance of each revision to this statement is not required.
- B. The policies, procedures, or standards defined in this manual shall not be contrary to the applicable Code of Federal Regulations.

2. Purpose of the Organization

- A. The Air Carrier Section (ACS) of C.A.S.E. was organized as a means of sharing non-prejudicial vendor/supplier and parts distributor quality approval data among the membership. This increases surveillance coverage of vendors/suppliers and parts distributors and thereby upgrades their quality programs. It also has an economic impact on each C.A.S.E. member by decreasing the cost of surveillance and by making the members' surveillance programs more effective.

3. Manual Requirements

- A. The Air Carrier Section shall have a written manual which details policies and procedures appropriate for conducting its business.
- B. This manual shall include, but is not limited to:
 - 1) Membership requirements and obligations.
 - 2) Selection of a Section chair and vice-chair.
 - 3) Establishment of committees, which may include, but is not limited to:
 - a) Membership and Promotions.
 - b) Audit and Compliance.
 - c) Standards and Procedures.
 - d) Operations.
 - 4) Duties and responsibilities of committees.
 - 5) Selection of committee chairs.
 - 6) Selection of representatives to the executive committee.
 - 7) Operating procedures.
 - 8) Standards against which vendors are audited.
 - 9) Minimum requirements for audit personnel.
 - 10) An auditor authorization program.
 - 11) A roster of committee chairs. Membership and authorized auditor rosters are maintained in the C.A.S.E. database.

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4. Operations

- A. The Section shall be headed by a chair selected from the Section sustaining membership.
- B. Administrative activities shall be conducted by appropriate committees selected from the membership. Duties and responsibilities of each committee shall be described in another section of this manual.
- C. The Air Carrier Section of C.A.S.E. shall be represented on the Board of Directors of the C.A.S.E. corporation as required.
- D. The Air Carrier Section of C.A.S.E. shall meet as a Section a minimum of twice per calendar year and more often if needs dictate.
- E. Each authorized auditor is responsible for providing evaluation data to the C.A.S.E. Data Center to maintain an up-to-date list of acceptable vendors/suppliers and parts distributors. An acceptable vendor/supplier and parts distributor is one who meets the standards set forth in the standards chapter of this manual and one in whom the auditor has a high degree of confidence that the vendor will continue to meet the C.A.S.E. standards.
- F. Audits in support of C.A.S.E. must be to the appropriate C.A.S.E. standard.

5. Audit Standards

- A. C.A.S.E. audit standards are either developed by the membership or are adopted by the membership from some industry or government standard. These standards shall reflect all of the requirements of applicable Federal Regulations. They may include requirements which are not specified in regulations but also those in which experience dictates as a need, however, nothing in the standards shall be contrary to applicable Federal Regulations.
- B. C.A.S.E. audit standards shall be revised as required to stay abreast of industry changes and needs, and to comply with changes in the regulations.
- C. New standards may be developed as the membership recognizes a need.

6. Membership

- A. The Air Carrier Section recognizes two (2) classes of membership; sustaining and associate.
 - 1) Sustaining members are voting members and control the operation of the Section. Each member firm is entitled to one (1) vote on each matter submitted to the membership for vote.
 - 2) Associate members are non-voting members. Associate members have the right to attend the Section meetings. They are encouraged to participate in the discussions to provide the membership with the benefit of their valuable experience and expertise, however, they have no voice or vote in the decisions

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made by the membership. Requirements for associate membership must be met before submitting an application for sustaining membership and before initiating the Level III auditor training process.

- B. Membership in the Air Carrier Section of C.A.S.E. shall be limited to certificated air carriers operating in accordance with the aviation regulations of their certificating government.
- C. Applications for membership shall be submitted to the Membership and Promotions committee chair. The chair and committee members shall evaluate the application and supporting data for compliance with CFRs, governing surveillance, and analysis of vendors/distributors, and for the applicant's compatibility/compliance with C.A.S.E. requirements.
- D. Member firms are expected to continue to maintain their vendor/supplier and parts distributor surveillance program, related manual coverage, and related documentation in a manner compatible with CFR and C.A.S.E. requirements.
- E. Members are expected to attend meetings regularly and to actively participate in the work of the organization.

7. Air Carrier C.A.S.E. Register

- A. The purpose of the Register is to provide a list of vendors/suppliers and parts distributors that have been evaluated and accepted by a C.A.S.E. authorized auditor.
- B. The Register shall be maintained by a Data Center and made available to all sustaining members.
- C. Content of this list, or Register, shall be updated continuously by the membership as a result of surveillance activities.
- D. Only auditors authorized through the C.A.S.E. air carrier auditor authorization program shall be allowed to submit change information to the database.
- E. The FAA specifies that only C.A.S.E. sustaining member airlines may use the Register to satisfy the requirement to perform an on-site audit in accordance with 14 CFR Part 121.373 and 135.431, Continuing Analysis and Surveillance.

8. Audit Personnel

- A. Auditors that provide input to the accepted vendor/supplier and parts distributor database must be authorized to do so through the C.A.S.E. auditor authorization program. Authorization is accomplished through evaluation of the auditors' experience, by written, oral and practical tests, and a review of test results by the Audit and Compliance committee.
- B. The program is controlled by the membership and administered by the Audit and Compliance committee.

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- C. Requirements for authorization shall be stringent enough to provide members with a high degree of confidence that the auditor is capable of performing an adequate evaluation of a vendor/supplier and parts distributor in accordance with C.A.S.E. standards.
- D. Operation of the auditor authorization program and auditor personnel requirements are described in other sections of this manual.

9. Professional Ethics

A. General

- 1) One of the hallmarks of any organization seeking recognition as a professional entity is the establishment of a code of ethics. These guidelines significantly affect the reputation of the professional organization and the confidence in which it is held by the business community.
- 2) The auditor shall always maintain personal integrity and objectivity when performing an audit to a C.A.S.E. standard and be independent of the facility being audited. Additionally, the audit shall be performed to the technical standard set forth by the C.A.S.E. organization and the applicable CFRs.

B. Independence - Independence can be defined as the ability to act with integrity and objectivity. Independence would be compromised if, for example:

- 1) On the date of the audit, the auditor has a direct or indirect financial interest in the business facility being audited.
- 2) A professional or personal relationship exists between the auditor and the facility's management that could impair or compromise integrity or objectivity during the audit.

C. General and Technical Standards

- 1) The auditor shall not provide consulting services to a business entity for the purpose of preparing this entity for the receipt of an audit in support of C.A.S.E. in exchange for consideration in any form.
- 2) The auditor shall always dress and conduct an audit in a professional manner; a manner which will enhance the stature of the C.A.S.E. organization.
- 3) The auditor shall not concurrently engage in any business or occupation that would create a conflict of interest in rendering an audit in support of C.A.S.E.
- 4) The auditor shall always observe the C.A.S.E. standards and strive continually to improve personal competence and the quality of auditing technique.
- 5) The auditor shall never accept unlawful discounts or gifts from the facility being audited.
- 6) The auditor shall not engage in types of outside employment or other relationships that involve conflict of interest to the C.A.S.E. organization.

CHAPTER 1

PROGRAM DESCRIPTION AND ADMINISTRATION

C.A.S.E.

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PROGRAM DESCRIPTION

1. C.A.S.E. is an acronym for Coordinating Agency for Supplier Evaluation. The C.A.S.E. Corporation is a non-profit organization operated exclusively for the benefit of the Corporation's members. C.A.S.E. provides a system for distributing non-prejudicial vendor/supplier and parts distributor surveillance information to members. This information is provided to the C.A.S.E. Data Center by the members themselves.
2. The purpose of the Air Carrier Section (ACS) of C.A.S.E. is to provide air carriers with a vehicle to exchange non-prejudicial audit and quality control information and to share vendor/supplier and parts distributor technical audit workload.
3. The FAA has found that C.A.S.E. is an acceptable means of complying with the vendor surveillance and analysis portion of CASS required by 14 CFR 121.373 (a) and 135.431 (a).
4. Membership and participation in C.A.S.E. is a way of maintaining continuing analysis and surveillance over vendors/suppliers and parts distributors at reduced manpower and cost. This is accomplished by sharing information and the burden of on-site visits with other air carriers who are sustaining members of C.A.S.E.
5. Vendor/supplier and parts distributor surveillance and analysis information is shared through the C.A.S.E. Register, a database listing of vendors/suppliers and parts distributors and their capabilities. Vendors/suppliers and parts distributors listed in the Register, have received an on-site audit by a C.A.S.E. authorized auditor and found in compliance with applicable standards. The Register is revised periodically by the C.A.S.E. Data Center. Vendors/supplier and parts distributors and their capabilities are added to and deleted from the Register as a result of evaluations of those vendors/suppliers and parts distributors conducted by air carrier members.
6. The procedures and standards established in this manual are for the purpose of guiding and directing the functions of the C.A.S.E. Corporation's ACS in accordance with the bylaws of the Corporation.
7. Contents of this manual shall not conflict with the aviation regulations that govern sustaining members.
8. Certificated air carriers may join C.A.S.E. as members of the ACS. By joining, they agree to abide by the policies of the Corporation and the procedures and specifications of the ACS as contained in this manual.
9. No sustaining member shall have more than one (1) representative as a voting member of any one (1) standing committee.

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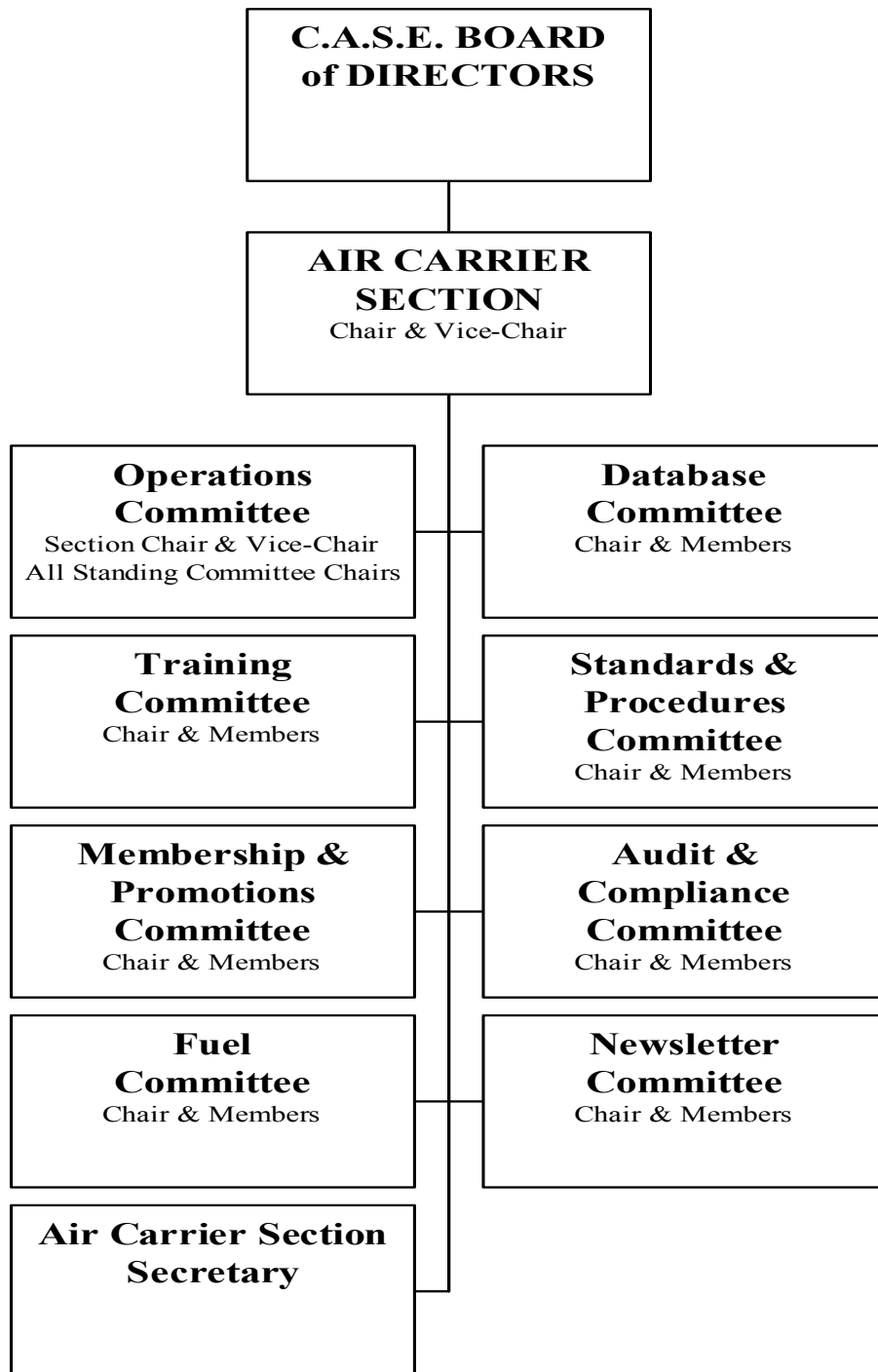
- | 10. In order to be effective, the ACS must have a policies and procedures manual to provide a framework within which members conduct business, however, because of the diversity of the membership and the broad range of their internal policies and procedures, compliance with the “letter of the law” may be burdensome or impossible. The membership, therefore, recognizes the need to permit deviations to or exceptions from certain provisions as provided in 1-9-1.
- | 11. The ACS is lead by a chair and vice-chair selected from within the ACS by a simple majority of sustaining air carrier members present. Various committees direct and conduct the operations of the ACS.
- | 12. The ACS is represented on the C.A.S.E. Board of Directors by the ACS chair and vice-chair.

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Air Carrier Section Organization



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DEFINITIONS

1. General

- A. The terms defined herein are used frequently in oral and written communications concerning C.A.S.E.

2. Definitions

- A. **ADDVEN** - A database code for “add vendor.” Used in an electronic transmittal authorizing the Data Center to add a specific vendor to the Register.
- B. **ADVERTISE** - Publicize in any form (i.e. promotion or other solicitation of business).
- C. **BASA/MIP** – U.S. / European Bilateral Aviation Safety Agreement (BASA) and Maintenance Implementation Procedures (MIP).
- D. **C.A.S.E. DATA CENTER** - A data collection and distribution center maintained by AVINFO in Miami, FL, Through the direction from the C.A.S.E. Corporation. The C.A.S.E. Data Center maintains the C.A.S.E. Register.
- E. **C.A.S.E. REGISTER** - A list of vendors/suppliers and parts distributors who have been audited by a C.A.S.E. authorized auditor and found in compliance with applicable C.A.S.E. standards. The C.A.S.E. Register is maintained by the C.A.S.E. Data Center.
- F. **C.A.S.E. STANDARD 1-A** - Provides minimum requirements to be met by a repair/overhaul vendor’s (ROV) quality program.
- G. **C.A.S.E. STANDARD 2-A** - Provides minimum requirements for an aircraft jet fuel vendor’s quality program. Encompasses storage facilities and into-plane servicing.
- H. **C.A.S.E. STANDARD 3-A** - Provides minimum quality program requirements for distributors of new and surplus parts.
- I. **CHANGEPOOL** - A database code used to communicate general information changes for a specific vendor such as change of company name, change of contact name, or other information **not involved with an audit.**
 - NOTE:** When submitting an ADDVEN, PENDCA, or UPAUD, this function is automatically performed.
- J. **CORE CLASS** - Training class covering C.A.S.E. policies and procedures, 1-A standard, 2-A standard, 3-A standard, or C.A.S.E. Database.
- K. **DELVEN** - A database code for “delete vendor.” Used in an electronic transmittal to the Data Center authorizing deletion of a specific vendor from the Register.

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- L. **DISTRIBUTOR** - An organization that provides parts, materials, or supplies for sale.
- M. **FUEL AUDITOR** - An auditor authorized to conduct audits of vendors/suppliers of fuel storage facilities, fueling services, and related equipment in support of C.A.S.E.
- N. **JOINTAUDIT** - A database code for “joint audit.” This transmittal code is used to inform the Data Center that an allocation electronically linked to the master allocation of a large facility has been accomplished. This allows credit for participation in a joint audit to be recorded in a member’s audit performance record area of the database.
- O. **MAINTENANCE AUDITOR** - An auditor authorized to conduct audits of vendors/suppliers of maintenance, repair, overhaul, or servicing actions (except fueling) of aircraft parts and components in support of C.A.S.E.
- P. **NOACT** - A database code for “no action.” This transmittal code is used to inform the Data Center that a vendor, **not listed on the Register**, fails to satisfy the appropriate standard.
- Q. **OEM** - An acronym for Original Equipment Manufacturer.
- R. **PENDCA** - A database code for “Pending Corrective Action.” This transmittal code is used to inform the Data Center that a vendor has been audited but the auditor is awaiting a response from a vendor.
- S. **REPAIR STATION** - Generic term used to refer to Part 145 certificated repair stations and/or Canadian Approved Maintenance Organizations (AMO).
- T. **ROV** - An acronym for Repair/Overhaul Vendor.
- U. **SPECIAL PROCESS CERTIFICATION/QUALIFICATION** - A determination, resulting from an evaluation, that a supplier/vendor has the capability to perform a given special process.
- V. **SSV** - An acronym for Special Services Vendor.
- W. **SUPPLIER EVALUATION/VENDOR AUDIT** - An on-site evaluation and assessment of a vendor’s or supplier’s quality systems to verify compliance with applicable C.A.S.E. standards.
- X. **UPAUD** - A database code for updating audit information. Used in an electronic transmittal authorizing the Data Center to update audit information for a vendor currently listed on the Register.
- Y. **VEL** - An acronym for Vendor Expectations and Limitations.
- Z. **VENDOR** - An organization that provides overhaul/repair/maintenance/servicing/distribution of aircraft, components, or appliances.

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CHAIR - AIR CARRIER SECTION

1. General

- A. This section describes the position of Air Carrier Section (ACS) chair.
- B. During the Fall meeting in each even-numbered year, the sustaining membership shall elect a chair for the ACS to a two-year term. The incumbent chair may run for re-election. In the event the ACS chair is unable to complete the two-year term, the ACS vice-chair will assume the duties of the chair for the remainder of that term.

2. Duties and Responsibilities

- A. The chair is responsible to the membership for the overall operation of the ACS and facilitates the business of the ACS. The chair ensures the operations of the ACS are in compliance with the C.A.S.E. bylaws. Each standing committee chair reports to the ACS chair.
- B. The chair represents the ACS on the C.A.S.E. Board of Directors and attends Board of Directors meetings as scheduled. The chair coordinates with the chairs of the other C.A.S.E. Sections on matters of mutual concern.
- C. The chair sets the ACS agenda for the semi-annual C.A.S.E. meetings based on the input of the sustaining membership and the standing committees.
- D. The chair moderates the ACS general meetings and Operations committee meetings at the semi-annual C.A.S.E. meetings.
- E. The chair coordinates the standing committees, through each committee chair, to handle issues that affect more than one (1) committee at a time. The chair may attend committee meetings as required.
- F. The ACS chair is responsible to ensure that any ACS publications do not conflict with the C.A.S.E. bylaws, the ACS *Policies and Procedures* manual, or the CFRs. The chair coordinates with the Board of Directors to review ACS *Policies and Procedures* manual revisions (including temporary revisions). Other publications (website postings, *The Supplier* newsletter, etc.) originating from within the ACS may be withheld from distribution, pending further review by the Operations committee, when, in the chair's opinion, there may be a conflict.
- H. The ACS chair may appoint persons from member airlines to serve on committees or in working groups if no volunteers come forward to fill such positions.

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VICE-CHAIR - AIR CARRIER SECTION

1. General

- A. This section describes the position of Air Carrier Section (ACS) vice-chair.
- B. During the Spring of each even-numbered year, the sustaining membership shall elect a vice-chair for the ACS to a two-year term (except as noted in 2.D.). The incumbent vice-chair may run for re-election. In the event the ACS vice-chair is unable to complete the two-year term, the ACS chair can appoint a person from the ACS membership to serve as vice-chair for the remainder of that term.

2. Duties and Responsibilities

- A. The vice-chair will attend all ACS and C.A.S.E. board meetings and is a voting member of the Board of Directors.
- B. The vice-chair will assist the ACS chair with setting the agenda for the semi-annual meetings and the operation of those meetings.
- C. In the event the ACS chair is unable to attend a semi-annual ACS meeting, the vice-chair will assume all duties associated with those meetings.
- D. Should the ACS chair be unable to complete the two-year term of office, the ACS vice-chair will become the acting chair of the ACS until the Fall meeting of the next even-numbered year. In the event this occurs, a new ACS vice-chair will be elected/appointed and serve until the Spring meeting of the next even-numbered year.

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SECRETARY

1. General

- A. This section defines the duties and responsibilities of the Air Carrier Section (ACS) secretary.
- B. During the Spring meeting in each odd-numbered year, the sustaining membership shall elect a secretary for the ACS to a two-year term. The incumbent secretary may run for re-election. In the event the secretary cannot complete the two-year term, the ACS chair can appoint a person from the ACS membership to serve as secretary for the remainder of the term.

2. Duties and Responsibilities

- A. The secretary shall take the minutes of the:
 - 1) Spring and Fall ACS general meetings.
 - 2) Spring and Fall ACS Operations committee meetings.
- B. The secretary shall assemble a roster identifying all attendees at the general meetings and Operations committee meetings.
- C. The secretary shall collect the minutes of all committee meetings.
- D. The secretary shall assemble, publish, and distribute the minutes from all C.A.S.E. Spring and Fall general session meetings of the Air Carrier Section.
- E. The secretary shall provide a "Minutes Accepted/Change" form with each distribution. This will allow each C.A.S.E. member to accept or to propose changes to the minutes.
- F. The secretary shall provide the meeting minutes and any proposed changes at the next semi-annual meeting for final acceptance vote by the sustaining members.

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OPERATIONS COMMITTEE

1. General

- A. This section defines the duties and responsibilities of the Air Carrier Section (ACS) Operations committee.
- B. The Operations committee is made up of the ACS chair, vice-chair, and the various standing committee chairs identified in chapter five (5) of this manual. The ACS chair shall also act as chair of the Operations committee. The secretary is a non-voting member of the Operations committee.
- C. The Operations committee shall not be considered a standing committee with scheduled meetings and a standard scope of activities, rather, it shall act as an advisory board to the ACS chair and assist in planning meetings and other events of the ACS.
- D. Each standing committee chair shall appoint, designate, or elect a committee vice-chair. The vice-chair should be familiar with the workings of that committee and have the ability to continue the committee's work in the absence of the chair. This includes, but is not limited to, attending Operations committee meetings should the chair not be available. The standing committee vice-chairs shall also be identified in chapter five (5) of this manual.

2. Duties and Responsibilities

- A. The committee shall review all instances of non-compliance received from the Audit and Compliance committee.
- B. The committee shall meet at the discretion of the ACS chair as the need arises.
- C. The committee shall review membership delinquency notices reported by the Data Center and take appropriate action.

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MEMBERSHIP AND PROMOTIONS COMMITTEE

1. General

- A. This section defines the duties and responsibilities of the Membership and Promotions committee.
- B. During the Fall meeting in each even-numbered year, the sustaining membership shall elect a committee chair to a two-year term. The incumbent chair may run for re-election. In the event the committee chair is unable to complete the two-year term, the committee vice-chair will assume the duties of the chair for the remainder of that term.

2. Duties and Responsibilities

A. Chair

- 1) Receives all applications for membership.
- 2) Maintains records of membership status.
- 3) Acknowledges receipt of informal applications by providing applicants with:
 - a) Acknowledgement letter.
 - b) Formal “Application for Air Carrier Membership.”
 - c) Copy of “Statement of Principles.”
- 4) On receipt of formal application, evaluates applications utilizing the appropriate application checklist found in chapter six of this manual.
- 5) Reproduces applications and forwards a copy to each committee member whenever:
 - a) Applicant’s eligibility for a sustaining (voting) membership is a consideration.
 - b) Applicant’s eligibility for C.A.S.E. membership, or class of membership, is questionable.

NOTE: Include excerpts from applicant’s supporting documentation, as appropriate.
- 6) Monitors and maintains the membership files in the C.A.S.E. database.
- 7) Reports membership status and forwards supporting documents to C.A.S.E. Data Center.
- 8) Forwards a copy of the bylaws and a copy of the *ACS Policies and Procedures* manual to applicants considered for sustaining memberships.
- 9) Arranges for verification audit of applicant.

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- 10) Issues reply to applicants who have been determined to be ineligible for sustaining membership and forwards notice of eligibility for associate membership.
- 11) Issues acceptance letters and associate membership certificates to applicants eligible for associate membership only.
- 12) Issues acceptance letters and sustaining membership certificates to eligible applicants.
- 13) Coordinates recommendations as necessary. In the event of disagreement as to the course of action to be taken on an application, and such disagreement cannot be resolved through normal correspondence, the application shall be held in abeyance pending action at next scheduled committee meeting. Applicants for sustaining membership must receive majority approval of the committee members to be accepted.
- 14) Advises Operations committee of accepted applicants.
- 15) Reports membership status of the association at annual meeting.

B. Committee Members

- 1) Evaluate applications for sustaining membership utilizing the “Application for Sustaining Membership” found in chapter six of this manual.
- 2) Return applications, together with recommendations, to committee chair in a timely manner.
- 3) Perform surveillance and/or verification audits as required of membership to assure validity/currency of membership rosters.
- 4) Maintain correspondence and membership files.

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STANDARDS AND PROCEDURES COMMITTEE

1. General

- A. This section defines the duties and responsibilities of the Air Carrier Section (ACS) Standards and Procedures committee. It also describes the system or procedure to cause revision to the ACS *Policies and Procedures* manual.
- B. The committee consists of a chair and an adequate number of members to accomplish its assignment in an efficient manner.
- C. During the Spring meeting in each even-numbered year, the sustaining membership shall elect a committee chair to a two-year term. The incumbent chair may run for re-election. In the event the committee chair is unable to complete the two-year term, the committee vice-chair will assume the duties of the chair for the remainder of that term.
- D. Any sustaining member may request changes, deletions, or additions to the manual through their company representative. The committee welcomes comments and suggestions on manual content from associate members.
- E. Whenever a vote is required for either membership or committee acceptance, a simple majority of voting members shall rule.

2. Duties and Responsibilities

- A. The Standards and Procedures committee is responsible for maintaining the ACS *Policies and Procedures* manual and shall periodically review the manual to verify that:
 - 1) The content does not conflict with the bylaws, the CFRs, nor within itself.
 - 2) The format is consistent, and easy to read and understand.
 - 3) There are no typographical errors.
- B. Committee members shall attend and participate in committee meetings.
- C. The committee is responsible for evaluating any drafts or suggestions regarding changes, deletions, or additions to the manual. Responses to mail out evaluation requests shall be in writing to the committee chair.
- D. The committee is responsible for all aspects of manual preparation from inception to the finished product. This includes but is not limited to: authorship of the publications, editing, format, content arrangement, numbering system. The format and writing style shall be consistent throughout the manual as much as possible. The method of publication and distribution is at the discretion of the general membership, however, the committee will oversee those functions.

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- E. The committee is empowered to make unilateral revisions to the manual that do not change the technical requirements of the document, however, changes, additions, or deletions that affect policy, specifications, or requirements that are either imposed upon or removed from the membership must be accepted by the membership.

3. Manual Revision Procedures

- A. A request for a change to the manual shall be in writing on form CACS-10 to the Standards and Procedures committee chair (5-1-0).
- B. The CACS-10 should be in draft form. The committee will review and make corrections, as required, for publishing.
- C. When there is an apparent need for a particular standard or procedure for which no draft has been submitted, the chair may appoint a committee member to prepare the draft.
- D. The chair circulates copies of drafts to all committee members for their critique and sends an informational copy to the ACS chair.
- E. The committee chair assures that each proposed item receives the consideration of the committee and is either accepted (revised, if required), rejected, or held for further consideration.
- F. If required, the chair circulates drafts to the membership for their approval. This may be prior to a general membership meeting with the vote taking place during the meeting or it may be by mail ballot.
- G. The chair will, prior to distribution, submit the final draft of any revision, including Temporary Revisions, to the ACS chair for final proofreading by the Board of Directors to ensure that no conflicts exist between the revision and the bylaws, the CFRs, nor within the manual itself.
- H. Pending concurrence from the ACS chair, the chair forwards the revision to the C.A.S.E. General Manager for posting on the C.A.S.E. website.
- I. Temporary Revisions
 - 1) In order to address instances when it may be absolutely necessary to add, change, or delete policies and procedures outside of the standard revision cycle, a temporary revision (TR) shall be utilized.
 - 2) If membership vote has not been completed, the Standards and Procedures chair circulates a draft along with mail ballots via electronic mail (e-mail) to the sustaining member representatives and also posts the draft on the website for a minimum fifteen (15) business day review and comment period. If warranted, the Audit and Compliance Alert System may be used as a means of notification.

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- 3) Acceptable voting methods include e-mail, fax, and secure website.
- 4) The chair is responsible for:
 - a) Ensuring e-mails are sent to all member representatives,
 - b) Ensuring comments received are posted on the website,
 - c) Collecting and tabulating voting results, And,
 - d) Reporting result details on the website.
- 5) If approved by a majority of the membership and accepted by the Board of Directors, the TR shall be issued. Issuance would be by posting on the website, in addition to e-mailing copies, via e-mail, to the member representatives.
- 6) Temporary revisions will have the words “Temporary Revision” and the effective date in the footer of each page.
- 7) Temporary revision pages will be placed facing the affected pages that are being changed.
- 8) The Revision Record will have “TR” placed in the “Rev.” column of each change.
- 9) A Temporary Revision List of Effective Pages (L.E.P. Temporary Revision) will be created and inserted immediately following the ACS *Policies and Procedures*’ L.E.P.
- 10) Insertion instructions will also accompany the TR.
- 11) During the next revision cycle, the Revision Record will be revised, removing the “TR”, the policy will be incorporated, and the inserted page(s) will be removed.

4. Mail Ballots

- A. Mail ballots or electronic mail (e-mail) shall be used if possible and practical:
 - 1) To expedite non-controversial revisions to the manual that require membership and/or committee approval.
 - 2) To approve final drafts of documents or manual changes already discussed and accepted in principle by the membership.
- B. Replies to mail ballots shall be returned as soon as possible, but no later than fifteen (15) business days from the date distributed.

5. Committee Meetings

- A. The chair of the Standards and Procedures committee is responsible for calling and conducting committee meetings.

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- B. Committee meetings should be held as part of the semi-annual membership meetings whenever possible. Committee business may be conducted by mail or e-mail unless face-to-face discussion is deemed necessary.
- C. The chair prepares an agenda for each committee meeting, listing each item submitted for review. The chair shall provide committee members with a copy of the agenda a minimum of a week before the meeting whenever possible.
- D. The committee shall review each proposed item and either accept (with revisions, if appropriate), reject, or table (hold for further consideration or action) it.
- E. The chair shall make a report of committee activities at ACS general meetings.
- F. The chair, or designee, shall prepare and distribute minutes of the committee meetings within fifteen (15) business days of the meeting or as soon thereafter as possible. The chair shall provide copies to all committee members, the Section chair, and to others persons that both attend the committee meetings and also request a copy be provided.

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AUDIT AND COMPLIANCE COMMITTEE

1. General

- A. This section describes the responsibilities of the Audit and Compliance committee and the processes by which it shall audit and report on the functions and activities of the Air Carrier Section (ACS) to verify that the provisions of the *ACS Policies and Procedures* manual and the bylaws are upheld.
- B. During the Fall meeting in each odd-numbered year, the sustaining membership shall elect a committee chair to a two-year term. The incumbent chair may run for re-election. In the event the committee chair is unable to complete the two-year term, the committee vice-chair will assume the duties of the chair for the remainder of that term.

2. Duties and Responsibilities

- A. The chair shall assure that the responsibilities of the committee are carried out.
- B. The committee shall assist the chair in accomplishing the responsibilities of the committee as directed by the chair.
- C. The committee shall provide representation at each general or special membership meeting to verify that:
 - 1) A quorum is present.

NOTE : This also applies to each Level IV candidate interview.
 - 2) Proxies are in order. And,
 - 3) Sustaining member votes/abstentions are accounted for.
- D. The committee shall audit sustaining members to verify compliance with current standards and procedures a minimum of once every 36 calendar months.
 - 1) The audit may be by on-site visit or by requesting pertinent information from the carrier's company representative to C.A.S.E.
 - 2) Audit visits will be recorded using the C.A.S.E. Air Carrier Evaluation Report (CACS-6).
 - 3) The chair shall assign auditors.
 - 4) Audits conducted by DOD may be accepted in lieu of an air carrier performing the audit.
- E. The committee manages the ACS auditor authorization program. They will:
 - 1) Verify annually that each sustaining member's list of C.A.S.E. authorized auditors is current and accurate.
 - 2) Maintain a current list of C.A.S.E. - ACS authorized auditors in the ACS area of the database.

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- 3) Arrange for C.A.S.E. - ACS authorization of new auditors.
 - 4) Maintain files of auditor qualifications and approval.
- F. The chair, or the chair's designee, shall investigate allegations of auditor, Evaluator, and member non-compliance. The results of such investigations shall be reported to the ACS Operations committee for resolution and appropriate action as follows:
- 1) **Level III Auditor:** The committee will determine, by majority vote, if the non-compliance warrants action, up to and including loss of C.A.S.E. authorization(s). If the action being considered is against a member of the committee, or against an auditor whose company is represented on the committee, that committee member must abstain from voting and that vote will not be counted among the total. The auditor may appeal the decision of the committee to the Operations committee. All members of the Operations committee must be represented for the appeal.
 - 2) **Level IV Evaluator:** The committee will determine, by majority vote, if the non-compliance warrants action, up to and including loss of C.A.S.E. authorization(s). If the action being considered is against a member of the committee, or against an Evaluator whose company is represented on the committee, that committee member must abstain from voting and that vote will not be counted among the total. The committee will present the results of their investigation and recommendations to the Operations committee for consideration. The Operations committee will review the information provided, allow the individual to present their explanation of the non-compliance, and determine if any further action is required. Recommendation for further action must be based upon majority agreement of the Operations committee. A recommendation for revocation from the Operations committee shall be presented to the membership and requires a majority vote by a quorum of the sustaining membership. The affected member must abstain from voting and that vote will not be counted among the total.
 - 3) **Sustaining/Associate Members:** The committee will present the results of their investigation and recommendations to the Operations committee for consideration. The Operations committee will forward their comments and recommendations to the Board of Directors in accordance with the bylaws.
- G. The chair shall make a report of committee activities at ACS general meetings.
- H. The chair shall issue an Audit and Compliance Alert (1-9-2) when the committee deems it appropriate to rapidly communicate or otherwise highlight information and maintains a master list of alerts.
- I. The chair shall maintain all masters and records of the committee. At transfer of chair responsibilities, all such files shall be turned over to the new chair.

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DEVIATIONS AND EXEMPTIONS

1. General

- A. The Audit and Compliance committee may provide a deviation and/or exemption in cases where both of these conditions exist:
 - 1) The circumstances are beyond the control of the petitioner.
 - 2) Logistical issues threaten the status of a sustaining member, or the status of an active auditor.
- B. The committee chair may act alone in this regard or may seek the counsel of the committee before granting such a request.
- C. Except as provided in paragraph A, deviation or exemption to a current policy and/or procedure, as voted on by the sustaining membership, may not be granted by the Audit and Compliance committee or its chair. In the event that the Audit and Compliance committee finds what it believes to be justifiable cause for such a request, the matter, along with the justification, will be presented to the Operations committee for consideration. The Operations committee may act on behalf of the sustaining membership to grant such a request, provided that in the opinion (majority vote) of the Operations committee, the deviation and/or exemption is in the best interest of the Air Carrier Section of C.A.S.E. The Section chair at the next meeting will report any such deviation to the membership.
- D. Deviations or exemptions may be one time or for a prescribed or indefinite period of time as deemed appropriate by the Audit and Compliance committee. All deviations or exemptions shall be in writing and shall be maintained on file by the Audit and Compliance committee chair. Copies of the exemptions shall be sent to the member representative granted the exemption, all other committee chairs and the Air Carrier Section chair.
- E. The Audit and Compliance committee shall review all active deviations and exemptions. At each semi-annual meeting, the Audit and Compliance committee chair shall report their status to the membership.

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AUDIT AND COMPLIANCE ALERT SYSTEM

1. General

- A. This Audit and Compliance Alert procedure may be used by the Audit and Compliance committee as a rapid means of communicating an urgent message to members. Alerts are published electronically via the C.A.S.E. website.
- B. An alert may be used to highlight established policies, notify members of problems, new regulatory requirements, etc. Contents of an alert will **NOT** supercede current policies and procedures.
- C. The Audit and Compliance committee chair controls the alert system. Any comments, suggestions, or questions regarding alerts should be addressed to the chair.

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MEMBER OR AUDITOR STATUS CHANGE

1. Sustaining Membership Status Change

- A. 14 CFR Part 119.51 requires an air carrier to notify the FAA of any amendment to its Operations Specifications. The C.A.S.E. program Operations Specifications page D90, paragraph C, specifies in part that, "Should the certificate holder cease to maintain an active sustaining membership, this authorization is cancelled." The chairs of both the Membership and Promotions committee and the Audit and Compliance committee shall notify a member of the decision to downgrade that member from sustaining to associate membership. If this action occurs the affected member must notify their FAA Principal Maintenance Inspector in writing within ten (10) business days.
- B. When a member is downgraded there will be no refund of dues or assessments paid. Should the member regain sustaining status, any unused portion of dues or assessments would become active and applicable assuming sustaining status is regained in the time frame for which the dues or assessments were applicable. For example; dues would apply to the year for which they were paid. An assessment for computer access would apply indefinitely.

2. Auditor Authorization Status Change

- A. If a non-compliance investigation results in a change to an auditor's C.A.S.E. authorization, the Audit and Compliance committee chair will notify the air carrier's representative and the C.A.S.E. Data Center of the change.

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VENDOR APPEAL PROCESS

1. General

- A. The Air Carrier Section membership realizes that on occasion a vendor may have reason to appeal the decision of an individual auditor in situations where that vendor believes that deletion from the Register was for reasons other than non-compliance to the standard. In those cases the following procedure shall apply.

NOTE: If the auditor involved in the appeal process is employed by the same air carrier as the Audit and Compliance committee chair, the chair shall relinquish control of the investigation and appoint a lead investigator. That lead investigator will control the appeal process and take it to fruition.

- B. The vendor will notify, in writing, the Audit and Compliance committee chair. The chair will take all available information from the vendor. The chair will have sixty (60) calendar days from the date of receipt of said notice to complete the investigation and advise the vendor of the results of that investigation.
- C. Upon receipt of an appeal, the chair will expediently notify the Operations committee.
- D. The chair will contact both the auditor that conducted the original audit and the auditor's C.A.S.E. Representative and gather the facts pertinent to the allegations brought by the vendor.
- E. Based on the facts presented by the vendor and the original auditor, the chair shall either uphold the original audit or cause a re-audit of the vendor by a sustaining air carrier not involved in the appeal process.
- F. If a re-audit is accomplished, the chair and the person performing the re-audit shall review the finds of the re-audit and determine if reinstatement of the vendor in the Register is warranted. If both agree that reinstatement is appropriate, the chair will ask the auditor who performed the re-audit to notify the Data Center accordingly. The chair will then notify the Operations committee of the outcome.
- G. The chair will notify the vendor and the original auditor in writing of the results of the investigation.

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NEWSLETTER COMMITTEE

1. General

- A. This section defines the duties and responsibilities of the Newsletter committee. The purpose of the Newsletter committee is to be the focal point for all articles and information to be included in the C.A.S.E Air Carrier Section (ACS) newsletter *The Supplier*.
- B. During the Fall meeting in each odd-numbered year, the sustaining membership shall elect a committee chair to a two-year term. The incumbent chair may run for re-election. In the event the committee chair is unable to complete the two-year term, the committee vice-chair will assume the duties of the chair for the remainder of that term.
- C. Member's representatives and auditors are expected to participate in the publication of the newsletter by submitting articles, topics, questions, or any pertinent information for inclusion into the newsletter. The newsletter is a representation of the C.A.S.E ACS and a method by which its knowledge can be shared within the industry.
- D. The committee shall consist of a chair and an adequate number of committee members to ensure a timely and informative newsletter.
- E. Each issue of *The Supplier* will be reviewed and approved for release by the C.A.S.E. ACS chair.
- F. The newsletter will be published a minimum of one (1) time per calendar year.

2. Duties and Responsibilities

- A. The chair:
 - 1) Is responsible for conducting committee meetings at the semi-annual C.A.S.E. meeting, and calling special meetings of the committee as needed.
 - 2) Acts as the editor of the newsletter and ensures that the ACS chair, who acts as editor-in-chief, reviews all newsletter publications prior to distribution.
 - 3) May delegate duties and assignments associated with the newsletter to committee members. Such duties may include research, writing, proof reading, editing, etc.
 - 4) Will be responsible for ensuring that copyrights are not infringed upon for any articles reproduced from other publications.
 - 5) Is responsible for ensuring distribution of the newsletter to all ACS associate and sustaining members. And,
 - 6) Will establish the deadlines and the publication and distribution dates for the newsletter.

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B. Committee Members:

- 1) Are responsible for researching articles and subject matter to ensure only factual and accurate information is submitted for publication.
- 2) Are expected to take on assignments from the chair to solicit and/or write articles on various subject matters.
- 3) Will be asked to proofread and critique articles and drafts of the newsletter prior to publication. And,
- 4) Are expected to submit assignments in a timely fashion to ensure deadlines are met.

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DATABASE COMMITTEE

1. General

- A. This section defines the duties and responsibilities of the Database committee whose purpose is to provide a central focus for technical support to the Air Carrier Section sustaining membership, review user problems, review and recommend system enhancements, and to monitor and facilitate the audit allocation system.
- B. During the Spring meeting in each even-numbered year, the sustaining membership shall elect a committee chair to a two-year term. The incumbent chair may run for re-election. In the event the chair is unable to complete the two-year term, the committee vice-chair will assume the duties of the chair for the remainder of that term.

2. Duties and Responsibilities

- A. The chair shall assure that the responsibilities of the committee are carried out.
- B. The committee members shall assist the chair in the accomplishment of the responsibilities delegated to the committee.
- C. The committee shall:
 - 1) Promote education regarding the use of the database and, when possible, provide assistance and technical support to on-line users.
 - 2) Provide all database users with a technical advisor. This advisor shall provide first line technical support to assigned members.
 - 3) Review all database technical problems and notify the membership of a course of action that involves any capital expenditures.
 - 4) Review proposed enhancements to the database and make recommendations to the sustaining membership.
 - 5) Schedule and monitor the annual audit allocation process.
 - 6) Develop an initial and recurrent user training program and make said programs available to the membership.
 - 7) Provide assistance to the Audit and Compliance committee in the performance of internal audits of the database and shall facilitate the correction of findings resulting from those audits.
 - 8) Aid members in determining how a vendor allocation should be split (if required) and to assign allocation numbers for each new allocation created by a split. Additionally, electronically link split allocations to the master allocation within the database.

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FUEL COMMITTEE

1. General

- A. This section defines the duties and responsibilities of the Fuel committee. The purpose of the Fuel committee is to develop and maintain the technical data required to support the C.A.S.E. fuel auditors.
- B. During the Fall meeting in each even-numbered year, the sustaining membership shall elect a committee chair to a two-year term. The incumbent chair may run for re-election. In the event the chair is unable to complete the two-year term, the committee vice-chair will assume the duties of the chair for the remainder of that term.

2. Duties and Responsibilities

A. The chair:

- 1) Shall assure that the responsibilities of the committee are carried out.
- 2) Is responsible for holding committee meetings in concert with the semi-annual C.A.S.E. meeting. The chair may also call special meetings of the committee, as appropriate.
- 3) May delegate duties and responsibilities as required.
- 4) Will interface with the fuel industry and airline personnel as necessary to assure C.A.S.E. 2-A standard qualified auditors are provided with the most current information available.
- 5) Will assure the C.A.S.E. 2-A standard remains current.

B. The committee members:

- 1) Shall assist the chair in accomplishing the duties of the committee as directed by the chair.
- 2) Will be assigned tasks at the direction of the chair.
- 3) Will assure the 2-A Fuel Audit checklist remains current with the latest revision of the C.A.S.E. 2-A standard.

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TRAINING COMMITTEE

1. General

- A. This section describes the duties and responsibilities for the Training committee.
- B. During the Spring meeting in each odd-numbered year, the sustaining membership shall elect a chair to a two-year term. The incumbent chair may run for re-election. In the event the chair is unable to complete the two-year term, the committee vice-chair will assume the duties of the chair for the remainder of that term.

2. Duties and Responsibilities

- A. The chair is responsible for:

- 1) Conducting committee meetings at the semi-annual C.A.S.E. meeting, and calling special meetings of the committee as needed.
- 2) Ensuring that committee meeting minutes are kept and reporting committee activities at ACS general meetings.
- 3) For the requirements, content, and scheduling of training classes.
- 4) The procurement of classrooms, equipment, and reference material required to conduct comprehensive training courses.
- 5) Grading tests, maintaining records of those tests, and issuing certificates to those that successfully pass the course.
- 6) Scheduling qualified instructors for all core classes.
- 7) Granting individuals instructing and performing necessary duties during training sessions the benefit of free credit for those courses in which they instruct or assist.
- 8) Updating auditor qualification training information in the C.A.S.E. database for all sustaining members following completion of all scheduled training sessions.

- B. The committee members:

- 1) Are responsible for carrying out tasks as assigned by the chair.
- 2) Provide input at meetings to foster the continual improvement of the training program.
- 3) Assist in scheduled training as directed by the chair.
- 4) Assist any member regarding their training needs.

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CHAPTER 2

MEMBERSHIP REQUIREMENTS AND OBLIGATIONS

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MEMBERSHIP ELIGIBILITY AND REQUIREMENTS

1. General

- A. Membership in the Air Carrier Section (ACS) is divided into two (2) categories: sustaining members and associate members. Applicants for membership to the ACS shall file their application with the Membership and Promotions committee chair. The applicable forms appear in chapter six of this manual.
- B. Sustaining membership is limited to air carriers that have a minimum of one (1) C.A.S.E. Level III auditor or Level IV Evaluator qualified to the 1-A standard who is a full-time employee of that member. Air carriers interested in sustaining membership but who are without an auditor eligible for C.A.S.E. authorization are encouraged to join as associate members. They are then eligible to participate in C.A.S.E. activities and training, and can work toward getting a C.A.S.E. authorized auditor. Before entering the qualification process for sustaining membership, applicants must meet all requirements of an associate member as specified on CACS-1 and CACS-1A found in chapter six.
- C. If a sustaining member loses all Level III/IV auditors/Evaluators, within thirty (30) calendar days that member shall apply to the Audit and Compliance committee chair for an exemption to this requirement until such time as it has a qualified replacement. The time limit for obtaining the replacement shall be established by the Audit and Compliance committee chair.

2. Sustaining Membership

- A. ACS sustaining members shall:
 - 1) Be certificated air carriers operating in accordance with the aviation regulations of the certificating government. For U.S. carriers, this is limited to carriers certificated and operating under 14 CFR Parts 121 or 135.
 - 2) Agree to the bylaws of C.A.S.E.
 - 3) Agree to comply with all requirements specified in the C.A.S.E. *ACS Policies and Procedures* manual and to share audit information (via transmittals) with C.A.S.E. members in good standing. Further, member airlines shall commit to allocating appropriate resources (time, money, expertise, etc.) to fulfill audit obligations to the highest degree of safety.
 - 4) Agree to complete the on-site audit portion of all allocated audits during the scheduled month (3-6-0) and communicate on a timely basis the status of assigned or performed audits through the transmittal process.
 - 5) Maintain documented vendor/supplier audit procedures in their manual system. Procedures must meet the minimum standards specified in 2-2-0 of the C.A.S.E. *ACS Policies and Procedures* manual.

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- 6) Maintain a history file of vendor/supplier audits, findings, and corrective action (follow-up system) in accordance with the C.A.S.E. *ACS Policies and Procedures* manual.
- 7) Maintain a list of approved vendors/suppliers for control and internal dissemination. This list is to include all vendors from which a document (e.g. FAA form 8130-3, TC Form 1, EASA Form 1) is received which is filled out on the "return to service" side of the form. The member must also assure that the usage list submitted to the C.A.S.E. Data Center be updated when vendors are removed from or added to the list of approved vendors/suppliers. These lists will be audited for accuracy and completeness by other members during the course of membership audits (1-9-0, 2.D.).
- 8) Maintain records of vendor/supplier quality problems and performance and of component reliability.
- 9) Maintain a minimum of one (1) C.A.S.E. Level III auditor or Level IV Evaluator qualified to the 1-A standard.

NOTE : All auditors/Evaluators must be full-time employees of their air carrier, however, they are not required to be full-time Quality Department employees. This includes both maintenance and fuel auditors/Evaluators.
- 10) Establish and maintain, with appropriate hardware and software as defined by the Database committee, connection to the C.A.S.E. computer system.
- 11) If a member air carrier elects to provide their Principal Maintenance Inspector (PMI) with the C.A.S.E. *ACS Policies and Procedures* manual, that member air carrier is responsible for providing revision service for that manual to the PMI.

3. Associate Membership

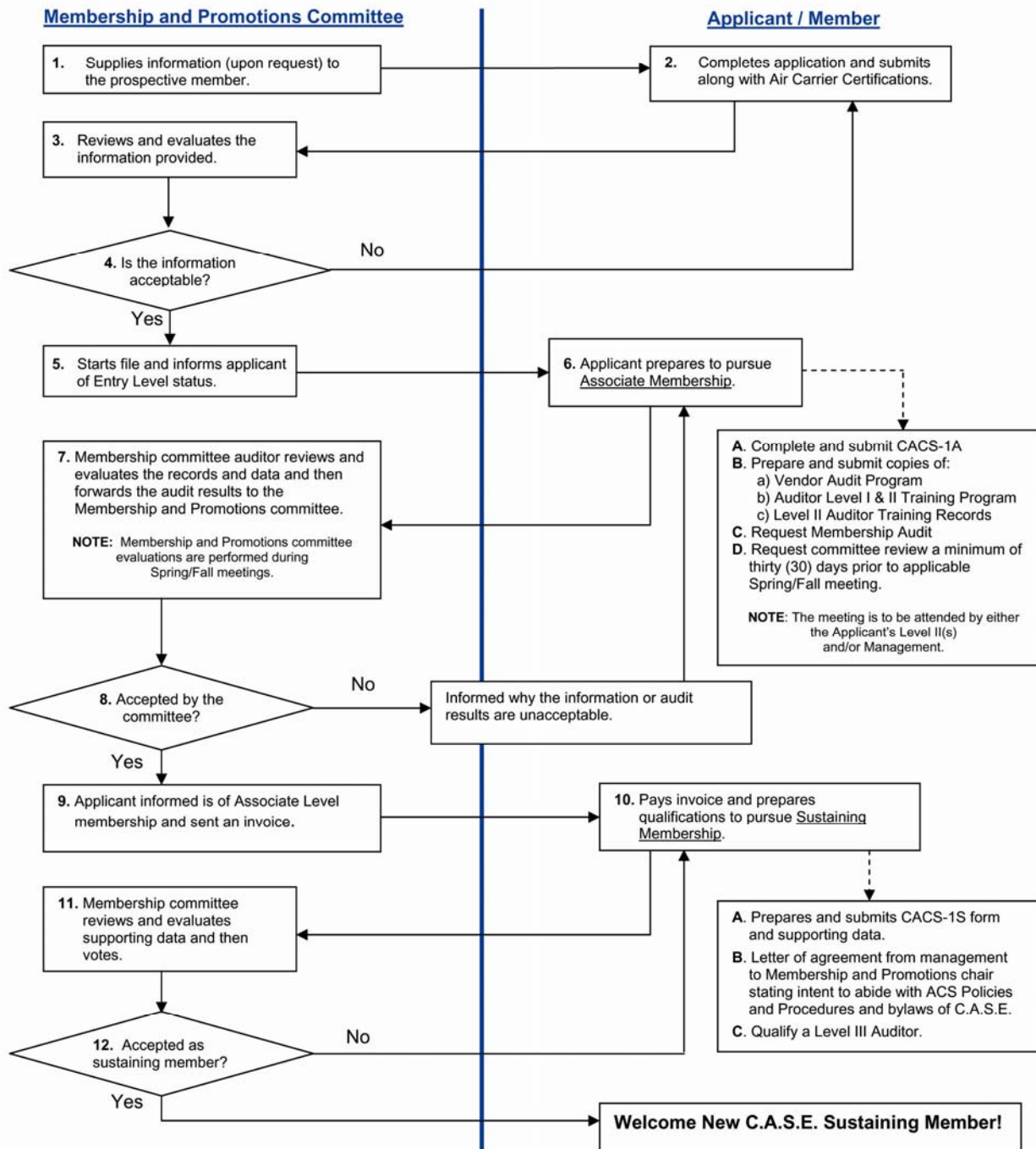
- A. Associate members shall be limited to air carriers who are interested in membership or in promoting or assisting in promoting the purposes of this corporation. To qualify for associate membership, an air carrier must:
 - 1) Be a certificated air carrier operating in accordance with the aviation regulations of the certificating government. For U.S. carriers this is limited to carriers certificated and operating under Parts 121 or 135 of the Federal Regulations.
 - 2) Agree to the bylaws of C.A.S.E.
 - 3) Agree to comply with all requirements specified in the C.A.S.E. *ACS Policies and Procedures* manual.
 - 4) Establish and maintain, with appropriate hardware and software as defined by the Database committee, connection to the C.A.S.E. computer system.

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C.A.S.E. Membership Flow Chart



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COMPANY REPRESENTATIVES TO C.A.S.E.

1. Duties and Responsibilities

- A. A sustaining member company's representative to C.A.S.E. is expected to attend semi-annual meetings. The representative, or designee, is required to serve actively on a minimum of one (1) committee. Active participation is considered to be by attendance and by making contributions to the committee in the form of discussions, research, and time spent in support of committee functions. If the representative, or designee, is absent for two (2) or more consecutive meetings, the company's sustaining membership in C.A.S.E. may be terminated.
- B. Sustaining members' representatives shall:
- 1) Serve on special assignments as requested by the Air Carrier Section (ACS) chair or the Board of Directors.
 - 2) Have an individual e-mail address and must monitor that system during the business week.
 - 3) Respond in the time frame indicated to all communications between the ACS management and the members' representatives.
 - 4) Assure proper inputs to the C.A.S.E. Register.
 - 5) Assure response to queries from the C.A.S.E. Data Center.
 - 6) Pass on complete procedures to replacement representative when changes in representation occur.
 - 7) Assure that the representative's company has a vendor surveillance program, procedures, and auditors that remain in compliance with the requirements of this manual.
 - 8) Annually ensure that a self audit is conducted, using an Air Carrier Evaluation Report (CACS-6), to verify continued compliance.
 - 9) Respond to other member's request for an audit.
 - 10) Assure on-site audits are performed on all vendors assigned by the audit allocation program.
 - 11) Assure that any corrections required to the representative's name, company name, mailing address, phone number, fax numbers, etc., are accomplished in a timely manner in the C.A.S.E. database.
 - 12) Annually provide the Audit and Compliance committee chair with a completed Annual Activity Report (CACS-11) certifying that:
 - a) Each of its auditors has complied with the minimum requirements for retaining their C.A.S.E. Level III or Level IV authorization (2-3-1, paragraph 7.C. and/or D).

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- b) The member's company information in the C.A.S.E. database has been checked for accuracy. And,
- c) The contact information in the C.A.S.E. database for the member's representative and each of its auditors has been checked for accuracy (2-3-1, paragraph 7.E.).

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VENDOR SURVEILLANCE PROGRAM

1. Minimum Requirements

- A. Each sustaining member of the Air Carrier Section must have an internal program of vendor surveillance that is either FAA accepted or in accordance with the regulations of the certificating government and meets the requirements listed below. The program shall be described in detail in the member's manual system.
- B. The manual must specify:
 - 1) The department responsible for vendor surveillance.
 - 2) An on-site audit for vendors/suppliers and part distributors submitted to the C.A.S.E. Register and maintained in the Register.
 - 3) The requirement to maintain adequate records.
- C. There must be published procedures that define the extent of the surveillance program and lists the details of the following areas:
 - 1) Type of audits to be conducted:
 - a) Initial approval audit.
 - b) Follow-up audits.
 - 2) Minimum requirements for audit personnel (2-3-0).
 - 3) Extent of audit records as required in paragraph 1.D. of this procedure.
 - 4) Detailed use of audit forms to the minimum audit format requirements described in chapter 4.
 - 5) Handling of unapproved vendor/suppliers and parts distributors through interaction (including such areas as notification, scheduling, and audit requests) with:
 - a) Procurement.
 - b) Vendor audits.
 - c) Material review.
 - d) Receiving inspection.
 - e) Engineering.
- D. The records must provide adequate documentation and objective evidence of vendor surveillance activities by maintaining the following:
 - 1) Records listing audit activity from the audit request through the final notification of status.

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- 2) A listing of approved vendors/suppliers and parts distributors updated periodically and transmitted to all using departments.
- 3) Individual vendor/supplier and parts distributor files containing audit requests, completed audit forms, and related documentation, such as inter-department correspondence and vendor/distributor correspondence.
- 4) The material and data necessary to update the C.A.S.E. Register as described in 3-2-0.
- 5) For each audit for which Register action was taken, records must be maintained for a minimum of thirty-six (36) calendar months from the date of the audit or until the audit is superseded by another sustaining member's audit of the facility to that standard.

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AUDIT PERSONNEL - MINIMUM REQUIREMENTS

1. Qualifications

- A. Only auditors of sustaining members or candidates for sustaining membership are eligible. All auditors, including both maintenance and fuel, must be full-time employees of their air carrier, however, they are not required to be full-time Quality Department employees.
- B. Consideration will only be given to auditors submitted by:
 - 1) A sustaining member's representative to C.A.S.E. Or,
 - 2) An associate member applying for sustaining membership.
- C. Candidates to be authorized for standards other than the fuel standard must have:
 - 1) A minimum of 36 calendar months experience in aircraft maintenance/quality control/quality assurance experience with a comprehensive knowledge of quality systems. And,
 - 2) A minimum of twelve (12) calendar months as a full time air carrier technical auditor of maintenance or modification activities. Or,
 - 3) If audit duties are collateral with other duties, and candidates are members of the Air Carrier's Quality Assurance staff, a portion of the duties for the past twenty-four (24) calendar months must have been devoted to conducting audits of maintenance or modification activities.
- D. Candidates to be authorized for fuel standards must have:
 - 1) Thirty-six (36) calendar months experience as a fuel farm operator, aircraft fueler, oil company technical/Q.A./Q.C. representative, or similar related occupation. And,
 - 2) A minimum of six (6) calendar months as a full time auditor of fuel farms and/or fueling facilities, equipment, and activities. Or,
 - 3) If audit duties are collateral with other duties and candidates are members of the Quality Assurance staff, a portion of the duties for the past twenty-four (24) calendar months must have been devoted to conducting audits of fuel farms and/or fueling facilities, equipment, and activities.
- E. Within a twelve (12) calendar month period preceding an application, auditor candidates:
 - 1) For 1-A authorization must have conducted twelve (12) vendor facility audits to the 1-A standard. Six (6) of the required twelve (12) audits must have been accomplished within a six (6) calendar month period preceding the application.
 - 2) For 2-A authorization must have conducted a minimum of six (6) audits of fuel into-plane facilities and a minimum of six (6) audits of fuel storage facilities to the 2-A standard. Six (6) of the minimum twelve (12) audits specified above (three (3) of each type) must have been accomplished within a six (6) calendar month period preceding the application.

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- F. Three (3) of the twelve (12) audits specified in paragraph E.1) must have been conducted as a pre-check-ride evaluation with any authorized Level III/IV (each by a different Level III/IV). Six (6) of the twelve (12) audits specified in paragraph E.2) (three (3) for each type of facility), must have been conducted as a pre-check-ride evaluation with an authorized Level III/IV. Each of the three (3) pre-check-ride evaluations for each fuel facility type must be conducted by a different Level III/IV (e.g. the same Level III/IV may conduct both one (1) fuel storage facility pre-check-ride evaluation and one (1) fuel into-plane facility pre-check-ride evaluation). Observations and partial evaluations will not be allowed for final check-ride consideration. Each Level III/IV conducting a pre-check-ride evaluation must provide the candidate with constructive written comments using C.A.S.E. form CACS-5 identifying a candidate's strengths and weaknesses. Failure to provide such comments may nullify the pre-check-ride evaluation. This document becomes part of the candidate's auditor training record.
- G. Auditors must be qualified to conduct the specific category of audits that are to be accomplished. The training, knowledge, experience, and expertise required for fuel auditing is markedly different from that required for auditing maintenance, modification, and servicing facilities. Therefore, the candidate requirements, evaluation and authorization of the candidates, and the requirements for maintaining authorization, though comparable, differ in their technical aspects. This is true for both the Level III auditor and the Level IV Evaluator. Each must be judged against the requirements for either fuel audits or maintenance/modification/servicing audits, as applicable.
- 1) Candidates for authorization to conduct fuel vendor audits must complete the required number of audits on fuel vendors only.
 - 2) Candidates for authorization to conduct audits to standards other than fuel may combine audits of various standards, not including fuel. A minimum of 50% of the required audits must be to the 1-A standard.
 - 3) Candidates for both fuel auditor and maintenance auditor must comply with the requirements of both authorizations in their entirety.
 - 4) Level IV Evaluators may only evaluate against the standards for which they themselves are authorized to audit.
- H. Fuel auditors must be knowledgeable of fuel tests required by the C.A.S.E. 2-A standard (e.g. millipore, free water, ASI, etc.). They must understand why and when these tests are to be performed, able to perform each test, be able to interpret the test results, and to understand the meaning of the results.

2. C.A.S.E. Auditor Authorization

- A. Before a member's auditor is authorized to perform an audit, and submit information to the C.A.S.E. Data Center, in support of the ACS on behalf of that member, they must be a qualified Level III/IV auditor/Evaluator and authorized through the Audit and Compliance committee (2-3-1).

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AUDITOR AUTHORIZATION PROGRAM

1. General

- A. This Auditor Authorization Program is limited to the Air Carrier Section (ACS) of C.A.S.E. References to a C.A.S.E. authorized auditor, auditor requirements, or C.A.S.E. auditor authorization are limited to the ACS.
- B. The Auditor Authorization Program is managed by the Audit and Compliance committee chair of the ACS. Its purpose is to provide a system to verify that members' auditors are qualified to conduct a satisfactory audit to C.A.S.E. ACS standards as stated in the *Policies and Procedures* manual. This program also specifies minimum requirements that will maintain audit skills at a level acceptable to the membership.
- C. To promote standardized performance of vendor facility audits by all C.A.S.E. members, the Auditor Training and Qualification portion of this program provides general instructions and guidance for experienced auditors with respect to specific C.A.S.E. standards. Initial auditor training and qualification up to Level II company auditor status is solely the responsibility of the member airlines. It is not the intention of the C.A.S.E. Auditor Training Program to provide instruction for apprentice auditors.
- D. The training program consists of four (4) phases. Upon successful completion of each phase of training, the trainee is qualified for the respective "Level" authorization. Auditor qualification levels are:
 - Level I - Company Auditor Trainee
 - Level II - Qualified Company Auditor
 - Level III - C.A.S.E. Authorized Auditor
 - Level IV - C.A.S.E. Authorized Evaluator
 - 1) Levels I and II cover the training activities that qualify an individual as an auditor for their employer.
 - 2) Level III training is designed to acquaint an experienced auditor with specific requirements of the C.A.S.E. audit program. The Audit and Compliance committee must evaluate and accept the candidate's training, experience, and capabilities before issuing the candidate a Level III C.A.S.E. authorization.
 - 3) Level IV, the Evaluator designation, is designed to authorize an individual to conduct the review, examination, and check-ride of a Level III applicant. Sustaining membership present at semi-annual meetings must accept, by a minimum 90% affirmative vote, the candidate's qualifications and experience for authorization as a Level IV Evaluator.

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- E. Before a candidate for Level III auditor authorization can be recommended to the Audit and Compliance committee for consideration, the candidate must successfully pass:
- 1) Written examinations of C.A.S.E. *Policies and Procedures* manual and the standard for which authorization is being sought (i.e. 1-A, 2-A). These are closed book tests with a minimum passing grade of 70%. Test results are valid for twelve (12) calendar months from the date the tests were taken. If the individual concerned has not completed all requirements and been accepted as a Level III auditor prior to the expiration dates listed above, that individual must repeat the classes and the written tests successfully to re-qualify for a check-ride.
 - 2) An oral examination by a Level IV Evaluator on C.A.S.E. policy and procedures, and general auditing procedures, techniques, and skills. And,
 - 3) A practical demonstration of auditing knowledge and skill to the satisfaction of a Level IV Evaluator.
- F. Should an authorized auditor change employment from one sustaining member carrier to another sustaining member carrier, the individual's authorization shall remain valid provided the following are complied with:
- 1) The auditor complies with the requirements to retain certification.
 - 2) The auditor notifies, in writing within thirty (30) calendar days, the Data Center and the Audit and Compliance committee chair of the change of employer. The notification must include the employer's name and **mailing** address and the auditor's telephone and FAX numbers, if available.
- G. Should an authorized auditor/Evaluator transfer from a Sustaining member to an Associate member Air Carrier, they may no longer exercise the privileges of their authorization. Should that Associate member become a Sustaining member within six (6) calendar months of hiring the former authorized auditor/Evaluator, their authorization privileges shall be reinstated. The auditor/Evaluator is required to ensure compliance with the Maintaining Authorization section (2-3-1, para. 7.B. through D.) by:
- 1) performing the minimum required number of audits,
 - 2) completing any training due within the required time limits, And,
 - 3) completing any check-ride due within the required time limits.
- NOTE:** Should the calendar year end during the six (6) calendar month timeframe, the auditor/Evaluator is required to submit, to the Audit and Compliance committee, an Annual Activity Report (CACS-11).
- H. Level III auditors and Level IV Evaluators employed by member carriers may not act as paid consultants to assist vendors in qualifying for audits to C.A.S.E. standards. To do so would be a conflict of interest and is not acceptable.

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2. Level III Authorization Procedure

A. Information on candidate requirements, check-ride requirements and expectations, and materials that the candidate should bring to the check-ride may be found in the paragraph 3 of this section.

B. Each candidate must meet the requirements of this *Policies and Procedures* manual, sections 2-3-0 and 2-3-1. All candidates, when submitting their C.A.S.E. Level III application to the Audit and Compliance committee chair, shall provide the following:

- 1) All completed observations and evaluations (CACS-5 forms). The most recent evaluation must recommend the candidate for a check-ride.
- 2) A **copy** of their completed C.A.S.E. Auditor Qualification Record (CACS-4).

NOTE: The original must be retained by the candidate and subsequently be signed by the Level IV Evaluator after the candidate has successfully completed the check-ride.

- 3) A copy of their airframe and/or powerplant license, if applicable.
- 4) Copies of diploma(s), if applicable.
- 5) Proof of experience (training records, Level I and Level II completion records). It is imperative that candidates provide documented evidence of their experience (e.g. a brief resume of quality experience). Candidates must also submit documented evidence of their Level I and Level II qualifications for their air carrier (2-3-1, paragraph 8).
- 6) A copy of their Written Test Score (CACS-9).

CAUTION: Failure to meet the requirements of the preceding paragraph will, at a minimum, delay check-ride approval until all requirements are accomplished.

C. The chair shall confer with other committee members as required to determine whether or not the candidate meets the minimum requirements (2-3-0).

D. The chair shall inform the member in writing.

- 1) If the candidate does not meet minimum requirements, the chair identifies the reasons for rejection.
- 2) If the candidate meets minimum requirements, the chair notifies the member that the candidate is to make arrangements with a Level IV Evaluator acceptable to the chair for a check-ride. The candidate shall arrange with a C.A.S.E. Level IV Evaluator from another C.A.S.E. member to observe the candidate's performance on an actual audit; a check-ride. If a Level IV Evaluator has participated in the candidate's pre-check-ride evaluation process, that Evaluator may not conduct the check-ride. Level IV Evaluators are listed in the C.A.S.E. computer system.

E. After the candidate has made arrangements for a check-ride, the individual shall inform the Audit and Compliance committee chair in writing, identifying the Evaluator, their employer, the facility to be audited, and the proposed audit date.

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- F. The Level IV Evaluator conducts the check-ride and files a written report (CACS-5) with the Audit and Compliance committee chair. A candidate will conduct the entire audit from introductory briefing through exit briefing. At the discretion of the Level IV Evaluator, the check-ride may proceed through audit closure (excluding Register action for initial candidates). The report shall contain the name of the agency audited, an evaluation of the candidate auditor's capabilities, the candidate's signature in the ethics statement block (for both initial and recurrent check-rides), and a recommendation to approve or disapprove the candidate auditor. If the recommendation is to disapprove, the report must give supporting reasons and an individual re-qualification plan be developed by the Level IV Evaluator to define what the auditor must do before re-applying to complete another check-ride. The Audit and Compliance Committee will have the final approval of the re-qualification plan and will notify the appropriate parties. The Level IV Evaluator also records the Level III candidate's satisfactory communication skills on the candidate's qualification record (CACS-4).
- G. The Audit and Compliance committee chair notifies the member in writing that the candidate auditor is either approved as a Level III auditor or disapproved.
- 1) If approved, the candidate's name is added to the list of C.A.S.E. authorized auditors. A Level III Certificate of Designation and a wallet size identification card are sent to the member.
 - 2) If disapproved, the member is given the reasons why.

3. Check-ride Requirements and Expectations

A. General

- 1) This section describes in general terms what is expected of a candidate for initial C.A.S.E. Level III auditor authorization and what the candidate may anticipate. It details:
 - a) What each candidate should do for preparation prior to each observation/evaluation.
 - b) The documents, manuals, and paperwork with which the candidate must be familiar.
 - c) Those items each candidate must bring on each observation/evaluation and check-ride, including a minimum of three (3) evaluations prior to the check-ride.

B. Observation/Evaluation Requirements (CACS-5)

- 1) The purpose of the pre-check-ride observations/evaluations are to ensure that candidates have a good understanding of applicable CFRs, C.A.S.E. ACS policies and procedures, C.A.S.E. history, Title 49 of the United States Code (49 U.S.C.) § 44701 (formerly the Aviation Act of 1958), Anti-Trust laws, the 1-A or 2-A standard, industry practices, professionalism, and sound auditing

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techniques. **This is not on-the-job training.** Candidates should already have adequate auditing experience so that Level III/IV auditors/Evaluators can determine if a candidate is capable of consistently applying the appropriate standard and pass a check-ride. Pre-check-ride evaluations test the candidate's knowledge and how such knowledge is applied.

- 2) Each auditor candidate must have completed Level I/Level II training according to their air carrier's requirements before being eligible for a C.A.S.E. Level III qualification (2-3-0 and 2-3-1, paragraph 1.D.). For each observation/evaluation the candidate must bring the following materials:
 - a) Documentation the candidate is a qualified Level I/II auditor for their air carrier.
 - b) Applicable CFRs.
 - c) C.A.S.E. ACS 1-A or 2-A standard, as applicable.
 - d) An appropriate checklist that covers all C.A.S.E. ACS requirements for the system sought.
 - e) All CACS-5s from previous observations/evaluations.
 - f) A blank CACS-7 form for discussion and to ensure the candidate understands the purposes for the Vendor Expectations and Limitations.
- 3) Evaluators shall make appropriate comments for all applicable aspects listed on the CACS-5 form. Comments should be in sufficient detail, and clearly state, the candidate's strengths and areas needing improvement. Make comments clear enough for the candidate to understand, and so subsequent Evaluators can adequately appraise performance.
- 4) Failure to meet any requirements in this section will void the evaluation.

C. Pre-check-ride Requirements

- 1) The authorization process presupposes the candidate:
 - a) Has the experience and qualifications defined in 2-3-0.
 - b) Is thoroughly familiar with the applicable miscellaneous regulations or CFRs, C.A.S.E. ACS *Policies and Procedures* manual, and the procedures necessary for conducting a high quality technical audit.
 - c) Has a good understanding of the history of C.A.S.E., Title 49 of the United States Code (49 U.S.C.) § 44701 (formerly the Aviation Act of 1958), and the legal implications of anti-trust laws.
 - d) Has successfully passed the written examination for a Level III candidate appropriate for the authorization sought and that the test date has not expired (paragraph 1.E.1.).
 - e) Has had the appropriate documents to take the Level III check-ride approved by the Audit and Compliance committee chair.

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D. Check-ride Requirements

- 1) The “check-ride” by a Level IV Evaluator basically consists of three (3) general elements:
 - a) An introductory discussion between the Evaluator and the candidate.
 - b) An actual technical audit conducted by the candidate and observed by the Level IV Evaluator. And,
 - c) An oral examination and post-audit discussion between the Evaluator and candidate.
- 2) Depending on the Evaluator and the circumstances at the time of the check-ride, some or all of the above elements may be combined and/or they may be conducted in a different order.
- 3) During the introductory discussion, the Evaluator and candidate get to know each other. The Evaluator also explains to the candidate how the check-ride will take place, what is expected of the candidate, and what the candidate can expect from the Evaluator.
- 4) During the audit phase of the check-ride, the candidate conducts an actual audit of a vendor appropriate for the certification sought (e.g. a repair vendor for 1-A standard auditor certification, a fuel vendor (with both fuel into-plane and fuel storage facilities) for 2-A standard auditor certification, etc.).
 - a) A candidate will conduct the entire audit from the introductory briefing through exit briefing. At the discretion of the Level IV Evaluator, the check-ride may proceed through audit closure (excluding Register action for initial candidates).
 - b) The candidate may use any checklist as long as it covers all aspects of the C.A.S.E. specification.
 - c) The Level IV Evaluator shall act as an observer and evaluate the candidate’s performance.
- 5) In the third element of the check-ride, the Evaluator provides the candidate with an oral performance critique and conducts an oral examination. The candidate shall be thoroughly versed in audit skills, legal requirements, and C.A.S.E. The candidate shall be prepared to discuss such topics as:
 - a) Applicable regulations and specifications:
 - i) Maintenance auditors: 14 CFR Parts 43, 145, appropriate sections of 65, 120, and 121 or 135 (as applicable), and BASA/MIP.
 - ii) Fuel auditors: ATA 103, NFPA 407, filter element cross-reference.
 - b) The C.A.S.E. ACS *Policies and Procedures* manual.
 - c) The use and maintenance of the C.A.S.E. Register.
 - d) C.A.S.E. history.

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- e) Title 49 of the United States Code (49 U.S.C.) § 44701 (formerly the Aviation Act of 1958).
- f) Professionalism.
- g) Audit techniques.
- h) Anti-trust considerations.
- i) Anything else applicable to a qualified auditor or the technical audit function.
- j) The “Vendor Appeal Process” (1-9-4).

E. Supporting Documents and Reference Material

- 1) The candidate shall bring to the check-ride evidence supporting their qualifications and appropriate reference material (in hard copy or electronic format). Examples include:
 - a) A copy of their record of training appropriate to the specific standard sought. This shall include copies of CACS-5 forms certifying that the candidate has participated in three (3) pre-check-ride evaluation audits with a Level III/IV auditor/Evaluator.
 - b) For maintenance auditors, a copy of 14 CFR Parts 145, 120, 121 (subpart L) or 135 (subpart J) as appropriate, and BASA/MIP.
 - c) For fuel auditors, a copy of ATA 103, NFPA 407, and filter element cross reference specifications.
 - d) A current copy of the C.A.S.E. ACS *Policies and Procedures* manual.
 - e) A copy of the completed Written Test Score (CACS-9).
 - f) The completed, original Auditor Qualification Record (CACS-4).

NOTE: Candidates seeking both maintenance and fuel auditor Level III must have separate CACS-4 forms for each standard qualification.

4. Level IV Qualification Process

- A. Level IV Evaluators can only be authorized to evaluate against the standard which they themselves are authorized to audit.
- B. A Level IV candidate must have the following experience and qualifications:
 - 1) Be an active and authorized Level III C.A.S.E. auditor for a minimum of 36 months or have conducted twenty-five (25) audits to the appropriate standard.
 - 2) Have conducted six (6) vendor facility audits within past six (6) months to the C.A.S.E. standard appropriate for the authorization sought.
 - 3) Training/teaching experience (i.e. participated as a C.A.S.E. trainer, either as a classroom instructor or on-the-job trainer).
 - 4) Have been an active committee participant (either as a full committee member or as an attendee) for a minimum of two (2) years.

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- 5) Have witnessed two (2) Level III check-rides with two (2) different Level IV Evaluators. The candidate will submit, in writing, an analysis of each check-ride to the respective Level IV Evaluators and retain copies for their records.
- C. The member's company representative to C.A.S.E. must submit a written request to the Audit and Compliance committee chair for each Level IV candidate. The request must be submitted sufficiently in advance of a semi-annual C.A.S.E. meeting (approximately thirty (30) days) for the chair to review the applicant's qualifications. The request shall:
- 1) Verify that the applicant meets the requirements of the training and qualification requirements section of this publication.
 - 2) Describe how the experience and qualifications are met.
 - 3) Include supporting data requested.
 - 4) List the six (6) vendor audits conducted within the past six (6) months.
 - 5) Submit the two (2) copies of the analysis of check-ride conducted with the Level IV Evaluator.
- D. The Audit and Compliance committee chair shall verify that the candidate's experience and qualifications meet the requirements in the training and qualification requirements described in this publication.
- E. If the candidate does not meet the requirements, the chair shall send a letter of rejection and explanation to the candidate's company representative to C.A.S.E.
- F. If the candidate meets the requirements, the chair shall send a letter to the candidate's company representative to C.A.S.E. accepting the application and inviting the candidate to a panel interview at the next C.A.S.E. semi-annual meeting.

5. Level IV Interview Process

- A. Candidates with acceptable credentials shall be interviewed and evaluated by an air carrier review board. The review board shall consist of all members of the Audits and Compliance committee present, the ACS chair, vice-chair and each of the other standing committee chairs. A Level IV candidate must meet the acceptance of the review board by a minimum 90% affirmative vote. The Audit and Compliance committee chair shall chair the board.
- B. The review board shall interview each candidate on topics pertinent to the audit function and to the Level IV Evaluator's duties. Examples of pertinent topics to consider are:
- 1) Desire to be a Level IV Evaluator.
 - 2) Level IV Evaluator's review of the candidate's Level III check-ride.
 - 3) Candidate's instructor/trainer background and experience.
 - 4) Number and type of audits conducted.

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- 5) Candidate's version of how to conduct a check-ride.
 - 6) Candidate's responses to situational questions pertaining to conducting an audit, anti-trust considerations, conflict of interest, and conducting a check-ride.
 - 7) Problem solving skills and maturity of decisions.
 - 8) Whatever else a member feels pertinent and valuable for an Evaluator to consider in performing a check-ride for a Level III candidate.
- C. Candidates rejected by the board will be so informed immediately by the board chair and their names will not be forwarded to the general membership. The chair shall inform the candidate of the reasons for rejection.

6. Level IV Authorization

- A. The Audit and Compliance committee chair shall present the names and candidates accepted by the board to the full membership for acceptance.
- B. The Audit and Compliance committee chair shall present a summary of the board's findings and recommend the candidate be accepted. After a discussion of the board's findings, the candidate shall be available for questions unanswered by the board's evaluation.
- C. A Level IV candidate must meet the acceptance of the General Assembly by a minimum 90% affirmative vote.
- D. The candidate shall be notified immediately of the membership's decision to accept or reject the applicant as a C.A.S.E. Level IV Evaluator.
- E. The Audit and Compliance committee chair shall issue a Certificate of Designation to each successful candidate as soon as practical.

7. Maintaining Authorization

- A. C.A.S.E. authorized auditors and Evaluators must continue to function as active C.A.S.E. auditors to retain such C.A.S.E. authorizations. If the auditor/Evaluator fails to meet the minimum requirements listed below, the auditor/Evaluator is deleted from the C.A.S.E. authorized auditor roster.
- B. All Level III auditors and Level IV Evaluators must attend and pass, with a minimum score of 70% (tests will be closed book), recurrent training on the C.A.S.E. ACS:
 - 1) Policies and procedures. And,
 - 2) Standard(s) to which they are qualified and authorized (i.e. 1-A and/or 2-A).

NOTE: All recurrent training must be completed a minimum of once every four (4) training sessions.

- C. To retain Level III authorization an auditor must:
 - 1) Conduct six (6) audits to the applicable C.A.S.E. standard within the past twelve (12) months;

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- a) 1-A standard for maintenance auditor.
- b) 2-A standard for fuel auditor. And,
- c) Successfully pass a check-ride with any appropriate Level IV Evaluator every twenty-four (24) calendar months. Should the auditor not successfully pass a check-ride, the Level IV Evaluator is responsible for developing an individual re-qualification plan defining what the auditor must do before attempting to re-gain authorization. The Audit and Compliance committee shall approve this plan. This may include recurrent training, further observations/pre-check-ride evaluations, additional audits, or combinations thereof. Once the re-qualification plan is completed, the auditor may re-apply to complete a check-ride.

NOTE: The required audits must cover all parts of the C.A.S.E. audit standard but need not result in adding or updating a vendor in the C.A.S.E. Register. If the vendor fails the audit, it can still be counted as one (1) of the required audits.

NOTE: In order to allow flexibility in setting up a check-ride, the check-ride may be performed within a three (3) calendar month window without the re-authorization month having to be changed. For example, if a check-ride is due in June, the auditor could perform the check-ride in May, June or July but the recurrent check-ride would remain as June two (2) years hence. Check-rides done in advance of the window would result in a change of the month in which recurrency is due.

- D. To retain Level IV authorization, an Evaluator must:
 - 1) Conduct six (6) audits to the appropriate C.A.S.E. standard within the past twelve (12) months, And,
 - 2) Actively attend and participate in Level IV standardization meetings through on-site attendance or by conference call. The Audit and Compliance committee will be responsible for organizing the meetings during normally scheduled C.A.S.E. semi-annual meetings.
- E. For a member's auditor(s) to retain their Level III or Level IV authorization, that member's representative must file an Annual Activities Report (CACS-11) for the previous January-December calendar year. The report must be submitted to the Audit and Compliance committee chair not later than January 31st of the year following the reporting year (2-1-0, paragraph 1.B.12)).
- F. To regain C.A.S.E. authorization that was lost because:
 - 1) The company representative to C.A.S.E. failed to file the required annual certification statement (2-1-0, paragraph 1.B.12)), Or,
 - 2) The auditor/Evaluator did not complete the required number of audits in the specified time limit, the company representative to C.A.S.E. must re-submit the auditor's name, requesting that authorization be restored. The auditor must be authorized per the standard authorization procedure. The Audit and Compliance committee chair may waive the documentation review and/or

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check-ride if the applicant's skill level is still adequate to accomplish an acceptable audit to a C.A.S.E. standard.

- G. To regain Level III authorization that was allowed to lapse:
- 1) No more than twelve (12) calendar months may have passed since the date the auditor's/Evaluator's check-ride would have expired had they continued to function as an authorized auditor/Evaluator.
 - 2) The representative to C.A.S.E. must submit, in writing to the Audit and Compliance committee, a request that authorization be restored, And,
 - 3) The auditor candidate must:
 - a) Complete and pass both the policies and procedures training and training for the specific standard sought,
 - b) Complete a minimum of six (6) audits to the standard sought within the previous twelve (12) months,
 - c) Satisfactorily complete at least one pre-check-ride evaluation with a recommendation for check-ride, And,
 - d) Satisfactorily complete a check-ride.

8. Training and Qualification Requirements

NOTE: This information provides a potential member an aid in understanding the Air Carrier Section's minimum expectations of an applicant's company auditor training qualification program at the time of the pre-membership audit. It should be reviewed early in the application process and used to provide goals for potential Level III applicants. The trainee is ultimately expected to have achieved a Level II company auditor status. The timeline to obtain a Level I or II status rests with each carrier's internal program.

- A. Level I – An applicant's Level I auditor training program shall provide at a minimum:
- 1) Auditing techniques and professional behavior.
 - 2) Basic people and interviewing skills.
 - 3) Technical writing skills.
 - 4) Introduction to the CFRs relative to vendor surveillance.
 - 5) CAS/Surveillance program orientation.
 - 6) Introduction to its company's maintenance procedures manual.
 - 7) On-site audit on-the-job training.
 - 8) Formal Root Cause Analysis and Comprehensive Corrective Action training.
 - 9) Fuel auditors shall also receive training in the following:
 - a) ATA 103 and IATA fuel quality control and fueling service.
 - b) API 1581 and 1542.
 - c) Applicable sections of NFPA 77, 407, and 10.
 - d) 14 CFR 139.321.

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- e) FAA AC 150/230-4.
 - f) Company fuel handling quality manual.
 - g) Company aircraft specific fueling manual.
- B. Level II – This describes the professional auditor that the Air Carrier Section’s members expect to see representing their interests in the field. The training, testing, and evaluation process utilized by the air carrier to create a Level II auditor should produce this level of expertise and award Level II company auditor status. As an end result, this person has the skills to:
- 1) Handle the entire audit process in a professional and positive manner.
 - 2) Evaluate a vendor against their company’s program and the appropriate sections of the CFRs.
 - 3) Where and when applicable, cite the vendor for non-compliance.
 - 4) Explain in detail the rationalization for any finding.
 - 5) Evaluate the vendor’s corrective action.
- C. Before awarding the applicant sustaining membership status, the ACS intends to audit the applicant carrier’s program and test the carrier’s potential Level III candidate. The general requirements for an auditor applicant to receive the Air Carrier Section’s Level III status are contained elsewhere in this manual.
- D. Level III - classroom training/check-ride shall include:
- 1) C.A.S.E. policies and procedures with written examination.
 - 2) 1-A and/or 2-A standard, as appropriate, with written examination.
 - a) For maintenance auditor:
 - i) 14 CFR Parts 43, 65, 120, 121 or 135 (as appropriate), and 145.
 - b) For fuel auditor:
 - i) ATA-103.
 - ii) API 1581.
 - iii) Appropriate portion of NFPA 77 and 407.
 - iv) Filter element cross reference and specification manuals.
 - c) For all auditors:
 - i) Title 49 of the United States Code (49 U.S.C.) § 44701 (formerly the Aviation Act of 1958).
 - ii) Anti-Trust and Corporate Law.
 - iii) Twelve (12) vendor facility audits conducted to the C.A.S.E. standard (appropriate for the authorization sought) within the twelve (12) month period preceding the application. Six (6) of these audits must have been completed within the past six (6) months (2-3-0).
 - iv) Evaluation check-ride conducted by Level IV Evaluator from another C.A.S.E. air carrier member.

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- 3) One time training in the C.A.S.E. database course prior to Level III authorization.
- E. Recommendation of candidate to C.A.S.E. Audit and Compliance committee for Level III approval (CACS-4) shall be made upon completion of a check-ride and approval from a Level IV Evaluator (CACS-5),
- F. Granting of Level III designation shall be accomplished by the Audit and Compliance committee in accordance with the auditor authorization program procedures.

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CHAPTER 3

PROGRAM OPERATION

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C.A.S.E. DATA CENTER

1. General

- A. The C.A.S.E. Data Center is a data collection and dissemination center maintained at AVINFO in Miami, FL, through direction from C.A.S.E. Corporation. The Data Center maintains the C.A.S.E. Register.
- B. The C.A.S.E. Data Center shall keep on file all vendor/supplier and parts distributor information transmitted by C.A.S.E. sustaining members.
- C. The C.A.S.E. Data Center shall be responsible for maintaining a Register containing names of evaluated vendors/suppliers and parts distributors as transmitted by C.A.S.E. sustaining members.

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C.A.S.E. REGISTER - REVISION AND CONTROL

1. General

- A. This procedure describes the C.A.S.E. process for:
 - 1) Periodic review and up-date of a vendors/distributors in the Register.
 - 2) Adding vendors/distributors to the Register.
 - 3) Deleting vendors/distributors from the Register.
- B. A vendor/supplier or parts distributor (vendor) will be deleted from the Register three (3) years (or as soon thereafter as possible) from the date of the previous audit for which UPAUD or ADDVEN action was taken if no further Register action has occurred.
- C. The C.A.S.E. Data Center will make deletion notices available to the membership.
- D. The Data Center provides each sustaining member a list of vendor entries attributed to the respective member.
- E. Vendor additions, deletions, and re-evaluations for the Register shall be submitted to the C.A.S.E. Data Center.

NOTE: ANY successful audit conducted to the C.A.S.E. standard, whether assigned by the C.A.S.E. audit allocation program or not, should be considered for addition to or update of the Register. For the 1-A standard, this only includes audits for which all of the vendor's Operations Specifications (excluding D-107) were audited.
- F. Only Level III auditors and Level IV Evaluators may authorize the C.A.S.E. Data Center to change information on the C.A.S.E. Register.

2. Format

- A. The C.A.S.E. Register shall list by alpha sequence, process code, and geographic area, the names and addresses of vendors that have been evaluated by a minimum of one (1) C.A.S.E. sustaining member. Additional line entries shall be made only on the basis of additional evaluations.
- B. At a minimum, the C.A.S.E. Register shall also indicate the type of quality system evaluated, capability, date of audit or evaluation, and membership number of the sustaining member who performed the audit or evaluation.
- C. The C.A.S.E. database shall contain a listing of C.A.S.E. sustaining members, their certified auditors, and associate members.
- D. The C.A.S.E. Register shall reference only those specifications which are standard throughout industry (military specification, AMS, C.A.S.E.). There shall be no reference to "in-house" specifications or proprietary processes.
- E. When a listing is deleted as provided above, the Data Center will notify the members who had listed this vendor of the action taken and the basis for so doing.

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3. Periodic Review and Update of the C.A.S.E. Register

- A. Sustaining members shall maintain current vendor usage status with the Data Center.
- B. Sustaining members shall notify the C.A.S.E. Data Center promptly of any errors or changes required in Register listings.
- C. Vendors to be added to the Register must be evaluated by an on-site audit. Performance evaluation alone is not adequate.
- D. Vendors to be retained in the Register must be reevaluated by an on-site audit; performance evaluation alone is not adequate.
- E. A vendor which has received an on-site audit and must correct an audit finding (or audit findings) may not be added to, or updated in, the Register until all corrective actions have been completed and objective evidence has been received by the auditor/Evaluator.

NOTE: To inform the membership of the completion of the on-site portion of an audit, the auditor shall submit a PENDCA transmittal as soon as possible (within ten (10) business days is normally expected unless circumstances limit the auditor's ability to comply).

- F. The auditor and the using carrier shall be responsible for assuring that a foreign repair station's FAA Air Agency Certificate (repair station certificate) is current or an extension has been granted.
- G. In conjunction with submitting any UPAUD, ADDVEN, or CHANGEPOOL transmittal, auditors shall transmit, in .pdf format, to the C.A.S.E. Data Center (via e-mail to the certs@caseinc.org address) copies of the:
 - 1) Vendor's Air Agency Certificate with full Operations Specifications (minus A-002 definitions and D-107 line maintenance authorization) or Transport Canada AMO certificate(s), as appropriate.
 - 2) Vendor's EASA certificate (if applicable). And,
 - 3) Page 2 of the Vendor Expectations and Limitations signed by both parties.

NOTE: These items shall be scanned into one electronic file with the vendor's allocation number used as the file name (i.e. If the number is "12345", the file name should be 12345.pdf).

- H. If at any time there are changes or additions to the items previously sent as required in 3.G., the responsible member shall re-send all the items to the C.A.S.E. Data Center (as a single document) in their entirety.

4. Adding Vendors to the Register

- A. Conduct an on-site audit of vendor.
- B. Vendors that pass the audit may be added to the Register.
- C. Transmit distributor evaluation results to the C.A.S.E. Data Center.
- D. Transmit to the C.A.S.E. Data Center the items required in 3.G. of this section.

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5. Deleting Vendors from the Register

A. A vendor, without the need for an on site audit, shall be deleted from the Register for:

- 1) Violations of safety of flight requirements, whether or not they are regulatory violations.

NOTICE: Any member who believes a “safety of flight” issue exists must immediately involve both the vendor’s and the member’s FAA representative in the decision making process. If the FAA concurs the issue presented does involve “safety of flight,” the member must verify that the FAA will take formal action to advise the public. With those actions in place, deleting that vendor from the C.A.S.E. Register is appropriate. The membership must be advised in the transmittal’s “comments” section that specifics may be sought through their own Principal Maintenance Inspector.

- 2) Intent to defraud.

NOTICE: Removing a vendor from the C.A.S.E. Register based on “intent to defraud” should only occur after the vendor has been tried and convicted by a court of law on that charge. Without such a conviction, the vendor has been denied due process and the member risks legal retribution from the vendor. With a conviction in place, deletion from the Register is appropriate. The membership must be advised of both the court case-number and the court that provided the ruling. Members may seek particulars from the court through their respective legal counsel.

- 3) Ceasing operations or business.
- 4) Move of principal operations.
- 5) Refusing to permit an audit from a C.A.S.E. authorized auditor requesting to perform an allocated audit to a C.A.S.E. standard.

B. In addition to the reasons listed in paragraph A of this section, a vendor, as a result of an on-site audit, shall be removed from the Register for:

- 1) Failing to implement corrective action(s).
- 2) Refusing to sign the Vendor Expectations and Limitations prior to closure of the audit process.
- 3) Failing to correct audit findings within the time limits agreed upon with the auditor (not to exceed ninety (90) calendar days from date of on-site portion of audit).

NOTE: If, after forty-five (45) calendar days from the audit date, the auditor and vendor are actively working on corrective action(s), the auditor shall submit an additional “PENDCA” transmittal to the Data Center advising the members of this activity.

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- C. A vendor may be removed from the Register immediately for:
- 1) Non-compliance with any section(s) of the C.A.S.E. standard to which the vendor was audited.
 - 2) Non-compliance with any requirements of the VEL.
NOTE: Expectation 5 is not considered a “requirement” of the VEL (nor is periodically checking for standard updates) and therefore DELVEN action should not be taken based on non-compliance.
 - 3) Failure to perform work in accordance with customer instruction(s).
- D. If a vendor is to be deleted, as soon as possible, a DELVEN transmittal shall be submitted to the C.A.S.E. Data Center. Except as provided in paragraph 5.A.4) above, or if the Audit and Compliance committee is taking action based on a vendor appeal, that vendor must not be added back into the Register until an on-site audit is completed a minimum of six (6) months after the transmittal date of the DELVEN. If such an audit is completed after the six (6) month period (but no later than 18 months past) and a NOACT transmittal is subsequently submitted, the vendor must not be added back into the Register for a minimum of an additional six (6) months beginning from the date of the NOACT transmittal.

6. Vendor Change Policy

- A. When the C.A.S.E. Data Center or any sustaining member is made aware of a vendor who has experienced change described in paragraph C below, no matter the source, that person will consult the Vendor Change Decision Tree for process guidance (see Figure 1). Members use the decision tree, in combination with the evaluation guidance listed paragraph D below, to determine the probability that a vendor who has experienced some change will maintain compliance with the appropriate C.A.S.E. standard.
- B. An auditor/member who completed the last audit that resulted in UPAUD or ADDVEN register action (original Vendor Expectations and Limitations holder), is responsible for the evaluation of any vendor change and the appropriate decisions/actions, until such time that:
- 1) Another auditor/member accomplishes an on-site audit and either submits an UPAUD or DELVEN transmittal. Or,
 - 2) The vendor experiences a system deletion due to audit expiration.
- C. Each auditor/member must determine the amount of analysis necessary, based on the particulars of the situation, to make the appropriate decision necessary in supporting the vendor change decision process. The responsible auditor/member shall use their best judgment, all appropriate available information, and any past experiences with the vendor. Examples of change include:
- 1) Name change.
 - 2) Changes in operations or quality management.

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3) Changes that effect the quality program.

4) Sale/merger.

D. Evaluation Guidance:

- 1) **Name Change:** A name change is simply that, a change in the legal name of the company, only. To validate the source of the change, the auditor should request from the vendor all information relative to the change (e.g. air agency certificate, anti-drug and alcohol misuse prevention plan registration, operations specifications, etc). The auditor should also interview any management necessary to ensure the scope of the change does not extend beyond the vendor's name. If the change is not limited to the name, then refer to "Sale/Merger." If it appears the change may impact quality or production programs or management positions, then refer to "Changes that affect the quality program," or "Changes in Operations or Quality Management," as appropriate. If the change is simply a name change, then the answer to the decision tree question labeled "Key Decision Point" is "YES."
- 2) **Changes in Operations or Quality Management:** The auditor should request from the vendor a summary of the positions and summary of employment of the individuals appointed to the positions. The auditor must judge the change's impact by considering its scope (quantity and combination of positions impacted), including the background and qualifications of the individuals appointed as replacements. Based on this analysis the auditor must judge the probability of the vendor maintaining compliance with the appropriate C.A.S.E. standard. If the auditor cannot make the judgment, or in the auditor's opinion the vendor is at risk of non-compliance, then the answer to the decision tree question labeled "Key Decision Point" is "NO."
- 3) **Changes that Effect the Quality Program:** The auditor should request from the vendor a summary of the changes and any supporting documentation necessary to validate the scope of the change. In this case, a review of the vendor's quality manual system must be performed. If the quality program meets the requirements of the appropriate C.A.S.E. standard, and the change has been minimal, then the answer to the decision tree question labeled "Key Decision Point" is "YES." If the quality program no longer meets the appropriate C.A.S.E. standard, or if the change has been substantial and it is not practical to sample the results of the quality system without an on-site audit, then the answer to the decision tree question labeled "Key Decision Point" is "NO."
- 4) **Sale/Merger:** A sale or merger can involve consideration of one, some, or all of the other changes listed in this section and requires the most analysis to evaluate. Additionally, the auditor must consider the magnitude of change experienced by the workforce (turnover). Consequently, all of the above areas should be analyzed and judged independently.

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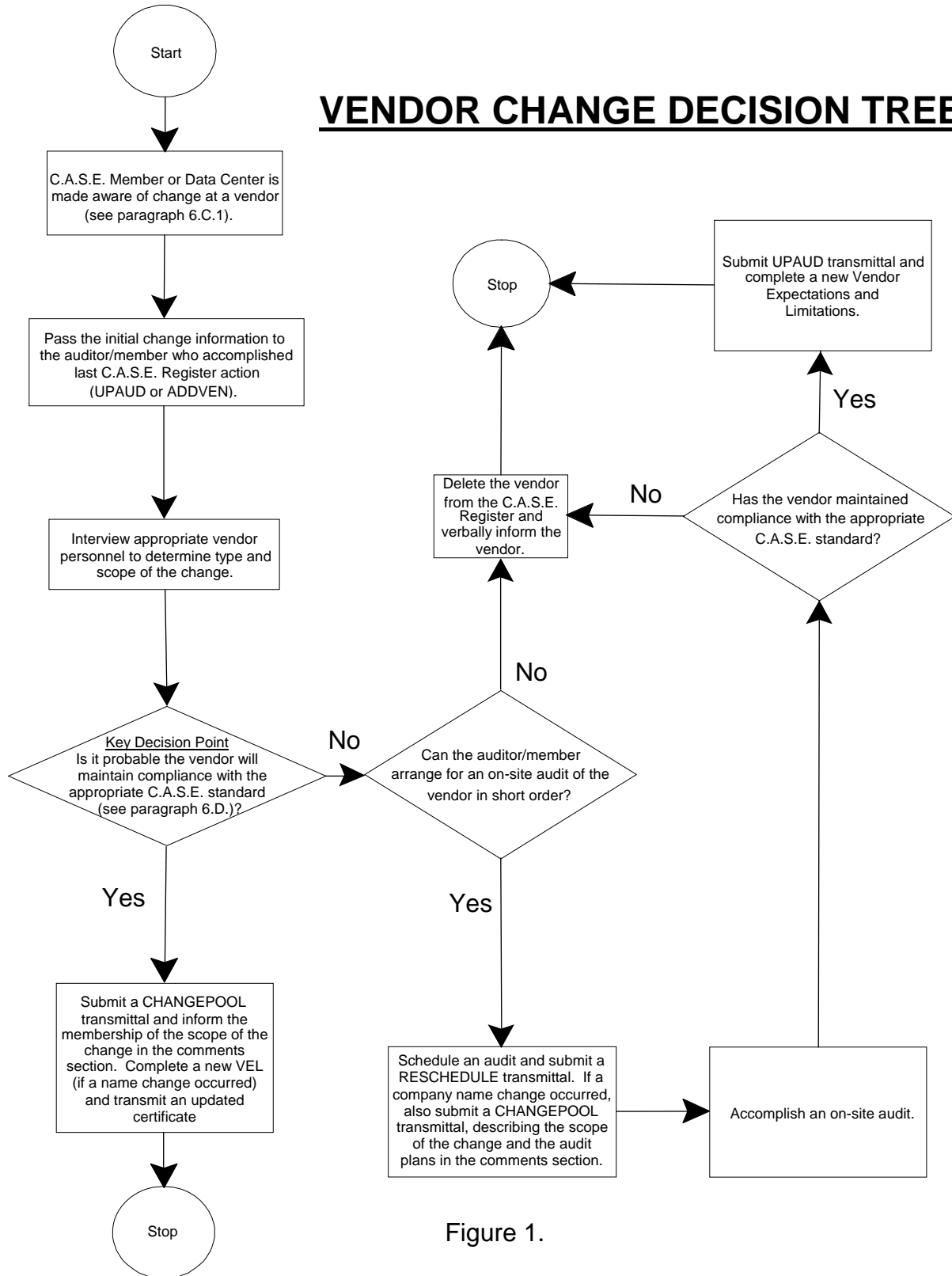


Figure 1.

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AIR CARRIER SECTION POLICIES AND PROCEDURES MANUAL

1. Description

- A. The policies and procedures manual of the C.A.S.E. Air Carrier Section (ACS) describes the C.A.S.E. program and the operating procedures of that program within the ACS. It discusses membership requirements and responsibilities. One section provides the specifications for vendor/supplier and parts distributor quality control programs and the C.A.S.E. audit criteria for surveillance of those programs. The manual also includes a copy of all forms required for operating the ACS.
- B. The content of this manual is binding on all members of the C.A.S.E. ACS.

2. Manual Revisions

- A. Manual holders are responsible for keeping their own manual current.
- B. Changes to this manual must be approved by the Standards and Procedures committee and be accepted by the C.A.S.E. Board of Directors.
- C. The Standards and Procedures committee is responsible for preparing, processing, and distributing revisions to this manual (1-8-0).
- D. Members are expected to inform the Standards and Procedures committee of any changes needed in the manual. The CACS-10 form is the preferred means of notifying the Standards and Procedures committee chair of any manual change requests. All requests shall be submitted no later than twenty (20) business days prior to the Spring or Fall meetings, as applicable. Revision proposals that arise during the Spring or Fall meetings' conference committee meetings that can be effectively reviewed in a reasonable amount of time by the Standards and Procedures committee, may be accepted at the discretion of the committee chair.
- E. The Standards and Procedures committee and the C.A.S.E. Board of Directors frequently review the contents of the manual to assure that each procedure is current and that no conflicts exist between it and the bylaws of the corporation, the Code of Federal Regulations, nor within itself.

3. Distribution

- A. The Standards and Procedures committee shall provide the Data Center a current copy of the ACS *Policies and Procedures* manual, and revisions thereto, for placement in the C.A.S.E. database.
- B. All members must retain a minimum of one (1) current copy for as long as they remain a member in good standing.

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REQUEST FOR ASSISTANCE OR REASSIGNMENT OF ALLOCATED AUDITS

1. General

- A. This section describes the procedures for when one member requests the assistance of other members on an allocated audit of a large facility, or requests another member to perform on their behalf either an initial or a follow-up audit of a vendor/supplier or parts distributor.
- B. When an allocated audit is perceived by the allocated member as too large an audit for their resources, that member may contact other user air carriers to assist in the audit. If an insufficient number of users agree to assist in the audit, the allocated carrier will be absolved from the responsibility of conducting the audit.

NOTE: An audit may generally be considered “too large” if the audit would take one (1) auditor more than five (5) business days to complete that audit based on multiple locations under one (1) certificate, a physically immense facility, a high number of employees, or a combination thereof.

- C. Requests may fall into the following categories:
 - 1) Gratis (i.e. without financial accountability).
 - 2) Interchange (i.e. one for one without financial accountability).
 - 3) Purchase order or contract.

2. Requesting Member

- A. Request the audit giving all pertinent data such as vendor name, location, contact, product/process/service, specifications, etc. Normally the request will be directed to the member whose geographic location is most favorable to the company to be audited.
 - 1) Negotiate category of request (see General).
 - 2) Notify vendor/supplier or parts distributor of impending audit by another member giving name of auditor, company, product/process/service, specifications, date of audit, etc.
 - 3) Agree on the checklist to be used and/or provided to requesting member.
 - 4) Establish due date of audit data delivery.

3. Requested Member

- A. After the above action by the requesting member has been completed:
 - 1) Contact vendor/supplier or parts distributor to be audited, and verify completion of the above steps.

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- 2) Perform audit in accordance with provisions of applicable C.A.S.E. standards. Use appropriate C.A.S.E. checklist or company checklist as agreed upon by the requesting and requested members. The checklist selected must comply with the audit criteria as defined in 3-5-0 (at a minimum).
- 3) Transmit audit data directly to the requesting member.
- 4) Verify acceptability of audit data with requesting member.

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C.A.S.E. VENDOR AUDIT CRITERIA

1. General

- A. An audit is conducted to verify vendor compliance with applicable regulations and quality standards. For example: Code of Federal Regulations, C.A.S.E. standards, and the vendor's own quality control or operations manual. In addition to interviews and document review, the auditor shall physically verify that the vendor is conducting operations in accordance with these requirements.
- B. Prior to a scheduled audit, the auditor should verify that the vendor has a current copy of the applicable C.A.S.E. standard. If the vendor does not have a current copy, the auditor should provide one.
- C. The auditor shall use a checklist appropriate for the type of vendor/supplier or parts distributor. The checklist shall be used both as a guideline for conducting the audit and as a written record of conditions found and discrepancies to be corrected. The auditor is not limited by the items on the checklist, but has the authority and indeed the obligation to investigate anything that would affect aircraft safety, airworthiness, or legality.
- D. The auditor may use either the appropriate C.A.S.E. checklist or an equivalent, however, audit criteria must meet the applicable standard established by the Air Carrier Section of C.A.S.E., which is published in chapter four of this manual.
- E. Should the auditor elect to use a checklist other than the C.A.S.E. checklist, prior to performing the audit, the auditor must assure that the selected checklist covers all of the criteria of the applicable C.A.S.E. standard in chapter four. In addition, each question on the checklist must reference the number of the applicable paragraph in the standard that is the basis for the question.
- F. Audit criteria is defined in the applicable C.A.S.E. standard published in chapter four of this manual.

2. In-briefing and Out-briefing Guidelines

- A. Audits in support of C.A.S.E. shall begin with an introductory meeting with vendor management ("in-brief") and close with an exit meeting with vendor management ("out-brief").
- B. This section provides guidelines on topics to be covered at the in-brief and out-brief portions of the audit.
- C. These guidelines are to be used for:
 - 1) Audits in support of C.A.S.E. that add or update vendors in the Register.
 - 2) Audits assigned via the allocation process. Or,
 - 3) Audits in support of C.A.S.E. done on behalf of another C.A.S.E. member.

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D. In-briefing Notes:

- 1) Conduct introductions, exchange business cards and present your C.A.S.E. I.D. card.
- 2) Make available a current copy of the appropriate standard (e.g. 1-A, 2-A, etc.).
- 3) Give an overview of C.A.S.E. and its benefits, history, membership, training, certification of auditors, and C.A.S.E. Register, etc. Explain that the 1-A standard exceeds CFR requirements and why.
- 4) Assure the vendor (unless a fuel vendor) understands that they are an extension of the air carrier's maintenance program (14 CFR 121 or 135). 14 CFR 145.205 states that the vendor shall perform work in accordance with the air carrier's manual. 14 CFR 145.201 states that the vendor's work must be performed in accordance with standards in 14 CFR 43. U.S. domestic repair stations holding an EASA certificate must also comply with BASA/MIP requirements.

NOTE: The CFR references above do not apply to fuel vendors or parts distributors but the principle is the same. The vendor is an extension of the operator and must comply with the same requirements, the operator's manual, and applicable regulations.

- 5) Explain the necessity for using the data plate part number when verifying repair specifications.

E. Out-briefing Notes:

- 1) At the conclusion of the audit, explain to the vendor any findings, concerns, etc., and provide CFR and/or other references to support each item. Obtain agreement on the due date for receipt of corrective action on the audit findings.
- 2) Discuss with the vendor their status as to meeting C.A.S.E. requirements (i.e. they do or do not meet the C.A.S.E. standard, they will or will not be placed in the C.A.S.E. Register), provided acceptable corrective action is received as agreed upon in the debrief. If the company is to be removed from the C.A.S.E. Register, explain to the vendor what they must do and what must take place before they can be returned to the Register. **DO NOT** provide the vendor with written acknowledgement of C.A.S.E. status.

NOTE: It is the auditor's decision as to the vendor's placement in or removal from the C.A.S.E. Register. Whatever action is taken, it must be done in a professional manner with firm backup data (e.g. CFR violations, failure to meet C.A.S.E. standards, etc.). Personal opinions cannot enter into your action.

- 3) Give the vendor praise/credit for the good things observed. A little good with the bad goes a long way in showing professionalism.

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- 4) Review the Vendor Expectations and Limitations with the vendor and ensure that the vendor has a complete understanding of the items listed in the letter. This includes explaining paragraph 5 of the VEL and for what such data is used. Explain that, although providing this information is voluntary, some of our members may need to complete further surveillance if the requested data is not provided.
 - a) If there are open findings from the audit, the auditor should ensure that a “Vendor Authorized Representative” signs the VEL prior to departure from the facility. Once the vendor has provided satisfactory closure to all findings, the auditor will sign the VEL and provide a copy to the vendor.
 - b) If there are no findings and the vendor meets all the applicable C.A.S.E. standards, the auditor may sign and provide the vendor a copy of the VEL during the out-briefing.

In either case, the auditor is to maintain the original VEL at the member air carrier’s facility.

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C.A.S.E. AUDIT ALLOCATION PROCEDURE

1. General

- A. The audit allocation procedure is a system for assigning vendors to each sustaining member their share of audits to perform during the coming calendar year. Each member is required to complete these audits to the C.A.S.E. standard by the specified date as a condition of membership.
- B. Only sustaining members may participate.

2. Allocation Procedure

- A. All sustaining air carrier members maintain a usage listing in the Data Center of all vendors utilized by the member.

NOTE: Any vendor from which an FAA form 8130-3 (or equivalent) form is received, signed off on the return to service side of the form, is considered a “utilized” vendor.

- B. Addition of a vendor to the prioritization pool requires requests by a minimum of two (2) sustaining members (i.e. “Hits”). On or before September 1st of each year, the lists of vendors will be compiled into a working prioritization pool.
- C. The following formula determines the number of audits to be performed by each sustaining member:

$$DA * AT \div DT = AA$$

DA = A member’s usage submitted which are coming due the following year.

AT = All of the following year’s “Hits”.

DT = All members’ usage submitted which are coming due the following year combined.

AA = Audits allocated to individual airlines for the following year.

- D. Each sustaining member will indicate their willingness to audit individual vendors by prioritizing their choices on or before September 30th of each year.
- E. The Data Center will run the allocation routine and post the audit schedule in the Database.

NOTE : Allocated audits may be found under “Members”, “Forms-(Read/Only)”, “Performance.”

3. Allocated Audit Performance to Schedule

- A. To meet one of the key requirements for continued sustaining membership (2-0-0), members must perform the on-site audit portion of all allocated audits during the month scheduled by the allocation process or the rescheduled month as set by this process (see Allocated Audit Reschedule Process flow chart at the end of this section). Non-compliance may impact sustaining membership status.

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- B. Allocation Split Procedures (see Allocation Split Criteria flow chart at the end of this section): Some allocated audits may be for repair stations which:
- 1) Operate multiple facility locations under one (1) certificate. Members are expected to make every effort to audit all locations associated with a certificate, however, if the locations are determined to be too far apart, the audit may be split into separate allocations.
 - 2) Are considered to be too large, physically or by number of personnel. Such audits may be split into multiple allocations in order to be handled as joint audits.
- C. Allocated audits can be rescheduled; however, the following process must be adhered to:
- 1) The member allocated the audit must contact the company representative to C.A.S.E. of all members showing vendor usage in the Register, provide a new audit date (month and year), and provide detailed justification for rescheduling of the audit.
 - 2) The member representatives must respond within ten (10) calendar days with any objections to the rescheduling of the audit.
 - 3) After ten (10) calendar days if no objections are received, the allocated or rescheduled audit is then rescheduled by the allocated member using the “Schedule Change” transmittal process.
 - 4) If there are objections, the allocated and objecting members must discuss details of the reschedule justification and objection and come to a consensus. Alternate audit dates and allocation trades should be considered.
 - 5) If the allocated and objecting members agree on a new audit date, the allocated or rescheduled audit is then rescheduled by the allocated member using the “Schedule Change” transmittal process.
 - 6) If the allocated and objecting members cannot agree on the rescheduling of the audit and due to a valid business reason the allocated member is simply unable to perform the audit as scheduled, the allocated and objecting members will contact the Audit and Compliance committee chair (or designee) who will act as arbitrator and whose decision will be binding.
 - 7) If in the opinion of the Audit and Compliance committee chair (or designee) the allocated member has presented a valid business reason for not completing the audit as originally scheduled or rescheduled, the Audit and Compliance committee chair (or designee) will direct:
 - a) The objecting member to assume responsibility for the allocated audit or;
 - b) The allocated member to reschedule the audit either as proposed or during a month and year determined by the Audit and Compliance committee chair (or designee).

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- 8) If the business reason for not completing the audit as originally scheduled or rescheduled is determined to be invalid, then the allocated member will be directed to complete the audit as scheduled.

NOTE: The Audit and Compliance committee chair (or designee) must act in the best overall interest of the C.A.S.E. sustaining membership and is not strictly limited to the decision paths noted above.

D. In the event that an allocated audit (or multiple audits) can not be completed due to loss of sustaining membership or operating under an exemption after loss of all Level III/Level IV auditors/Evaluators (1A, 2A, or both standard(s), as applicable), the Database chair will allocate each audit as follows :

- 1) The audit will be assigned to a new member that was not part of the previous year's allocation or to a member that is coming out of exemption.
- 2) If no new members are available, the audit will be posted in an appropriate area of the website for a minimum of forty-five (45) calendar days to solicit member volunteers.
- 3) If no member volunteers, the Database committee chair (or designee) shall submit a delete audit (DELAUDIT) transmittal.

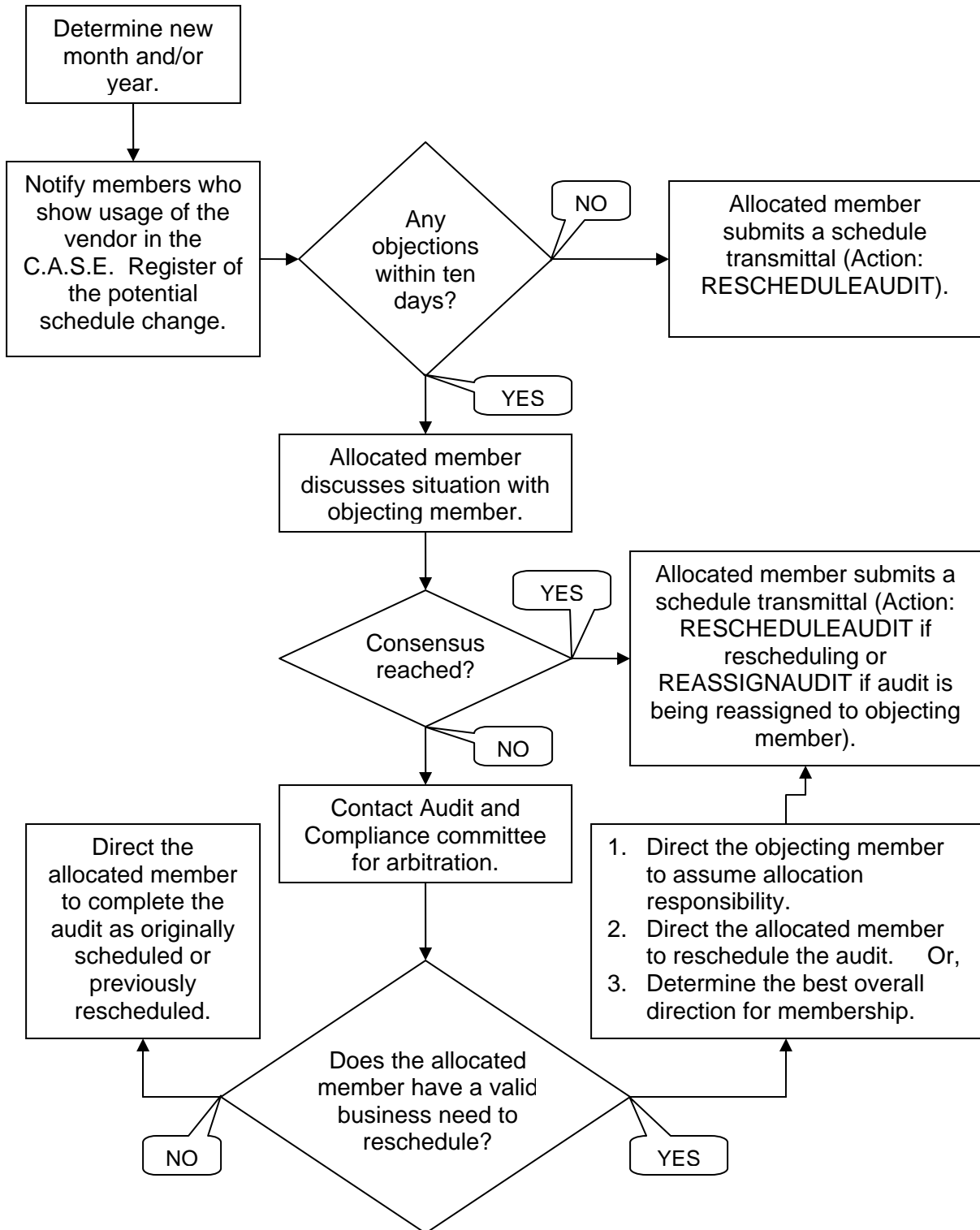
NOTE : For paragraphs 1) and 2), the Database committee chair (or designee) shall submit a schedule change transmittal to allow for a reasonable completion time before an audit appears as delinquent in the database and shall inform member of the assignment.

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Allocated Audit Reschedule Process

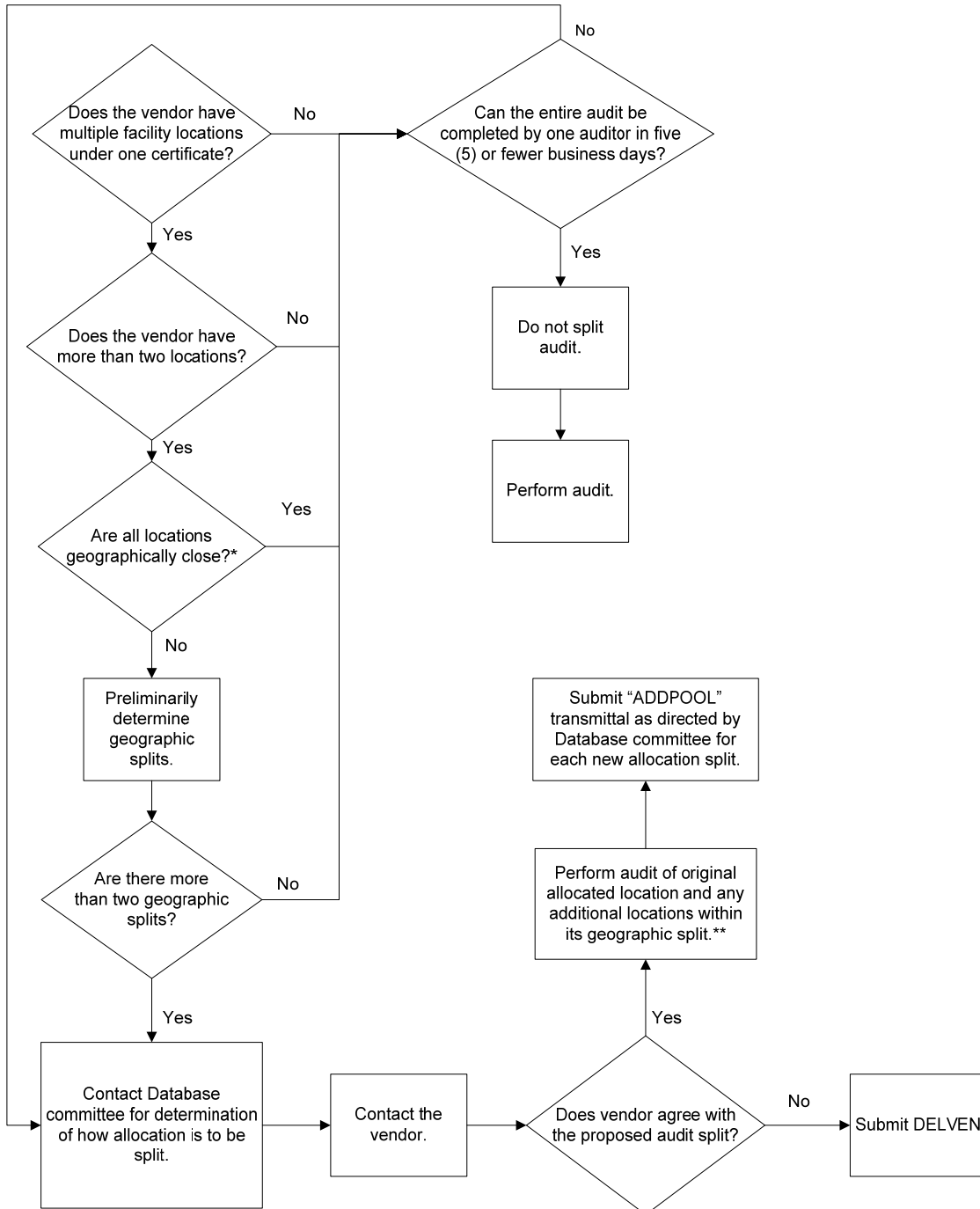


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Allocation Split Procedure



*Geographically close means that travel time between locations could reasonably be completed by a combination of driving, flying, rail, etc. in under six (6) hours.

**New allocations for geographic splits will be posted on the website in order to solicit volunteers and will thereafter be allocated through the normal allocation process (3-6-0)

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CHAPTER 4

C.A.S.E. AUDIT AND INSPECTION STANDARDS

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C.A.S.E. STANDARDS DESCRIPTION

1. General

- A. The purpose of C.A.S.E. standards is to provide a benchmark to assure that all audits and reports are comparable in scope and depth. The standards are applicable to both initial and recurrent audits.
- B. The standards are published in this chapter and each standard is numbered as a separate publication. Each standard has a companion audit or evaluation form. The forms are published in chapter six of this manual with a unique numbering system, CACS-XX (i.e. C.A.S.E. Air Carrier Section - sequence number). Each standard and its companion audit form are identified below.

<u>STANDARD</u>	<u>TOPIC</u>	<u>AUDIT FORM</u>
1-A	Component Repair/Overhaul Vendors	CACS-20
MIP-G Supplement	U.S. Domestic Repair Stations Holding EASA Certification	Supplement 1 to CACS-20
Canadian AMO Supplement	1-A Standard Differences When Auditing Canadian AMOs	Supplement 2 to CACS-20
2-A	Into-Plane Audit Checklist	CACS-25
	Into-Plane General Information	CACS-25A
	Storage Facility Audit Checklist	CACS-26
	Storage Facility General Information	CACS-26A
3-A	Distributors of New and Surplus Parts	CACS-30

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C.A.S.E. STANDARD 1-A

COMPONENT REPAIR/OVERHAUL VENDOR

QUALITY PROGRAM REQUIREMENTS

Section	Subject	Page
1.	Policy.....	1
2.	Certifications.....	3
3.	Quality Programs.....	5
4.	Inspection Programs.....	7
5.	Personnel.....	8
6.	Technical Data Program.....	10
7.	Shelf Life Program.....	11
8.	Calibration Program.....	11
9.	Training.....	12
10.	Housing and Facilities.....	13
11.	Safety/Security/Fire Protection.....	14
12.	Storage.....	14
13.	Work Processing.....	15
14.	Shipping.....	17
15.	Scrapped Parts Program.....	18

1. Policy

- A. This standard is intended to be a supplement to applicable CFRs. It is not meant to be a restatement of or replacement for the CFRs. CACS-20 is the C.A.S.E. checklist associated with this standard.

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- B. This standard represents the applicable CFR requirements and minimum requirements common to all sustaining member air carriers of the C.A.S.E. organization. Vendors must comply with all items of this standard to be considered for listing in the C.A.S.E. Register. The standard is revised approximately every six (6) months, is available at www.caseinc.org, and should be acquired. This standard is designed to aid surveillance of a vendor who performs maintenance, preventive maintenance or alteration on aircraft, engines, propellers, or component parts thereof. This standard may be used to determine the adequacy of the vendor's quality program. [C.A.S.E.]
- C. Compliance with this standard does not necessarily accept a vendor for entry into the C.A.S.E. Register. Vendors that are accepted for listing in the C.A.S.E. Register must continue to meet the requirements of this standard. Vendors will acknowledge this by having a "Vendor Authorized Representative" sign the Vendor Expectations and Limitations (VEL) which is a written agreement between the vendor and the organization. Reasons for removal include, but are not limited to: safety of flight concerns, intent to defraud, ceasing operations or business, move of principle operations, or refusal of an audit from a C.A.S.E. authorized auditor performing an allocated audit to a C.A.S.E. standard. Further, a vendor shall be removed from the Register for failure to implement corrective action(s), refusal to sign the VEL prior to closure of the audit process, or failing to correct audit findings within the prescribed time limits agreed upon with the auditor. A vendor may be removed from the Register if the vendor is found to be in non-compliance with any section(s) of the C.A.S.E. standard, fails to perform work in accordance with customer instruction(s), or is in non-compliance with requirements of the VEL. Vendors may not publicize by statement or inference their C.A.S.E. Register status in any form (e.g. advertising, other solicitation of business) or use the C.A.S.E. logo. [C.A.S.E.]
- D. In addition to complying with this standard, all activities shall be accomplished in accordance with applicable portions of the Code of Federal Regulations (e.g. Title 14 CFR Parts 21, 39, 43, 45, 65, 135, 145, 121 (Subpart L), 120 (Subparts D, E, and F), 49 CFR 180.205 (Subpart C)), and BASA/MIP (applicable only to U.S. domestic repair stations holding an EASA certificate).
- E. The vendor shall establish a policy that ensures compliance with the air carrier's or commercial operator's program and applicable sections of the air carrier's maintenance manual. [121.367, 135.425, C.A.S.E.]
- F. The Original Equipment Manufacturer (OEM) may modify or rebuild parts manufactured under the manufacturer's authorization (PMA, PC, TSO, etc.) but must have an Air Agency Certificate to overhaul or repair a part it manufactures. [43.2, 43.3, 121.367, 135.425, C.A.S.E.]

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G. Vendors are subject to a technical audit at any time during normal working hours. The audit may be conducted by a C.A.S.E. member, whether or not that member is a customer of that vendor. The audit may encompass the entire technical portion of the vendor's operation or any part thereof. Normally, the auditor will notify the vendor and arrange the audit so as to cause minimal interference with the vendor's operation, however, should circumstances dictate, the auditor may arrive unannounced. [C.A.S.E.]

NOTE: Register action may be taken anytime a C.A.S.E. qualified and authorized auditor/Evaluator performs an audit using this standard.

H. An acceptable audit result does not relieve the vendor of its responsibility to provide an acceptable product. [C.A.S.E.]

I. Definitions: [1.1, 145.3]

- 1) **Accountable Manager** – person designated by the certificated repair station who is responsible for, and has authority over, all repair station operations that are conducted under part 145, including ensuring that repair station personnel follow the regulations, and serves as the primary contact with the FAA.
- 2) **Article** – an aircraft, airframe, aircraft engine, propeller, appliance, or component part.
- 3) **Directly in charge** – having the responsibility for the work of a certificated repair station that performs maintenance, preventive maintenance, alterations, or other functions affecting aircraft airworthiness. A person directly in charge does not need to physically observe and direct each worker constantly but must be available for consultation on matters requiring instruction or decision from a higher authority.
- 4) **Maintenance** - Inspection, overhaul, repair, preservation, and the replacement of parts, but excludes preventive maintenance.
- 5) **Person** - An individual, firm, partnership, corporation, company, association, joint-stock association, or governmental entity. It includes a trustee, receiver, assignee, or similar representative of any of them.

2. Certifications

A. All certificates, operations specifications, licenses, repairman certificates, and registrations required by the Code of Federal Regulations for any individual, equipment or facility, shall be kept current and available for inspection and verification. [C.A.S.E. and 49 CFR 180.205 (Subpart C)]

B. Capabilities Listing [C.A.S.E]

- 1) A certificated repair station with limited ratings must identify each article on which the repair station is authorized to work either on an FAA accepted capabilities listing, or on their Operations Specifications.

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- 2) Each item on the capabilities list must have documentation to show that an evaluation was performed to determine that the vendor has necessary housing, facilities, tools and test equipment, materials, technical data, processes, and trained personnel to accomplish the work.
 - 3) The capabilities list must identify each article by make, and model or other nomenclature designated by the article's manufacturer.
 - 4) This evaluation must be performed in accordance with procedures outlined in its repair station manual.
- C. Repair stations based in the U.S. shall have an active, FAA registered anti-drug and alcohol misuse prevention program. The plan may be the vendor's plan, a consortium plan to which the vendor subscribes, or an air carrier customer's plan. The certificate holder shall have an Anti-drug and Alcohol Misuse Prevention Program Operations Specification (A-449), have a form showing registration with the FAA Drug Abatement Division, or be covered under the plan for each employer (121/135 operator) for which the holder performs work. [120 Subparts D, E, and F]
- D. Vendors shall ensure their U.S. based subcontracted maintenance/preventive maintenance providers, at all tiers (certificated and non-certificated), are actively participating in a U.S. Department of Transportation anti-drug and alcohol misuse prevention program as required per 14 CFR Part 120 Subparts D, E, and F. Proof of compliance for each provider, in a stand-alone format, must be obtained and subsequently retained for a minimum of three (3) years from date of work performance. Examples of subcontracted maintenance/ preventive maintenance functions include: [120 Subparts D, E, and F, C.A.S.E.]
- 1) Preparation of an aircraft for a cleaning process which requires the removal or protection of components (e.g. closing and securing upper and lower fan cowl doors on a transport category aircraft prior to cleaning, or, after the cleaning process, the reapplication of lubrication compounds and preservatives to aircraft components). Conversely, cleaning of seat cushions/covers is not considered maintenance,
 - 2) Refinishing decorative coatings on the fuselage, wings, tail group surfaces (excluding balanced control surfaces), fairings, cowlings, landing gear, and/or interiors when removal or disassembly of any primary structure or operating system is not required,
 - 3) Repair of cargo containers,
 - 4) Performance of tests, by manufacturers, to determine either the extent of repair necessary for, or the serviceability of, a component,
 - 5) Work performed by mechanics' helpers,
 - 6) Third-level subcontracting (e.g. welding, plating, special processes, etc.).

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3. Quality Programs

- A. The certificated repair station must maintain a quality control system that ensures the airworthiness of the articles on which the repair station or any of its contractors perform maintenance, preventive maintenance, or alterations and complies with customer specifications. [121.367, 135.425, C.A.S.E.]
- B. Repair station personnel must follow the quality control system when performing maintenance, preventive maintenance, or alterations. [121.367, 135.425, C.A.S.E.]
- C. The repair station must keep current a Quality Control Manual that includes: [121.367, 135.425, C.A.S.E.]
 - 1) A description of the systems and procedures used for:
 - a) Inspecting incoming raw material to ensure acceptable quality.
 - b) Performing preliminary inspections of all articles that are maintained.
 - c) Inspecting all articles that have been involved in an accident for hidden damage before maintenance, preventive maintenance, or alteration is performed.
 - d) Establishing and maintaining proficiency of inspection personnel.
 - e) Establishing and maintaining current technical data for maintaining articles.
 - f) Qualifying and surveying non-certificated persons who perform maintenance, preventive maintenance, or alterations for the repair station.
 - g) Performing final inspection and return-to-service of maintained articles.
 - h) Calibrating measuring and test equipment used to maintain articles, including the intervals at which the equipment will be calibrated.
 - i) Taking corrective actions on deficiencies.
 - j) Revising the Quality Control Manual required under this section and notifying the Certificate Holding District Office (CHDO) of the revisions, including how often the CHDO will get notified of revisions.
 - 2) References, where applicable, to the manufacturer's inspection standard for a particular article including references to any data specified by that manufacturer and/or owner/operator.
 - 3) Samples of the inspection and maintenance forms and instructions for completing such forms, or a reference to a separate forms manual.
- D. The vendor's program must also include procedures for controlling its shelf life items and scrapped parts. [43.10, C.A.S.E.]
- E. The certificated repair station must maintain and follow a current Repair Station Manual (RSM). The RSM must be accessible for use by all repair station personnel and to the customer's auditor or designee. The RSM must include the following: [121.367, 135.425, C.A.S.E.]

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- 1) The organizational structure:
 - a) Each management position with authority to act on behalf of the repair station.
 - b) The area of responsibility assigned to each management position.
 - c) The duties, responsibilities, and authority of each management position.
 - d) An organizational chart.
 - 2) Procedures for maintaining and revising the roster(s).
 - 3) A description of the certificated repair station's operations, including the housing, facilities, equipment, and materials.
 - 4) Procedures for:
 - a) Revising the capabilities list and notifying the CHDO of revisions to the list, including how often the CHDO will be notified of revisions.
 - b) Performing a self evaluation prior to revising the capabilities list, including methods and frequency of such evaluations, and procedures for reporting the results to the appropriate manager for review and action.
 - 5) Procedures for revising the training program and submitting revisions to the CHDO for approval.
 - 6) Procedures to govern work performed at another location.
 - 7) Procedures for maintenance, preventive maintenance, alterations, and inspections performed for an air carrier.
 - 8) Procedures for maintaining and revising contract maintenance information and notifying the CHDO of revisions to this information, including how often the CHDO will be notified of revisions.
 - 9) A description of the required records and the record-keeping system used to obtain, store, and retrieve the required records.
 - 10) Procedures for revising the RSM and notifying its CHDO of revisions to the manual, including how often the CHDO will be notified of revisions.
 - 11) A description of the system used to identify and control sections of the RSM.
- F. The vendor shall have an internal audit and surveillance function that: [121.363, 135.413, C.A.S.E.]
- 1) Periodically reviews its 145 Subparts C, D, and E programs to verify that procedures that assure compliance with customer specifications, regulatory requirements, and good industry practices are in place.
 - 2) Verifies that operations are being conducted in accordance with these programs.
 - 3) Verifies that work performed by a sub-contractor is a quality product that meets customer specifications and legal requirements. The vendor shall be responsible for any work performed by a sub-contractor.

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- G. The vendor's internal audit and surveillance function shall contain provisions to assure that all discrepancies and corrective actions are documented and implemented promptly to: [121.363, 135.413, C.A.S.E.]
- 1) Correct the discrepancies reported.
 - 2) Locate and correct similar discrepancies, if they exist, in areas not audited.
 - 3) Correct the root cause of the problem evidenced by the discrepancies.
- H. All vendors for which a VEL was signed by both the vendor and auditor shall maintain, for a minimum period of 36 calendar months, audit findings and corrective actions resulting from a 1-A standard audit. This file shall be accessible to any C.A.S.E. authorized auditor on request. [C.A.S.E.]
- I. The vendor shall: [C.A.S.E.]
- 1) Maintain a list of sub-contracted functions approved by the FAA.
 - 2) Maintain a list of sub-contracted maintenance agencies, including the type of certificate and ratings, if any, held by each facility they have approved to perform these functions.
- J. Records of sub-contracted work must show: [C.A.S.E.]
- 1) Proof that the sub-contractor is a certificated repair station. Or,
 - 2) If the sub-contractor is not a certificated repair station, that the vendor itself determined the airworthiness of the article involved by inspection or test and has a contract allowing the FAA to inspect the non-certificated repair facility.
 - 3) Evidence that the sub-contractor's quality meets customers' specifications and legal requirements.
- K. The vendor shall have a documented procedure describing how they report defects and unairworthy conditions to the customer and the FAA. [121.703, C.A.S.E.]

4. Inspection Programs

- A. For vendors that perform Required Inspections Items (RII) as defined in 14 CFR Part 121, the vendor's company structure shall be organized such that the inspection function shall be separate from the maintenance, repair, and overhaul function. The separation shall be below the level of administrative control at which overall responsibility for the inspection function and the maintenance, repair, and overhaul function is exercised. [121.365, C.A.S.E.]
- B. The vendor shall have a satisfactory method of assuring that: [21.130, 39.15, 43.2, 43.11, C.A.S.E.]
- 1) Incoming parts and materials comply with specifications.
 - 2) Parts are free of defects or malfunctions.
 - 3) Parts are in a good state of preservation. And,
 - 4) Records of inspections and tests used to make this verification are maintained.

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- C. If applicable, the vendor shall have a system for controlling inspection and production stamps that includes the following: [C.A.S.E.]
- 1) A facsimile of each stamp type.
 - 2) A means of identifying to whom stamps have been issued.
 - 3) A policy for stamps that are lost or stolen. And,
 - 4) A requirement that no stamp will be reissued within a six (6) month period to two (2) different employees.

5. Personnel

- A. The vendor shall identify an employee as the “Accountable Manager.” [121.365, 135.423, C.A.S.E.]
- B. The vendor shall employ a minimum of three (3) persons. [C.A.S.E.]
- C. The vendor shall maintain an up-to-date roster(s) of: [121.365, 135.423, C.A.S.E.]
- 1) Management personnel, including the “Accountable Manager”.
 - 2) Supervisory personnel.
 - 3) The names of all inspection personnel, which includes receiving inspectors.
 - 4) The names of personnel authorized to sign a maintenance release or approving a maintained or altered article for return-to-service.
 - 5) The roster(s) must be updated within five (5) business days of any respective changes.
- D. The vendor shall provide a summary of employment for each individual whose name appears on the repair station roster(s). It shall include, in a stand-alone format (hard copy or electronic), the following required information: [121.367, 135.425, C.A.S.E.]
- 1) Each person’s present title.
 - 2) The total years of experience and the type of maintenance work performed.
NOTE: Experience need not be updated annually provided the date the summary was revised is noted on the summary.
 - 3) Past relevant employment with names of employers and employment periods.
 - 4) The scope of their present employment. And,
 - 5) The type of certificate held, mechanic or repairman, and the ratings on that certificate, if applicable.
- E. Supervisory Personnel [121.367, 121.375, 135.425, 135.433, C.A.S.E.]
- 1) Each person performing supervisory duties must be familiar with the methods, techniques, practices, aids, equipment, and tools used to perform maintenance, preventive maintenance, or alterations.
 - 2) Each supervisor must:
 - a) If employed by a vendor located inside the United States:

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- i) Be certificated under Part 65.
 - b) If employed by a vendor outside the United States:
 - i) Have a minimum of 18 months of practical experience in the work being performed. Or,
 - ii) Be trained in or familiar with the methods, techniques, practices, aids, equipment, and tools used to perform the maintenance, preventive maintenance or alterations.
 - iii) Understand, read, and write English.
- F. Inspection Personnel [121.375, 121.378, 135.425, 135.435, C.A.S.E.]
- 1) Each person performing required inspections (RII) must be appropriately certificated, properly trained, and authorized to do so.
 - 2) Inspection personnel must be thoroughly familiar with the applicable regulations in Part 145, inspection methods, techniques, practices, aids, equipment, and tools used to determine the airworthiness of the articles on which maintenance, preventive maintenance, or alterations are being performed. They must:
 - a) Maintain proficiency in using the various types of inspection equipment and visual inspection aids appropriate for the article being inspected.
 - b) Have available and understand all applicable and current tolerances and procedures.
 - c) Be able to properly identify defects.
 - d) Understand, read, and write English.
- G. Return-to-Service Personnel [121.367, 121.375, 135.425, 135.433, C.A.S.E.]
- 1) A certificated repair station located inside the United States must ensure each person authorized to approve an article for return-to-service under the repair station certificate and operations specifications is certificated under Part 65.
 - 2) A certificated repair station located outside the United States must insure each person authorized to approve an article for return-to-service under the repair station certificate and operations specifications is:
 - a) Trained in, or has 18 months practical experience with, methods techniques, practices, aids, equipment, and tools used to perform the maintenance, preventive maintenance, or alterations.
 - b) Thoroughly familiar with the applicable regulations in Part 145 and proficient in the use of the various inspection methods, techniques, practices, aids, equipment, and tools appropriate for the work being performed and approved for return-to-service.
 - c) A certificated repair station must ensure each person authorized to approve an article for return-to-service can understand, read, and write English.

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- H. The technical data program shall identify by title the individual(s) responsible for control and dissemination of technical publications, that includes: [C.A.S.E.]
 - 1) Maintaining an adequate quantity of the appropriate technical data up-to-date and properly distributed.
 - 2) Maintaining the technical data in an environment that will protect it from loss or damage.
 - 3) Maintaining viewing devices, if required, in good working order and protected from damage.
- I. The shelf life program shall identify by title the individual(s) responsible for assuring an effective program. [C.A.S.E.]
- J. The calibration program shall identify by title the individual(s) responsible, for control of precision testing and measuring instruments. [C.A.S.E.]
- K. The scrap parts program shall identify by title the individual(s) responsible for verifying that parts were adequately damaged before discard. [C.A.S.E.]
- L. All programs (i.e. shelf life, technical data, calibration, and scrap parts) that identify an individual, by title, as responsible for the effectiveness of a program must have a document stating the back-up person(s), by title, to ensure the program's continuity during the primary individual's absence. [C.A.S.E.]

6. Technical Data Program

- A. All maintenance actions shall be accomplished in accordance with customer's manuals. This shall include: [121.365, 135.423, C.A.S.E.]
 - 1) Technical data originating with or provided by the customer.
 - 2) OEM data as modified by the customer.
 - 3) Unmodified OEM data if so specified by the customer.
 - 4) Technical data developed by the vendor that is approved by the customer prior to use.

NOTE: "Manuals" in this context include any technical data required to perform the required maintenance action (e.g. drawings, wiring diagrams, test specs., etc.).
- B. The vendor shall have a documented system to assure that: [121.365, 135.423, C.A.S.E.]
 - 1) All technical data is kept current and there is a record of revisions received and filed.
 - 2) Only the latest technical data is available to persons performing maintenance actions. And,
 - 3) The technical data used by persons performing maintenance actions is appropriate for the work being done, readily available, in good condition, and in adequate quantity.

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- C. If the vendor maintains a master copy of each “manual” in addition to the working copies used for maintenance actions, the working copies shall be revised at the same time as the masters. [121.365, 135.423, C.A.S.E.]
- D. Technical data shall be properly identified as to applicability and stored in a manner that will protect it from dirt and damage. [121.365, 135.423, C.A.S.E.]
- E. Where technical data is on microfilm, microfiche, or electronic device, an appropriate viewing device must be provided. It shall be: [121.365, 135.423, C.A.S.E.]
 - 1) Maintained in good working order.
 - 2) Protected from dust, dirt, water, and damage. And,
 - 3) Available and convenient to the persons performing maintenance actions.
- F. Should the vendor deviate from OEM data via their SFAR-36 authority, the vendor shall have a system for approval (including customer’s) and control of these revisions. [121.365, 135.423, C.A.S.E.]

7. Shelf Life Program

- A. If the vendor uses materials that have a shelf life, they shall have a program that defines the procedures, lists the parts and/or materials subject to shelf life, or references a listing, and identifies the person by title responsible for maintaining it. The listing may be maintained as a separate document. [43.13, 121.363, 135.413, C.A.S.E.]
- B. The program shall include a means of identifying the expiration date of each shelf life limited item. [43.13, 121.363, 135.413, C.A.S.E.]
- C. Any part or material that is past its expiration date shall not be used in the maintenance action of a customer’s unit or any spare unit that may be used on an aircraft. [43.13, 121.363, 135.413, C.A.S.E.]
- D. The program shall specify a system that will assure that no expired material or part will be issued. [43.13, 121.363, 135.413, C.A.S.E.]

8. Calibration Program

- A. Tools and test equipment used to comply with or verify specifications must be calibrated periodically to assure their accuracy. [43.13, 121.367, 135.433, C.A.S.E.]
- B. The program shall include identification of the tools and test equipment in the program, the frequency of calibration, calibration limitations, and the applicable tolerance or specification. [43.13, 121.367, 135.433, C.A.S.E.]

NOTE: Limited calibration is an accepted calibration condition with a specified limited performance. Any such specified limitations must be clearly marked on the equipment label (e.g. torque wrenches calibrated in the clockwise direction only).

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- C. All test and inspection equipment and tools used to make airworthiness determinations on articles must be calibrated and traceable to a standard acceptable to the FAA. [43.13, 121.367, 135.433, C.A.S.E.]
- D. The program shall provide a system for identifying the calibration status of each piece of equipment in the program and their calibration due dates. [43.13, 121.367, 135.433, C.A.S.E.]
- E. Tools and test equipment that are in the calibration program, but are out of calibration or are past due calibration check, shall be identified in a manner that will prevent maintenance personnel from using them. [43.13, 121.367, 135.433, C.A.S.E.]
- F. Personal tools or equipment used in verifying or complying with specifications shall be included in the program. [43.13, 121.367, 135.433, C.A.S.E.]
- G. Records shall: [43.13, 121.367, 135.433, C.A.S.E.]
 - 1) Show the date the item was calibrated or checked.
 - 2) Show the date the next calibration is due.
 - 3) Where an outside source accomplished the calibration or check, identify that individual or vendor.
 - 4) Contain a calibration certificate for each item calibrated by an outside agency.
 - 5) Record the details of any required adjustment or repair.
 - 6) Identify the standard, including the part number, serial number, and calibration due date, used to calibrate the tool.

9. Training

- A. The vendor shall assure that each employee is properly trained for the work the individual is to perform. [121.375, 135.433, C.A.S.E.]
- B. The vendor shall document both formal and on-the-job training. [121.375, 135.433, C.A.S.E.]
- C. Employee training records for mechanics, inspectors, and supervisors shall be retained for a minimum of two (2) years after the employee has left the company. The records shall be available for inspection. [121.375, 135.433, C.A.S.E.]
- D. The certificated repair station must: [121.375, 135.433, C.A.S.E.]
 - 1) Have a FAA (or other applicable National Aviation Authority) approved employee training program that consists of initial and recurrent training for maintenance, preventive maintenance, alteration, inspections. And,
 - 2) Document the individual employee training.
- E. The vendor must have a hazardous materials handling training program which meets or exceeds the following requirements: [121.1005(a); 121.1007(b); 121, Appendix O; 135.501(b); 135.507(a); 49 CFR Parts 171 - 180]

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- 1) Awareness training must be provided for all persons who perform, or supervise, the following job functions:
 - a) Part and/or material acceptance
 - b) Part and/or material rejection
 - c) Part and/or material handling
 - d) Part and/or material storage incidental to transport
 - e) Packaging of COMAT
 - f) Loading of aircraft
- 2) Awareness training records must be maintained for a minimum of 36 months for persons performing the job functions above and also for a minimum of ninety (90) days after a person stops performing those job functions.
- 3) Training on the “will/will not carry” status of each air carrier who does business with the vendor must be provided to persons listed above initially, on a recurring basis (not to exceed twenty-four (24) months), and when changes to a status are communicated to the vendor.

10. Housing and Facilities

- A. Vendors that deal in non-aircraft parts, materials, or maintenance activities shall segregate the aircraft function from other functions to preclude getting unapproved parts or materials on an aircraft unit. [121.367, 135.425, C.A.S.E.]
- B. The certificated repair station must provide: [121.367, 135.425, C.A.S.E.]
 - 1) Housing for the facilities, equipment, materials, and personnel consistent with its rating.
 - 2) Facilities for properly performing the maintenance, preventive maintenance, or alterations of articles or the specialized services for which it is rated. The facilities must include:
 - a) Sufficient workspace and areas for the proper segregation and protection of articles during all maintenance, preventive maintenance, or alteration.
 - b) Segregated work areas enabling environmentally hazardous or sensitive operations such as painting, cleaning, welding, avionics work, and machining to be done properly and in a manner that does not adversely affect other maintenance or alteration articles or activities.
 - c) Suitable racks, hoists, trays, stands, and/or other means of segregation for the storage and protection of all articles undergoing maintenance, preventive maintenance or alterations.
 - d) Space sufficient to segregate articles and materials stocked for installation from those undergoing maintenance, preventive maintenance, or alteration.
 - e) Ventilation, lighting, and control of temperature, humidity and other climatic conditions sufficient to ensure personnel perform maintenance, preventive maintenance, or alterations to standards required by the part

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and/or precision tools and test equipment.

- f) The areas for receiving and for shipping customers units shall have adequate space, lighting, shelving, security, and fire protection to accommodate customers' units in a manner that will preclude damage, loss, and theft.
 - g) There shall be adequate and appropriate storage area to safely store customers' reusable shipping containers and to protect them from environmental damage.
- C. A certificated repair station with an airframe rating must provide suitable permanent housing to enclose the largest type and model of aircraft listed on its Operations Specifications. [121.367, 135.425, C.A.S.E.]
- D. A certificated repair station performing maintenance, preventive maintenance, or alterations on articles outside of its housing, must provide suitable facilities that are acceptable to the FAA and its customers. It must meet the requirements of paragraph 10.B. above so that the work can be done in accordance with the requirements of 14 CFR, Part 43. [121.367, 135.425, C.A.S.E.]

11. Safety/Security/Fire Protection

- A. The housing and facilities shall provide adequate security and protection from fire. [NFPA 10, C.A.S.E.]
- B. Security systems shall be reviewed periodically by vendor management or by a qualified outside firm to assure that the system is still adequate. [C.A.S.E.]
- C. Fire protection devices and systems shall be inspected periodically. [NFPA 10, C.A.S.E.]
- D. Fire fighting equipment and its locations shall be well identified and maintained in serviceable condition. [NFPA 10, C.A.S.E.]
- E. Walkways, doors, and fire extinguishers shall be clear of obstructions and easily accessible. [NFPA 10, C.A.S.E.]
- F. Appropriate safety devices shall be maintained in good condition and shall be used. [C.A.S.E.]
- G. Operations shall be conducted in a safe manner and in a safe environment that will avoid personnel injury and damage to customer property. [C.A.S.E.]

12. Storage

- A. Parts and materials shall be correctly identified and properly stored so that only acceptable parts and supplies will be issued for any job. [NFPA 30, C.A.S.E.]
- B. Serviceability status of parts and materials shall be indicated in a manner that readily identifies serviceable parts and materials from the unserviceable. [C.A.S.E.]

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- C. Rejected parts and materials, including questionable items awaiting disposition, shall be identified as rejected and stored separately from usable stock to preclude them from being issued for any job or shipped to the customer as serviceable. [NFPA 30, C.A.S.E.]
- D. Parts and materials shall be protected in storage and during transit, until installation, in a manner that will prevent damage, contamination, loss, or substitution. [NFPA 30, C.A.S.E.]
- E. Flammable, toxic, and/or hazardous materials shall be stored in an appropriate, properly identified cabinet or facility meeting applicable safety regulations. [NFPA 30, C.A.S.E.]
- F. Sensitive parts and equipment (e.g. oxygen parts, o-rings, electrostatic sensitive devices, temperature/humidity controlled items, etc.) shall be properly packaged, stored, identified, and protected from contamination and damage. [NFPA 30, C.A.S.E.]
- G. High pressure bottles must be correctly labeled and properly stored and secured. [NFPA 30, C.A.S.E.]
- H. Vendor must maintain uninterrupted traceability and batch control for all aeronautical parts and material from receiving inspection (or from manufacturing in the case of a repair station within an OEM), through the stores or warehousing process. It is highly desired that a vendor will be able to provide positive traceability of all parts and materials at any point or place in their facility. [C.A.S.E.]
- I. Vendor must have systems in place that ensure only approved, traceable (at time of issue) parts and materials are issued to the work process area(s). Additionally, the internal audit program periodically verifies the integrity of the work process area and tests the traceability of material being introduced therein. [C.A.S.E.]

13. Work Processing

- A. Within the United States, each certificate holder (or person performing maintenance or preventive maintenance functions for it) shall relieve each person performing such work from duty for minimum period of twenty-four (24) consecutive hours during any seven (7) consecutive days, or the equivalent thereof within any one (1) calendar month. [121.377, C.A.S.E.]
- B. No vendor may perform any maintenance action unless the person performing that maintenance action: [43.7, 65.81, 65.103, 121.375, 135.433, C.A.S.E.]
 - 1) Is properly trained, authorized, and if required, certificated.
 - 2) Has available the appropriate tools and test equipment in good condition and properly calibrated, the correct parts, and current technical data.
 - 3) Should any of the above requirements be lacking, the vendor shall refuse the work, or take appropriate corrective action to correct the deficiency.

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- C. OEM/non-OEM designated test equipment: [43.13, 121.367, C.A.S.E.]
- 1) For either OEM or non-OEM test equipment, the vendor shall:
 - a) Have an operating manual and maintenance manual for the equipment.
NOTE: The operating manual is a set of instructions designed to ensure that the equipment meets the requirements/parameters to perform tests in accordance with technical standards and airworthiness. The maintenance manual is a set of instructions designed to ensure that the equipment operates and is maintained to ensure accuracy in complying with technical standards and airworthiness.
 - b) Perform maintenance, preventive maintenance, and servicing as required by the operating and/or maintenance manual.
 - c) Maintain records of maintenance, preventive maintenance, and servicing, if any is required, for a minimum of two (2) years.
 - d) If appropriate, list the test equipment in its calibration program.
 - 2) Where non-OEM specified test equipment is used, the vendor shall:
 - a) Provide documentation that the equipment adequately performs the tests required by the OEM manual. The documentation must come from an individual authorized and qualified to make such a determination.
NOTE: This section does not apply to standard test equipment (such as volt/ohm meters, oscilloscopes, power supplies, etc.), that is equivalent to the equipment called out in the component maintenance manual.
- D. The vendor shall have a system for identifying a specific customer's parts, materials, or units throughout the entire maintenance action process, including adequate and proper storage before and after the repair, overhaul, or modification. This system shall include complete identification of the part by nomenclature, part number, serial number, model number, as appropriate, and legible records of all work accomplished. [C.A.S.E.]
- E. Where there is work turned over from one shift to another, there shall be a system of documentation that assures continuity of the work and that the complete bill-of-work is accomplished. [121.369, C.A.S.E.]
- F. The vendor shall have: [43.13, 121.369, 135.427, C.A.S.E.]
- 1) Procedures to obtain customers' specifications.
 - 2) Procedures to incorporate the customers' specifications into the work processes.
 - 3) Controls to ensure the customers' specifications are incorporated.
 - 4) Adequate checks, inspections, and tests to ensure the work was performed to customers' specifications. And,
 - 5) Procedures to obtain customers' approval before deviating from the customers' specifications.

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- G. The vendor shall either prohibit smoking, eating, drinking, or storing of food and drink in any area where articles are stored or worked (e.g. fuel controls, hydraulic units, instruments, or electronic components) or, have a written procedure ensuring parts or units have adequate protection against contamination or damage from such activity. [C.A.S.E.]
- H. Fluid dispensers used in the shop areas shall be properly marked and stored to prevent spillage. [C.A.S.E.]
- I. The vendor shall maintain adequate records in English of all work performed that demonstrates compliance with the requirements of CFR Part 43 including: [43.2, .9, .11, 43 Appendix B, 121.380, 135.439, C.A.S.E.]
- NOTE:** The “person” in the following items, may be one (1) or more individuals.
- 1) The description of the work performed or reference to data, including revision level, acceptable to the administrator, and to include applicable test data in hard copy or electronic format.
 - 2) The date of completion of the work performed.
 - 3) The name of the person performing the work.
 - 4) The name of the person inspecting the work.
 - 5) A return-to-service document. Information on the document must include:
 - a) Adequate information that positively identifies the part.
 - b) A description of the work performed.
 - c) The return-to-service date.
 - d) An authorized individual’s signature.
 - e) The repair station’s certificate number.
 - 6) In addition, major repairs and major alterations shall be entered on a form in accordance with CFR Part 43, Appendix B.
- J. The vendor shall retain each record of a maintenance action for a minimum of two (2) years from the date the article was approved for return-to-service. [43.11, 121.380, 135.439, C.A.S.E.]

14. Shipping

- A. Components shall be returned to the customer in an appropriate shipping container or one required by the customer. [ATA 300, 121.367, 135.425, C.A.S.E.]
- B. Part number, or model number, serial number, including dash numbers or letters, on the documentation for the part shall match the identification information on the part data plate. [ATA 300, 43.9, 121.367, 135.425, C.A.S.E.]
- C. For the “will/will not carry” status of each air carrier with which the vendor does business, the vendor must have a process to: [121.1005(e), 135.505(e)]

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- 1) obtain, prior to the performance of work for each air carrier, the air carrier's status.
 - 2) document acknowledgment of receipt of the air carrier's status.
 - 3) notify those who handle or replace aircraft component(s) for an air carrier of the respective air carrier's status. This must include:
 - a) Employees
 - b) Contractors
 - c) Sub-contractors
 - 4) ensure each individual who may be involved in, or supervises, loading of an item on board an aircraft is trained in the specific air carrier's status.
- D. Certification must be accomplished (initial and recurrent not to exceed 36 months) for those who ship hazardous materials and dangerous goods.
[49CFR172.704(c)]

NOTE: Most non-U.S. entities are required to meet hazardous materials/dangerous goods requirements (ICAO and/or IATA) via bi-lateral agreements.

15. Scrapped Parts Program

- A. The vendor shall have a documented procedure in place to either return scrapped parts to their owner or to mutilate them by drilling, grinding, cutting or other appropriate means. Parts shall be mutilated to the extent that will preclude the possibility of them being restored and returned to service. [43.10, C.A.S.E.]
- B. The vendor shall maintain a record of all life-limited parts scrapped out. The record shall contain a description of the part, its part number, and serial number, if applicable, and the date the part was scrapped. The vendor shall retain this record for a minimum of two (2) years. [43.10, 121.380(2)(iii), 135.439, C.A.S.E.]

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MIP-G SUPPLEMENT

1. General Information

NOTE: This supplement to the C.A.S.E. 1-A standard is based on the Guidance material for the U.S./European Bilateral Aviation Safety Agreement (BASA) and Maintenance Implementation Procedures (MIP) requirements stated in the MIP Guidance (MIP-G) Amendment dated March 9, 2007. The reference numbers enclosed in parentheses () that appear throughout this document refer to the applicable paragraph(s) in Appendix 1 to EASA MIP Guidance Example Supplement.

2. EASA Maintenance Special Conditions for the Approval of Maintenance from FAA Certificated 14 CFR Part 145 Repair Stations in accordance with the BASA/MIP Agreement

- A. The repair station shall hold a valid FAA Air Agency Certificate issued in accordance with the current 14 CFR 145 issued as a final rule and shall demonstrate the need for the EASA Part-145 approval.

NOTE: Already covered by 1-A standard [2A] and CACS-20 [2A]

- B. Repair stations with airframe/aircraft or limited airframe ratings shall have appropriate covered hangar(s) for the base maintenance aircraft.

NOTE: Already covered by 1-A standard [10C] and CACS-20 [10C]

- C. The repair station shall provide a supplement to its Repair Station Manual (RSM) accepted by the FAA on behalf of EASA. The supplement must contain a statement by the Accountable Manager of the repair station, which commits the repair station to compliance with the MIP and these special conditions. The supplement shall include the following:

- 1) Detailed procedures for operation of an independent quality monitoring system. (15)
- 2) Procedures for the release for return to service for aircraft and the use of the FAA Form 8130-3 for aircraft components, and any other information required by the owner or operator as appropriate. (13; 11)
- 3) For airframe/aircraft rated facilities, procedures to ensure that the Certificate of Airworthiness and the Airworthiness Review Certificate are valid prior to the issue of a release to service document. (12)

NOTE: For aircraft heavy maintenance vendors only.

- 4) Procedures to ensure that repairs and modifications, as defined by EASA requirements, are accomplished in accordance with EASA approved data. (8)
- 5) A procedure for the vendor to ensure that the FAA approved its initial and recurrent training program and that any revision thereto includes human factors training. (18)

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- 6) Procedures for reporting unairworthy conditions on civil aeronautical products to the EASA, aircraft design organization, and the customer or operator. (14)
- 7) Procedures to ensure completeness of, and compliance with, the customer or operator work order or contract including issued EASA Airworthiness Directives and other issued mandatory instructions. (9)
- 8) For 14 CFR Part 121 carriers, which are also 14 CFR Part 145 repair stations and subject to these MIP procedures, procedures detailing the approval of line stations within the United States. (19)

NOTE: For line maintenance vendors only.

- 9) The vendor must specify the items to be contracted and have procedures in place to ensure that the contractors meet the terms of these implementation procedures (i.e. using an EASA approved Part-145 organization or, if using an organization which does not hold an EASA Part-145 approval, the repair station returning the product to service is responsible for ensuring its airworthiness). (17)
- D. The EASA Part-145 approval certification shall not exceed the scope of the ratings and limitations contained in the 14 CFR 145 certificate. (5)

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CANADIAN AMO SUPPLEMENT

1. General Information

NOTE: This Supplement to the C.A.S.E. 1-A standard is based on the Maintenance Implementation Procedures (MIP) dated August 31, 2006, under the Agreement for the Promotion of Aviation Safety, dated June 12, 2000, between the Governments of the United States of America and Canada. In particular, it includes special requirements stated in section 3.6 of appendix 4 to FAA AC43-10B.

- A. This supplement is applicable when auditing a Canadian Approved Maintenance Organization (AMO) using the C.A.S.E. 1-A standard. Auditors may encounter the following terminology used in an AMO which is equivalent to terminology used throughout the 1-A standard:
- 1) Canadian Aviation Regulations (CARs) are equivalent to 14 CFR (i.e. Part 43 is equivalent to CAR 571, Part 145 is equivalent to CAR 573, etc.).
 - 2) “Quality Control System” (14 CFR) is equivalent to “Quality System”.
 - 3) “CHDO” (14 CFR) is equivalent to “TCCA”.
 - 4) “Quality Control Manual (QCM)/Repair Station Manual (RSM)” (14 CFR) is equivalent to “Maintenance Policy Manual (MPM)”.
 - 5) “SFAR 36” (or ODA) is equivalent to “Design Approval Organization (DAO)”.
 - 6) An A&P license (14 CFR) is equivalent to an Aircraft Maintenance Engineer M-2 (AME M-2) license.
- B. Auditors may encounter the following personnel qualification differences:
- 1) The functions of an Accountable Manager (14 CFR) are performed under the CARs by the Accountable Executive (AE) and the Person Responsible for Maintenance (PRM).
 - 2) Supervisors under the CARs need not to be licensed.
 - 3) Return-to-service personnel are limited to holders of Aircraft Certification Authority (ACA) or Shop Certification Authority (SCA). These privileges are issued by the AMO contingent on training requirements being satisfied.

2. Exclusions and Notes

The following C.A.S.E. 1-A standard requirements are not applicable in AMOs:

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- 2.B. A Capability Listing is not required under CARs. TCCA certificates will include a page for each of the AMO’s ratings. In addition, the MPM will specify the limitations/capabilities.
- 2.C. Anti-drug and alcohol misuse prevention programs are not applicable outside the United States.

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- 3.E.2) Rosters are not required under CARs.
- 3.E.4) See note above regarding Capabilities Listing.
- 5.C.1) Accountable Executive and/or PRM are not required to be listed on the roster as per CARs.
- 5.C.2) Supervisory personnel do not require to be listed in the roster as per CARs.
- 5.C.5) The roster has to be available to TCCA at any time, however, there is no time limit for it to be updated upon changes occur.
- 5.D. Summary of employment is not required under CARs.
- 5.E. Supervisory personnel need not to be licensed under CARs.
- 13.A. Duty limitations are not applicable outside the USA.

3. Additional Requirements

A. Return-to-Service Personnel

- 1) In addition to obtaining an AME license, ACA holders shall have successfully completed a TCCA approved maintenance training course specific to the aircraft, engine, or system being maintained and/or certified.
- 2) The AMO shall only issue an SCA to individuals with a diploma or certificate from a course in an appropriate field or with documented experience working under supervision of an ACA or SCA holder for 1800 hours in the case of engine or propeller overhauls or 300 hours in other cases.

B. Training Program

- 1) All AMO personnel performing technical functions shall have received human factors training (CAR STD 573.06).
- 2) All personnel authorized to perform, or supervise the performance of, any technical function shall have received MPM training in respect to the regulations, standards, and AMO procedures applicable to that function. Recurrent training shall not exceed three (3) years (CAR STD 573.06).

C. An AMO performing airframe maintenance for commercial air carriers (14 CFR Parts 121 or 135 or CAR 705) shall have a TCCA approved Safety Management System (SMS) in place.

D. An AMO performing maintenance, preventive maintenance, or alterations on aircraft operating under 14 CFR part 121 or 135 must include in its TCCA approved manual a supplement to the MPM that describes the procedures specified in paragraph 3.6.1 of the FAA-TCCA MIP or explain where in the MPM those procedures are described.

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VENDOR CAPABILITY CODES

1. General

- A. The use of the C.A.S.E. Register does not relieve members of any responsibilities under the Code of Federal Regulations.
- B. The capability codes are divided into two (2) categories:
 - 1) Repair/Overhaul Vendor (ROV) codes.

NOTE: The Repair/Overhaul Vendor is a repair/overhaul facility that is approved by the FAA and holds an Air Agency Certificate issued by the FAA.
 - 2) Specialized Services Vendor (SSV) codes.

NOTE: The Specialized Services Vendor is a vendor or distributor of specialty services (e.g. a machine shop or a distributor of parts and materials, i.e. a surplus parts dealer).
- C. An audit of a Class 4 rated repair station is an audit of the quality system only. The listing does not ensure trained personnel or equipment specific to an aircraft type or level of maintenance check is available unless stated on the Operations Specification for the repair station. In using a vendor from the Register, the user is responsible to determine that the vendor has the capability to perform work on the specific part number in question or to perform the specialized service in accordance with applicable specifications.
- D. This publication describes the methods of coding a vendor into the C.A.S.E. Register and lists samples of vendor capability codes.
- E. Vendors to the Air Carrier Section will appear in the C.A.S.E. Register under Process Index Listing number 940-XXX.
- F. The ROV codes reflect the rating(s) held by the repair station.
- G. Members will make changes to the Register in accordance with procedures in chapter three of this manual. Additions to process codes must be coordinated with the database administrator for inclusion.
- H. The following capability codes are only a sample. For a current list refer to the electronic database.
- I. If an ROV provides specialized services, the member will replace the “XXX” with a previously unused alphanumeric code that tends to convey an idea of the service provided, along with an explanation of the code (e.g. 940-MS - Machine Shop).

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2. ROV Codes:

940-AC1	Accessory Class 1	Mechanical
940-AC2	Accessory Class 2	Electrical
940-AC3	Accessory Class 3	Electronic
940-AF1	Airframe Class 1	Composite, Small A/C
940-AF2	Airframe Class 2	Composite, Large A/C
940-AF3	Airframe Class 3	Metal, Small A/C
940-AF4	Airframe Class 4	Metal, Large A/C
940-IN1	Instrument Class 1	Mechanical Instruments
940-IN2	Instrument Class 2	Electrical Instruments
940-IN3	Instrument Class 3	Gyroscopic Instruments
940-IN4	Instrument Class 4	Electronic Instrument
940-LAB	Limited	Aircraft Belts
940-LAC	Limited	Accessory
940-LAE	Limited	Accessory – Electronics into the Database
940-LAF	Limited	Airframe
940-LAI	Limited	Aircraft Interior
940-LAP	Limited	Appliance
940-LAS	Limited	Aircraft Seats
940-LAT	Limited	Altimeter System Test and Inspection
940-LCM	Limited	Composite
940-LEE	Limited	Emergency Equipment
940-LEN	Limited	Engines
940-LFB	Limited	Fabric
940-LFL	Limited	Floats
940-LGE	Limited	Galley Equipment
940-LHT	Limited	Hydrostatic Testing
940-LIN	Limited	Instruments
940-LLG	Limited	Landing Gear
940-LMM	Limited	Manufacture Modify

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940-LND	Limited	Non-destructive Testing
940-LPA	Limited	Parts
940-LPP	Limited	Powerplant
940-LPR	Limited	Propeller
940-LSS	Limited	Specialized Service
940-LRB	Limited	Rotor Blade
940-LRO	Limited	Radio
940-LWL	Limited	Welding
940-PP1	Powerplant Class 1	Reciprocating, ≤400 H.P.
940-PP2	Powerplant Class 2	Reciprocating, >400 H.P.
940-PP3	Powerplant Class 3	Turbine Engines
940-PR1	Propeller Class 1	Fixed pitch and ground adjustable- wood, metal, composite
940-PR2	Propeller Class 2	All others, by make
940-RO1	Radio Class 1	Communication
940-RO2	Radio Class 2	Navigation
940-RO3	Radio Class 3	Radar
940-SAC		Specialized Aircraft Cushions
940-SCP		Specialized Chrome Plating
940-SCR		Specialized Container Repair
940-SDY		Specialized Dye Penetrant
940-SMG		Specialized Magnetic Particle Inspection

3. SSV CODES:

940-FS	Fuel Storage Facility
940-FA	Aircraft Fueling Facility (into-wing)
940-MS	Machine Shop
940-OS	Oxygen Servicing
940-SPD	Surplus Parts Dealer
940-NPD	New Parts Distributor

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C.A.S.E. STANDARD 2-A

FUEL INTO-PLANE AND STORAGE VENDORS

QUALITY PROGRAM REQUIREMENTS

1. Policy

- A. This standard is intended to be a supplement to the latest edition of applicable industry specifications. It is not meant to restate or replace those specifications. The specifications used to develop this document are as follows:
- 1) Air Transport Association of America, Inc. Specification 103 (ATA 103).
 - 2) Joint Inspection Guidelines (JIG).
 - 3) Canadian Standard B836-00.
 - 4) National Fire Protection Association (NFPA) Standards 10, 30, 77, 407, and 430.
 - 5) American Petroleum Institute (API) Standards 1529 and 1542.
 - 6) American Petroleum Institute (API) Publication 1581.
 - 7) Institute of Petroleum (IP) Specifications and Qualifications Procedures –Aviation Fuel Flow Monitors with Absorbent Type Elements.
 - 8) American Society for Testing and Materials (ASTM) Manual 5.
 - 9) American Society for Testing and Materials (ASTM) D1655.
 - 10) American Society for Testing and Materials (ASTM) 2276.
 - 11) Federal Aviation Administration (FAA) Advisory Circular 150 and Title 14 CFR 139.
 - 12) Local authority having jurisdiction over the facilities.
- B. This standard, in conjunction with applicable specifications (primarily ATA 103), describes the minimum requirements for a jet fuel vendor's quality program. It is designed to aid surveillance of a vendor who provides fuel storage and fueling services to customers. This standard may be used to determine the adequacy of the vendor's quality program.
- C. Compliance with this standard does not necessarily accept a vendor for entry into the C.A.S.E. Register. Vendors that are accepted for listing in the C.A.S.E. Register must continue to meet the requirements of this standard. Vendors will acknowledge this by having an officer of the company sign the Vendor Expectations and Limitations (VEL) which is a written agreement between the vendor and the organization. Reasons for removal include, but are not limited to: safety of flight concerns, intent to defraud, ceasing operation or business, move of principle operations, or refusal of an audit from a C.A.S.E. authorized auditor performing an allocated audit to a C.A.S.E. standard.

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Further, a vendor shall be removed from the Register for failure to implement corrective action(s), refusal to sign the VEL prior to closure of the audit process, or failing to correct audit findings within the prescribed time limits agreed upon with the auditor. A vendor may be removed from the Register if the vendor is found to be in non-compliance with any section(s) of the C.A.S.E. standard, fails to perform work in accordance with customer instruction(s), or is in non-compliance with any of the VEL. Vendors may not publicize by statement or inference their C.A.S.E. Register status in any form (e.g. advertising, other solicitation of business) or use of the C.A.S.E. logo. [C.A.S.E.]

- D. Vendors are subject to a technical audit at any time during normal working hours. The audit may be conducted by a C.A.S.E. member, whether or not that member is a customer of that vendor. The audit may encompass the entire technical portion of the vendor's operation or any part thereof. Normally, the auditor will notify the vendor and arrange the audit so as to cause minimal interference with the vendor's operation, however, should circumstances dictate, the auditor may arrive unannounced.

NOTE: Register action may be taken anytime a C.A.S.E. qualified and authorized auditor/Evaluator performs an audit using this standard.

- E. An acceptable audit result does not relieve the vendor of its responsibility to provide acceptable product/services.
- F. All vendors for which a Vendor Expectations and Limitations letter was signed by both the vendor and auditor shall maintain, for a minimum of 36 calendar months, audit findings and corrective actions resulting from a 2-A standard audit. This file shall be accessible to any C.A.S.E. authorized auditor on request. [C.A.S.E.]
- G. CACS-25 and CACS-26 are the C.A.S.E. checklists associated with this standard.
- H. When performing into-plane refueling the following safety practices must be adhered to:
- 1) Vehicles are to operate safely on the ramp.
 - 2) Vehicles are to approach the aircraft no faster than walking speed.
 - 3) Ensure the truck/cart is chocked correctly.
 - 4) Fueling vehicle is to be bonded to the aircraft prior to hose hook up.
 - 5) Ensure there is no leakage around the nozzle or along the fuel line.
 - 6) Check for any leakage around the fueling truck/cart.
 - 7) Ensure the vehicle is positioned clear of the wing.
 - 8) A deadman control is to be correctly used.
 - 9) The fueler shall check primary nozzle and filter differential pressure.
 - 10) After fueling operation has been completed and, if applicable, ensure the aircraft fuel cap cover been properly reinstalled.

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C.A.S.E. STANDARD 3-A

DISTRIBUTORS OF NEW AND SURPLUS PARTS

QUALITY PROGRAM REQUIREMENTS

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1. Policy

- A. This standard describes the minimum quality program requirements for new and surplus aircraft part/material suppliers hereafter referred to as distributors. This standard is designed to aid in the surveillance of a distributor who procures new and/or surplus parts and materials and resells some or all of such products to customers in the aviation industry. This standard may be used to determine the adequacy of the distributor's quality program.
- B. Compliance with this standard does not necessarily accept a vendor for entry into the C.A.S.E. Register. Vendors that are accepted for listing in the C.A.S.E. Register must continue to meet the requirements of this standard. Vendors will acknowledge this by having an officer of the company sign the Vendor Expectations and Limitations (VEL) which is a written agreement between the vendor and the organization. Reasons for removal include, but are not limited to: safety of flight concerns, intent to defraud, ceasing operation or business, move of principle operations, or refusal of an audit from a C.A.S.E. authorized auditor performing an allocated audit to a C.A.S.E. standard. Further, a vendor shall be removed from the Register for failure to implement corrective action(s), refusal to sign the VEL prior to closure of the audit process, or failing to correct audit findings within the prescribed time limits agreed upon with the auditor. A vendor may be removed from the Register if the vendor is found to be in non-compliance with any section(s) of the C.A.S.E. standard, fails to perform work in accordance with customer instruction(s), or is in non-compliance with any of the VEL. Vendors may not publicize by statement or inference their C.A.S.E. Register status in any form (e.g. advertising, other solicitation of business) or use of the C.A.S.E. logo.
- C. Distributors are subject to a quality system audit at any time during business hours. The audit may be conducted by a C.A.S.E. member, whether or not that member is a customer of that vendor. Normally, the auditor will notify the distributor and arrange the audit so as to cause minimal interference with the distributor's operation, however, should circumstances dictate, the auditor may arrive unannounced.

NOTE: Register action may be taken anytime a C.A.S.E. qualified and authorized auditor/Evaluator performs an audit using this standard.

- D. An acceptable audit does not relieve the distributor of the responsibility of maintaining consistently acceptable quality system standards.
- E. A distributor audit is not interchangeable or a substitute for the audit applicable to distributors performing repair or alteration services.
- F. Quality parts and materials are necessary to support compliance with applicable CFRs as defined in Advisory Circular 20-62, which provides relevant information on aeronautical replacement parts. Suspected unapproved parts (SUPs) shall be segregated and secured and should be reported in accordance with Advisory Circular 21-29 (FAA Form 8120.11).

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G. CACS-30 is the checklist associated with this standard.

2. Quality System and Quality Manual

A. The distributor shall have an established quality system to assure a quality product that complies with customer specifications. The distributor's quality system and operations shall be described in detail in a quality manual or other appropriate document. The document shall include, but is not limited to, a detailed description of the following elements:

- 1) Quality organization
- 2) Inspection procedures
- 3) Shipping procedures
- 4) Technical data control
- 5) Record keeping
- 6) Training requirements
- 7) Shelf life control
- 8) Measuring and test equipment calibration (as applicable)
- 9) Procurement
- 10) Material control
- 11) Housing and facilities
- 12) Internal audit and surveillance
- 13) Scrapped parts procedure
- 14) Certification forms

B. Quality elements not applicable to a specific organization shall be included in the distributor's quality manual as "not applicable." This ensures the quality element was not overlooked.

3. Quality Organization

A. The distributor's organization shall be depicted in an organizational chart showing the relationship of the quality department to the rest of the organization.

B. Personnel who are responsible for quality systems must be identified by title.

C. The quality manual or document shall be kept current, identifying the standards to which it was written, and shall be readily available to employees and to the customer's auditor or designee.

D. The distributor shall maintain a current roster of personnel authorized to perform specific inspection functions and identify the inspections each person is authorized to perform.

E. The distributor of new aircraft parts shall maintain a current list of those manufacturers that have officially authorized it as a distributor.

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4. Inspection Procedures

- A. Inspectors shall verify that incoming parts and materials are free of defects and are in a good state of preservation.
- B. The new parts distributor shall maintain an inspection program, which includes periodic verification that standard parts meet technical specifications applicable to the part number. The distributor shall insure that adequate specifications are available to support the inspection process, and that these specifications are current. The distributor shall maintain a record of inspections and tests used to make this verification. Suggested programs include sample tests of physical and chemical properties and checks of manufacturer's test reports.
- C. A receiving inspection program shall be in place to verify that materials received are of appropriate quality and are from the same lot or batch number as indicated on accompanying certifications and test reports, as applicable.
- D. Receiving inspection for aircraft fasteners and raw stock shall include a visual check for general workmanship and the presence of certifications and test reports.
- E. If inspection stamps are used, a procedure must be in place to control stamp usage and replacement. The procedure must include the following:
 - 1) A facsimile of each stamp
 - 2) A means of identifying to whom stamps have been issued
 - 3) A policy for stamps that are lost or stolen
 - 4) A requirement that no stamp will be reissued within a six (6) month period to two (2) different employees.

5. Shipping Procedures

- A. The distributor's quality system shall require components and parts be shipped in an ATA-300 specification container or equivalent as appropriate for the unit being shipped, or as specified by the customer. The item should be packed in the container in a manner that will preclude damage to parts or components due to rough handling of the container.
- B. Appropriately trained personnel shall conduct a complete visual inspection of all items being shipped. Inspection shall include, but not limited to:
 - 1) Checking for any obvious physical damage
 - 2) Verifying that all appropriate plugs and caps are installed

WARNING: Tape shall not be used to cover electrical connections or fluid fittings/openings. Adhesive residue can insulate electrical connections and contaminate hydraulic or fuel units.

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- 3) Verifying that the quantity, part numbers (including dash numbers and letters), model numbers, serial numbers, etc., of the items being shipped match the accompanying documentation and the customer's request/purchase order.
- 4) Verify the packing slips contain all information required by the customer.
- 5) Verifying the shipping container and packing are appropriate for the items being shipped.
- 6) Verifying that all appropriate and required documentation (airworthiness approval, material certification, traceability documents, etc.) are at hand, properly completed and signed.
- 7) Verifying materials classified as HAZMAT have been inspected by appropriately trained personnel.

6. Technical Data Control

- A. Any Technical data shall be maintained in a manner that ensures such data is current and accessible as appropriate. The technical data shall be stored in a manner that will protect it from dirt and damage. Hand entries in, or hand corrections to, technical data are not acceptable.
- B. A distributor's system shall request verification of AD status at time of maintenance and provide the status of all airworthiness directives applicable at the time of maintenance performed. Material certificate must indicate if AD status is unknown.

NOTE: An air carrier's or repair station's purchase order should identify applicable ADs and request AD verification.

- C. Where technical data is on microfilm, microfiche, or an electronic device, an appropriate viewing device must be maintained in good working order, protected from damage and available to persons using the data.

7. Record Keeping

- A. A new parts distributor shall have in place a system governing the storage, distribution, and retrieval of documents confirming that the physical and chemical properties of fasteners and raw stock aircraft materials (materials that are installed on and become part of the aircraft) are in conformance with applicable technical specifications.
- B. Records confirming aircraft fastener integrity, including physical and chemical test reports, shall be retained for a minimum of two (2) years after the sale.
- C. Records for materials with flammability requirements shall be retained for a minimum of two (2) years after the sale. Such records shall verify conformance to applicable flammability requirements.
- D. The distributor shall maintain traceability documentation and all certifications for a minimum of two (2) years from the time of sale to the customer.

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- E. The distributor must have documented in its quality manual a system that demonstrates the ability to trace parts to the source of production, or to an FAA certificate holder. Additionally, the distributor must be able to provide, upon request, information pertaining to the approval status of each part in accordance with section 21.303 of the Code of Federal Regulations.
- F. All life limited parts shall have records from the previous operator confirming their life limited status.
- G. Records shall be protected against damage, alteration, deterioration, and loss.
- H. The distributor shall provide a document from a FAA certificated repair station or air carrier for each serviceable part indicating that the part is serviceable (not applicable to new parts unless work or test was performed on the part). The document must contain an airworthiness approval for return-to-service signed by an authorized employee. Inspection stamps, symbols or printed/stamped names are not acceptable. The airworthiness approval document shall be physically attached to the unit. This includes the part number and serial number (as applicable) of the affected item.

NOTE: Refer to FAA Order 8130.21; 14 CFR 43.13, Appendix B; and FAA Advisory Circular 145.3, Appendix 1 for examples of an airworthiness release statement for air carrier work.

- I. The distributor shall provide the original maintenance records received with the serviced component. These records shall list technical data used, and functional tests performed, as appropriate and as required by the customer. A list of significant parts replaced shall be included, which may be on the teardown report or on the repair station's invoice.
- J. Parts from an aircraft or engine subjected to extreme stress or heat (e.g. major fire or submersion in saltwater) must be identified as coming from such an aircraft or engine.

8. Training

- A. Personnel shall be properly trained and competent to perform inspections, parts handling, and record-keeping procedures required by the quality system. This applies to personnel performing supervisory, or receiving and shipping inspector functions.
- B. Inspection personnel must be properly trained and authorized. Such persons must be knowledgeable of inspection techniques, methods, and equipment used to determine quality. Authorization criteria shall be identified in the distributor's manual.
- C. Shipping personnel shall be trained and competent in the recognition, packaging, identification, and proper handling of HAZMAT.

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- D. All training, both classroom and on-the-job (OJT) shall be documented and the records maintained for a minimum of two (2) years after the employee leaves the company.
- E. Training records shall include:
 - 1) A description of the training.
 - 2) Date and number of hours of instruction.
 - 3) Name of instructor and student and/or signature of both.
 - 4) Name of the organization conducting the training if performed by an outside agency.

9. Shelf Life Control

- A. The distributor shall document and maintain a program to assure the identification and proper handling of shelf life limited items.
- B. This program shall include component assemblies containing shelf life limited items.

10. Measuring and Test Equipment

- A. Test equipment, measuring devices and gages used to verify conformance to applicable standards or specifications, shall be calibrated periodically to maintain accuracy per the National Institute of Standards and Technology (NIST), or other government or OEM standards.
- B. The distributor shall have procedures to prevent tools/equipment, which are past due calibration from being used.
- C. Current documentation of calibration status shall be maintained.

11. Procurement

- A. The distributor shall maintain a procurement system such that approved quality materials are purchased, and proprietary and licensing rights are observed.
- B. The distributor shall have a system in place to assure that special requirements are adequately communicated to the distributor's sources.
- C. Distributors of new aircraft parts shall purchase materials directly from approved manufacturers, or from distributors authorized by the manufacturer to sell the product. Deviations from this policy must be disclosed to and approved by the customer prior to part shipment.
- D. Distributors shall maintain a list of their approved suppliers and a quality history of each source.

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12. Material Control

- A. Material shall be handled in an appropriate manner and shall be protected from damage and deterioration.
- B. Special packaging shall be maintained as necessary. The storage area for aircraft parts should be periodically checked for overall effectiveness of storage and identification methods.
- C. A closed loop system shall exist to implement corrective action following the detection of substandard or otherwise nonconforming parts. Rejected materials must be identified as such and segregated from usable stock. The system shall include a method to notify purchasers within 24 hours of any part that exited the distributor's quality system that does not conform. Distributors shall provide a method to recall or rectify the problem. Unapproved parts should be reported in accordance with FAA Advisory Circular 21-29.
- D. Aircraft parts, and parts that may be reasonably assumed to be sold for aircraft use, shall be segregated from non-aircraft parts.
- E. Batch segregation shall be maintained for aircraft fasteners. Additionally, the distributor must maintain records indicating the quantities sold from each batch to each buyer. Purchases, less sales, should equal inventory that must balance batch/lot numbered inventories.
- F. Batch segregation shall be maintained for materials requiring flammability testing, and for other items for which segregation is appropriate.
- G. Whenever practical, materials shall be sorted and delivered in the manufacturer's original packaging. Packaging shall identify the manufacturer, distributor, part number, lot or batch number (if applicable), and the quantity.
- H. Flammable, toxic, or volatile materials shall be stored in a safe manner per manufacturer's recommendations or as specified by local fire regulations.
- I. Material subject to damage from electrostatic discharge shall be packaged, handled, and protected with necessary precaution, and in accordance with requirements for handling electrostatic sensitive devices.
- J. The distributor shall ensure that no part number ambiguity exists. Parts shall not be labeled with multiple part numbers if such labeling may cause confusion as to the part's manufacture or applicable specification.
- K. A distributor's alteration to, or replacement of, the data plate or manufacturer's part number is unacceptable.
- L. The distributor shall have a system to segregate and identify serviceable from unserviceable units in a manner that will preclude inadvertently issuing an unserviceable part.

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13. Housing and Facilities

- A. Appropriate facilities shall be maintained so as to insure that storage does not damage inventory.
- B. If the distributor engages in aircraft component maintenance as well as parts sales, the storage area must be secured to prevent cannibalizing by maintenance personnel.

14. Internal Audit and Surveillance

- A. Audits shall be performed in accordance with written procedures or checklists that determine the effectiveness of the quality program. Audit results shall be documented including corrective action of non-compliance. Corrective action shall:
 - 1) Be appropriate and prompt
 - 2) Correct the discrepancies reported
 - 3) Locate and correct similar discrepancies, if they exist, in areas not audited
 - 4) Correct the root cause of the problem evidenced by the discrepancies
 - 5) Implement follow-up action(s) to eliminate reoccurrence.

15. Scrapped Parts Procedure

- A. There shall be a documented procedure in place to mutilate scrapped parts by drilling, grinding, cutting, or other appropriate means. Parts shall be mutilated to the extent necessary to preclude the possibility of being restored and returned to service.
- B. The distributor shall maintain a record of all life-limited parts scrapped out. The record shall contain a description of the part, its part number, serial number (if applicable), and the date the part was scrapped. The distributor shall retain this record for a minimum of two (2) years.
- C. The procedure shall identify, by position or title, the individual responsible for verifying that parts were adequately mutilated before being discarded.
- D. The distributor shall impose these requirements on their subcontractors and/or repair facilities with which they do business.

16. Certification Forms

- A. The quality manual shall contain instructions for, and samples of, forms used by the distributor to certify or show traceability of each product distributed.
- B. If practical, the instructions for completing the forms may be written on the forms.

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AIR CARRIER SECTION
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CHAPTER 5

OPERATIONS COMMITTEE

C.A.S.E.

AIR CARRIER SECTION

POLICIES AND PROCEDURES

OPERATIONS COMMITTEE

C.A.S.E. Board of Directors - Air Carrier Section Representatives		
	Phone	Fax
Ken Shadursky, Section Chair	(717) 348-4865	(717) 348-4866
See section 1-3-0	E-mail - kshadurs@usa3000.com	
Simon Chandler, Section Vice-Chair	(502) 329-6099	(502) 329-6044
See section 1-4-0	E-mail - simonchandler@ups.com	

Secretary (not a voting committee member)	Phone	Fax
Jim Amick	(734) 247-4022	(734) 229-2024
See section 1-5-0	E-mail - jima@spiritair.com	

Membership & Promotions Committee	Phone	Fax
Vinny Martinez, Chair	(972) 425-3175	(972) 425-6165
See section 1-7-0	E-mail - vinicio.martinez@aa.com	
Jon Tindle, Vice-Chair	(972) 425-1310	(972) 425-1466
See regional vice-chairs listed on Page 2	E-mail - jon.c.tindle@aa.com	

Standards & Procedures Committee	Phone	Fax
Rex Graft, Chair	(859) 767-2714	(859) 767-6677
See section 1-8-0	E-mail - rgraft@comair.com	
John Miller, Vice-Chair	(314) 222-4715	(314) 222-4718
	E-mail - jmiller@transstates.net	

Audit & Compliance Committee	Phone	Fax
Jeff Watson, Chair	(801) 389-3423	(435) 634-3804
See section 1-9-0	E-mail - jwatson@skywest.com	
Richard Dingee, Vice-Chair	(937) 302-5754	(937) 655-5120
	E-mail - rich.dingee@astaraircargo.us	

Newsletter Committee	Phone	Fax
Craig Seaman, Chair	(480) 963-8524	(480) 963-7168
See section 1-10-0	E-mail - craig.seaman@usairways.com	
Bill Battisti, Vice-Chair	(412) 472-7151	(412) 472-7082
	E-mail - bill.battisti@usairways.com	

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Database Committee	Phone	Fax
Gene Swan, Chair	(503) 472-0011, x4511	(503) 472-1369
See section 1-11-0	E-mail - gene.swan@evergreenairlines.com	
Ray Nelson, Vice-Chair	(404) 714-1269	(404) 773-5135
	E-mail - ray.nelson@delta.com	

Fuel Committee	Phone	Fax
Ron Swingle, Chair	(973) 681-2165	No access to fax.
See section 1-12-0	E-mail - ron.swingle@coair.com	
Jerry Walker, Vice-Chair	(208) 292-3836	(208) 209-1132
	E-mail - jerryw@empireairlines.com	

Training Committee	Phone	Fax
Hubert Low, Chair	(650) 634-4254	(650) 634-7456
See section 1-13-0	E-mail - hubert.low@united.com	
Stacey Sheldon, Vice-Chair	(815) 316-5630	(815) 387-3297
	E-mail - staceysheldon@flyryan.com	

Membership Regional Vice-Chairs	Phone	Fax
Sven Kröger, Lufthansa Technik	49 40 5070 3022	49 40 5070 1363
Europe	E-mail - sven.kroeger@lht.dlh.de	
Tajammul Munawar, Saudi Arabian Airlines	966 2 684 2070	966 2 684 2809
Middle East	E-mail - tajammulm@yahoo.com	
Jang Sanghoon (Benedick), Korean Airlines	82-2-2656-3175	82-2-2656-8218
Asia	E-mail - sanghjang@koreanair.com	

CHAPTER 6

FORMS

C.A.S.E.
AIR CARRIER SECTION
POLICIES AND PROCEDURES

APPLICATION FOR ENTRY-LEVEL MEMBERSHIP

NOTE: Submit application and applicable documentation to the Membership and Promotions committee chair. Do not send any dues with this application.

Company: _____

***Operating Certificate No:** _____

Address: _____

City: _____ **State/Province:** _____

Postal Code: _____ **Country:** _____

Name/Title of Representative: _____

Phone: _____ **Ext.** _____

Fax: _____

E-mail: _____

* Attach a copy of the operating certificate (and English translations thereof, if necessary) to this application.

C.A.S.E.

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1. Why do you want to join C.A.S.E.?

2. What can you contribute?

- | | Yes | No |
|---|------------|-----------|
| 3. Do you have Internet access?
NOTE : The C.A.S.E. website is: www.caseinc.org. | _____ | _____ |
| 4. Would you like to receive any information about C.A.S.E.? | _____ | _____ |
| 5. Are you interested in the Air Carrier Section's Membership and Promotions committee supplying you with contact information of C.A.S.E. members who have volunteered to mentor new members? | _____ | _____ |
| 6. Are your auditors full time employees of your company?
NOTE : Auditing functions may not be contracted. | _____ | _____ |
| 7. Record the number of auditors which work for your Quality organization:
Full Time: _____
Part Time: _____ | | |
| 8. Do you have an auditor who has passed a C.A.S.E. 1-A Level III check-ride? | _____ | _____ |
| 9. Is your company willing to contribute resources to fulfill the bylaw requirements for participation in the work of the C.A.S.E. corporation? | | |

***Signature/Title:** _____ **Date:** _____

* Signature must be that of the individual responsible for the Quality Program at a level capable of committing company resources to support C.A.S.E., Inc.

C.A.S.E.
AIR CARRIER SECTION
POLICIES AND PROCEDURES

APPLICATION FOR ASSOCIATE MEMBERSHIP

NOTE: Submit application and applicable documentation, including a copy of your company's Operating Certificate, to the Membership and Promotions committee chair.

DO NOT ENCLOSE THE MEMBERSHIP FEE. YOU WILL BE BILLED UPON ACCEPTANCE OF THIS APPLICATION.

Submit an English version copy of the accepted vendor audit program and applicable form.

Company: _____

***Operating Certificate No:** _____

Address: _____

City: _____ **State/Province:** _____

Postal Code: _____ **Country:** _____

Name/Title of Representative: _____

Phone: _____ **Ext.** _____

Fax: _____

E-mail: _____

C.A.S.E.

AIR CARRIER SECTION

POLICIES AND PROCEDURES

NOTE: For “Manual Reference” in the following questions, identify the publication number in your manual system that substantiates your reply and provide a copy of the data (the application and substantiating data must be in English).

- | | Yes | No |
|--|-------|-------|
| 1. Are you a current associate member of the C.A.S.E. Air Carrier Section?

<div style="margin-left: 40px;">NOTE : If not currently an associate member, please fill out a CACS-1 instead of this form.</div> | _____ | _____ |
| 2. Is your company a member of any other Section(s) in C.A.S.E.? If “Yes”, what other Section(s)? _____ | _____ | _____ |
| 3. Are your auditors full time employees of your company?

<div style="margin-left: 40px;">NOTE : Auditing functions may not be contracted.</div> | _____ | _____ |
| How many full time and part time auditors work in your Quality organization? Full : _____ Part : _____ | | |
| If any auditors are part time, to what department do they report and what are their additional functions? | | |
| Department: _____ | | |
| Functions: _____ | | |
| Manual Reference: _____ | | |
| 4. Does your auditor training program and auditor(s) comply with the C.A.S.E. Level I and II auditor training and qualification requirements (2-3-1)? | _____ | _____ |
| Manual Reference: _____ | | |
| 5. Do you have an auditor who has passed a C.A.S.E Standard 1-A Level III check-ride?

<div style="margin-left: 40px;">NOTE: Not required for associate membership.</div> | _____ | _____ |
| If “Yes”, provide auditor’s name and date of check ride:

_____ | | |
| 6. Do you have a list of approved vendors? | _____ | _____ |
| a) If “Yes”, is it controlled by Q.C./Q.A.? | _____ | _____ |
| b) If “No”, by what department? _____ | | |

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Yes No

7. On your approved vendor list, how many vendor/distributors fall within each of the categories listed below and how often are they audited?

	Number	Audit Frequency
Repair/Overhaul	_____	_____
Fuel	_____	_____
Distributors and/or Surplus Parts Brokers	_____	_____

Manual Reference: _____

8. Are all audits onsite? _____
 If "No", describe your criteria and alternate method used: _____

Manual Reference: _____

9. Do you have an audit follow-up system to assure corrective action? _____
 If "Yes", how long after audit? _____

Manual Reference: _____

10. Do you maintain a historical file of vendor's and distributor's quality performance? _____
 If "Yes", for how long? _____

Manual Reference: _____

11. How do you measure vendor and distributor quality performance?

Manual Reference: _____

12. Do you maintain a historical file of audit findings? _____
 If "Yes", for how long? _____

Manual Reference: _____

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- | | Yes | No |
|---|-------|-------|
| 13. Do you agree to verification and periodic audits of your audit system by another C.A.S.E. member? | _____ | _____ |
| 14. As a member, do you agree to exchange audit duties and responsibilities? | _____ | _____ |
| 15. Do you accept the scheduling and performance of an on-site C.A.S.E. membership audit of your organization? | _____ | _____ |
| 16. Do you have internet access? | _____ | _____ |
| NOTE : The C.A.S.E. website is: www.caseinc.org . | | |
| 17. Is internet access readily available to the auditor(s) at their normal place of business? | _____ | _____ |
| 18. Have you verified that you have a current copy of the C.A.S.E. Air Carrier Section <i>Policies and Procedures</i> manual? | _____ | _____ |
| 19. Have you verified that you have a current copy of the C.A.S.E. bylaws? | _____ | _____ |
| 20. Are you requesting an Air Carrier Section review and evaluation? | _____ | _____ |

NOTE: A notification of a successful C.A.S.E. membership on-site audit must be received before requesting review and evaluation.

21. Indicate below the C.A.S.E. meeting at which you are requesting review and evaluation:

Circle One: Spring Fall Year : _____

NOTE: C.A.S.E. meetings take place each Spring and Fall. The request must be received a minimum of thirty (30) calendar days prior to the meeting requested (meeting dates are posted on the C.A.S.E. website). Attendance is required by either the requesting carrier's Level II auditor(s) and/or Management (refer to 2-0-0 flowchart).

Signature and Title: _____ **Date:** _____

C.A.S.E.
AIR CARRIER SECTION
POLICIES AND PROCEDURES

APPLICATION FOR SUSTAINING MEMBERSHIP

NOTE: Send application and applicable documentation to the Membership and Promotions committee chair.

All information supplied in this application and requested data must be in English.

Company: _____

***Operating Certificate No:** _____

Address: _____

City: _____ **State/Province:** _____

Postal Code: _____ **Country:** _____

Name/Title of Representative: _____

Phone: _____ **Ext.** _____

Fax: _____

E-mail: _____

C.A.S.E.
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- | | Yes | No |
|---|-------|-------|
| 1. With this application, have you supplied: | | |
| A. An Application for Associate Membership (CACs-1A)? | _____ | _____ |
| B. Membership and Promotions chair acceptance letter? | _____ | _____ |
| 2. Supply a letter from your air carrier stating the following minimum situation and facts: | | |
| A. The air carrier is in possession of, understands, is in compliance with, and will continue to comply with, the most current revision of the Air Carrier Section's <i>Policies and Procedures</i> manual. | _____ | _____ |
| B. The air carrier's management understands, and agrees to, the C.A.S.E. bylaws. | _____ | _____ |
| Letter Supplied: _____ | | |
| 3. List the auditor(s) meeting Level III requirements for your air carrier: | | |
| _____ | | |
| _____ | | |
| 4. Are your dues paid to C.A.S.E. up to date? | _____ | _____ |

Signature and Title: _____ **Date:** _____

C.A.S.E.
AIR CARRIER SECTION
POLICIES AND PROCEDURES

SUSTAINING MEMBERSHIP ELIGIBILITY CHECKLIST

Applicant: _____ **Date:** _____

Evaluator: _____

Approved? YES: <input type="checkbox"/> NO: <input type="checkbox"/> Date: _____
--

1. Why does the applicant want to join C.A.S.E.?

2. What can the applicant contribute?

Acceptable: Yes No

3. Is their documented audit program adequate? _____|_____

4. Are auditors:

| A. Full time employees of the air carrier? _____|_____

B. Qualified by an adequate, documented training program? _____|_____

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		Acceptable:	Yes	No
5.	Does the applicant:			
	A. Have an auditor that has successfully passed a Level III check-ride?	_____		_____
	B. Have an adequate vendor/distributor listing and audit frequency?	_____		_____
	C. Have an adequate alternate audit method?	_____		_____
	D. Have an adequate audit follow-up system to assure corrective action for discrepancies?	_____		_____
	E. Have an adequate audit checklist that meets the 1-A standard?	_____		_____
	F. Maintain files of:			
	1) Audit findings?	_____		_____
	2) Vendor quality performance?	_____		_____
	G. Have an adequate method of measuring vendor quality performance?	_____		_____
	H. Agree to abide by the C.A.S.E. bylaws, <i>ACS Policies and Procedures</i> manual, and to share audit duties and data?	_____		_____
6.	Is the applicant qualified for membership after C.A.S.E. verification audit?	_____		_____
7.	The applicant has been issued one of the following:			
	A. Acceptance letter and sustaining membership certificate.		□	
	B. Letter of rejection.		□	

_____ COMMENTS _____

**C.A.S.E.
AIR CARRIER SECTION
POLICIES AND PROCEDURES**

AUDITOR QUALIFICATION RECORD

Name: _____ **Date:** _____

Air Carrier: _____ **Phone:** _____

Applicant's E-Mail: _____

Education – University/College Degree and Date		(Four (4) Credits Max.)
Experience – Type and Date		(Minimum Three (3) Credits Required - Nine (9) Max)
Professional Accomplishments – Certificate and Date		(Two (2) Credits Max)
Management Granted – Justification and Date		(Two (2) Credits Max)
Total Credits		
Representative to C.A.S.E.: _____		Date: _____
Signature and Title		
Satisfactory Check-ride/Communication Skills – Certified By: _____		Date: _____
Signature and Title		
Audit Participation (Previous twelve (12) months - additional space on back of form)		
Vendor	Contact and Phone Number	Date
Standard: _____		Certified to Audit Level: _____
Audit and Compliance committee chair: _____		Date: _____
Signature and Title		

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Audit Participation (continued)		
Vendor	Contact and Phone Number	Date

C.A.S.E.

AIR CARRIER SECTION

POLICIES AND PROCEDURES

INSTRUCTIONS FOR USE OF AUDITOR QUALIFICATION RECORD

1. General

- A. The prospective C.A.S.E. qualified/authorized auditor will submit verifiable evidence that a minimum of ten (10) credits under the following score system have been accumulated. To include, but not be limited to resumes, certificates, diplomas, licenses, etc.

2. Procedure

- A. "Education" (four (4) credits maximum) - Associate degree from accredited institution: score one (1) credit or, if degree is in engineering, physical science, mathematics, or quality assurance, score two (2) credits; or,

A bachelor's degree from an accredited institution: score two (2) credits or, if degree is in engineering, physical sciences, mathematics or quality assurance, score three (3) credits; in addition, score one (1) credit for a master's degree in engineering, physical sciences, business management, or quality assurance from accredited schools.

- B. "Experience" (nine (9) credits maximum (2-3-0, paragraph 1.C. or 1.D., as applicable)) - Take one (1) credit for each full year; maximum of three (3) credits for this aspect of experience. Additional credit is allowed for the following types of experience as applicable to the each standard qualification sought:

1) Guidance for completing *Auditor Qualification Record* for **1-A** standard:

- a) Air carrier quality assurance experience receives one (1) credit for each full year up to two (2) credits maximum.
- b) Air carrier quality auditing experience receives one (1) credit for each full year up to three (3) credits.
- c) Military aviation maintenance experience receives one (1) credit maximum.

2) Guidance for completing *Auditor Qualification Record* for **2-A** standard:

- a) Aviation quality assurance experience receives one (1) credit for each full year up to three (3) credits maximum.
- b) Aviation quality auditing experience receives one (1) credit for each full year up to three (3) credits maximum.
- c) Aviation maintenance experience receives one (1) credit.
- d) Fuel farm operation (military or civilian) experience receives one (1) credit for each full year up to three (3) credits maximum.
- e) Into-plane servicing experience (military or civilian) receives one (1) credit maximum.

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- C. "Professional Accomplishment" (two (2) credits maximum)
 - 1) FAA Airframe Certificate: score one (1) credit.
 - 2) FAA Powerplant Certificate: score one (1) credit.
 - 3) NATA Fuel Line Supervisor Certificate score one (1) credit (applicable to 2-A standard applicants only).
 - 4) Other certification of competency in engineering, science, or quality assurance specialties issued and approved by a state agency or national professional or technical society receives one (1) credit.
- D. "Management Granted" (two (2) credits maximum) - The auditor's employer may grant up to two (2) credits for other performance factors applicable to auditing which may not be explicitly called out in this document. Examples of these factors are leadership, sound judgment, maturity, analytical ability, tenacity, past performance, and quality assurance training courses.
- E. Manager's signature attests that all information entered above is valid and that applicant meets all 2-3-0 and 2-3-1 requirements.
- F. Check-ride/communication skills - The designated Level IV Evaluator will sign this section attesting to the prospective auditor's proper conduct of an audit to a C.A.S.E. standard and their satisfactory written and verbal communication skills.
- G. Audit Participation - List past twelve (12) vendor facility audits conducted within the twelve (12) months preceding the application date (2-3-0).
- H. "Standard:" - to be entered by the candidate for the certification sought. Only one (1) standard (e.g. 1-A, 2-A, etc.) per qualification record is allowed.
- I. "Certified to Audit Level:" III or IV to be entered by the Audit and Compliance committee chair (or designee) who shall also sign for, and enter the date of, certification.

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AUDITOR/AUDITOR CANDIDATE EVALUATION

This form serves two (2) functions:

- As a teaching tool by tracking a candidate's progression.
- To certify the candidate has qualified to effectively perform audits to the 1-A or 2-A standard.

Prior to the audit, the candidate must provide copies of all observations and evaluations (CACS-5 forms) to the Level III/IV performing the evaluation so that he/she may note progress and offer constructive comments.

Candidate's Name: _____

Air Carrier Member: _____

Evaluator's Name: _____

Air Carrier Member: _____

Agency Audited: _____

To Standard: (circle one) 1-A 2-A **Date:** _____

Agency Address: _____

Did the candidate:(circle one) only observe / partially perform / perform entire audit

Observation: #1 #2 #3 **Evaluation:** #1 #2 #3

Signature Required for Initial and Recurrent Check-rides

I have reviewed, understand, and I am in compliance with the "Professional Ethics" stipulated in the Policy section of the C.A.S.E. ACS *Policies and Procedures* manual.

Candidate's Signature: _____

Date: _____

Evaluator's Summary Comment: _____

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Observation/Pre-check-ride Evaluations	
Level III/IV auditor's/Evaluator's Signature _____ (Provide copy of evaluation sheet with Level III/IV auditor's/Evaluator's comments)	
Recommended for Check-ride _____	Recommend additional evaluations _____

Initial/Recurrent Check-ride		
Initial Check-ride _____	Approved _____	Disapproved _____
Recurrent Check-ride _____	Approved _____	Disapproved _____
Level IV Evaluator's Signature _____	Date _____	

EVALUATION/CHECK-RIDE OBSERVATIONS

1. **Preparation:** _____

2. **Communication Skills:** _____

3. **14 CFR/ATA Spec 103 Comprehension:** _____

4. **Organization:** _____

5. **Checklist Adherence/Comprehension:** _____

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6. Time Management: _____

7. Audit Control: _____

8. Sampling: _____

9. Confidence: _____

10. Diplomacy/Respect: _____

11. Thoroughness: _____

12. Constructive Feedback: _____

13. If partial audit, list elements evaluated, reviewed, or audited: _____

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Initial AND Recurrent Check-rides

Please include the following auditor/auditor candidate contact information, **OR**, attach a current business card that includes all of the requested contact information

Complete business address:

Phone/Extension:

Fax:

E-Mail address:

Date of most recent ACS policies and procedures training:

Date of most recent 1-A/2-A standard training:

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NOTE: The reference numbers enclosed in parentheses that appear throughout this document refer to the applicable section(s) of the C.A.S.E. ACS *Policies and Procedures* manual.

	YES	NO
1. Does the carrier have a vendor surveillance program that is either FAA accepted or in accordance with the regulations of the certifying government (2-2-0)?	_____	_____
2. Does the carrier's manual specify the following (2-2-0):		
A. The department responsible for vendor surveillance?	_____	_____
B. The requirement for an on-site audit of vendors/suppliers and parts distributors submitted to the C.A.S.E. Register and maintained in the Register (sustaining members only)?	_____	_____
C. The requirement to maintain adequate records?	_____	_____
3. Does the carrier have published procedures that define the extent of the surveillance program, including:		
A. Type of audits and frequency to be conducted (initial approval/follow up audits)?	_____	_____
B. Minimum requirements for audit personnel (2-3-0)?	_____	_____
NOTE: Must also meet minimum credits outlined on CACS-4.		
C. Minimum requirements for maintaining audit records (2-2-0)?	_____	_____
D. Detailed use of audit forms as described in chapter four (4) of the C.A.S.E. ACS <i>Policies and Procedures</i> manual?	_____	_____
E. Interaction with procurement through receiving concerning handling of unapproved vendors (2-2-0)?	_____	_____

Comments: _____

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- | | YES | NO |
|--|-------|-------|
| 4. Is there a documented auditor training program that includes the carrier's requirements and qualifications for Level I and II auditors? | _____ | _____ |
| A. Are adequate training records maintained (2-3-1)? | _____ | _____ |

Comments: _____

- | | | |
|---|-------|-------|
| 5. Does carrier maintain a current list of approved vendors (2-2-0)? | _____ | _____ |
| A. Is there an adequate system in place to ensure control of revisions to the vendors list? | _____ | _____ |
| B. Are adequate records maintained of vendor/distributor audits and surveillance? | _____ | _____ |
| C. Is vendor surveillance scheduled? | _____ | _____ |
| D. Is there a follow-up system to assure corrective action replies are received from vendors? | _____ | _____ |
| E. Are corrective actions evaluated against each finding to assure they describe the root cause, action taken to correct the discrepancy, and action taken to prevent further recurrence? | _____ | _____ |
| 6. Do vendor audit forms/checklists contain the most current C.A.S.E. standards/checklists, as appropriate (3-5-0)? | _____ | _____ |

7. Describe the carrier's vendor performance monitoring program(s).

- | | | |
|---|-------|-------|
| 8. Has the member used the Air Carrier Evaluation Report (CACS-6) to perform a periodic self audit (2-1-0)? | _____ | _____ |
|---|-------|-------|

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YES NO

| 9. Do all auditor candidates, C.A.S.E. Level III auditors, and C.A.S.E. Level IV Evaluators have access to the current C.A.S.E. ACS Policies and Procedures manual (3-3-0)? |

10. Do the auditors have ready access to applicable CFRs (2-3-1)? |

Comments: _____

|

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VENDOR EXPECTATIONS AND LIMITATIONS

As a vendor that has met a Coordinating Agency for Supplier Evaluation (C.A.S.E.) standard for your type of facility, the C.A.S.E. Air Carrier Section would like to take this opportunity to explain what our expectations, and your limitations, are regarding C.A.S.E.

Our expectations are as follows:

1. You are expected to meet the C.A.S.E. standard at all times. Non-compliance detected at any time may be cause for immediate deletion from the C.A.S.E. Register. Although you have been given a copy of the standard to which you were audited, the standard is revised approximately every six (6) months. The standard is available at www.caseinc.org and you are expected to check for updates periodically. If you have any questions regarding the standard, contact the auditor who conducted your audit.
2. You must implement all corrective actions stated for the discrepancies noted during the audit or you will not be listed in the C.A.S.E. Register.
3. You must report to the auditor any name change, ownership change or merger, change in operations or quality management, changes that affect the quality program, or change of location so the change can be processed and an audit scheduled if required.
4. You will normally be notified of an upcoming audit, however, the auditor may arrive unannounced. If the auditor is not allowed to conduct the audit, you may be removed from the Register until an audit is conducted to verify compliance with the appropriate standard. If removed, an audit which would allow addition back into the Register shall not be conducted for a minimum of six (6) months following removal action.
5. You agree to voluntarily provide a copy of the closed audit report (including findings and corrective actions but excluding this letter) to the C.A.S.E. ACS sustaining member customers of yours. This data will be used by the C.A.S.E. ACS sustaining members to aid in complying with the recent interpretation of 14 CFR 121.373 and 135.431 (analyzing audit data).

C.A.S.E. is not an approval agency, nor does C.A.S.E. accredit, certify, or endorse vendors. C.A.S.E. members evaluate a vendor in terms of compliance to our established standards. If the vendor meets our standards and the auditor's expectations, the vendor may be listed in the C.A.S.E. Register. The Register is simply a listing of agencies that have met a standard and is used by the members as one means of compliance with surveillance requirements under 14 CFR Parts 121 and 135. C.A.S.E. sustaining members act independently in selecting and dealing with vendors and suppliers, and are not limited to dealing only with vendors and suppliers on the C.A.S.E. Register.

Similar to the policy of a national consumer magazine we cannot allow people to advertise this listing as an endorsement or approval. Words such as "listed in the C.A.S.E. Register", "C.A.S.E. Approved", or any reference to your status in the C.A.S.E. Register cannot be used in any form of advertising. Use of the C.A.S.E. logo in any advertising or solicitation of business is also not allowed. Failure to adhere to these policies may result in removal from the C.A.S.E. Register.

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This two-page letter of Vendor Expectations and Limitations should be kept with the file of findings and corrective actions for the standard to which it pertains. This letter may only be shared with C.A.S.E. qualified and authorized auditors on-site and is NOT to be posted, copied, faxed, or otherwise distributed (expectation 5).

Vendor Authorized Representative

Air Carrier Auditor

Signature

Signature

Date Signed: _____

Date Signed: _____

Name: _____

Auditor: _____

Title: _____

Airline: _____

Company: _____

Audit Date: _____

Air Agency/AMO No.: _____

Allocation Number: _____

If the location audited is not the “master” location listed on the certificate, list the audited location (use multiple address blocks if the audit constituted more than one location):

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

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INSTRUCTIONS FOR USE OF FORM LETTER FOR VENDOR EXPECTATIONS AND LIMITATIONS

1. General

- A. The two-page letter portion of this form is to be initiated and completed before a vendor may be added to or updated in the C.A.S.E. Register.
- B. Every effort should be made by the auditor to explain the rationale for this requirement to a hesitant vendor. If that is not sufficient, have the vendor contact your company representative to C.A.S.E. or a member of the Air Carrier Section Operations committee (5-1-0).

2. Procedure

- A. The information block at the bottom of the VEL is to be completed in full and signed by a “Vendor Authorized Representative” subject to the audit and by the auditor who has determined the vendor qualifies under the standard applied during the audit.
- B. If for some reason the vendor does not wish to sign the VEL, that vendor may not be added to, or updated in, the C.A.S.E. Register. The auditor will bring this situation to the attention of the chair of the Air Carrier Section and the chair of the Audit and Compliance committee for resolution and/or removal from the Register.
- C. Provide the vendor a list of those members showing usage of that vendor in the database. The usage data may be obtained by clicking on the “Print Usage” button located at the top of the vendor information page of the database.

NOTE: Expectation 5 is not considered a “requirement” of the VEL (nor is periodically checking for standard updates) and therefore DELVEN action should not be taken based on non-compliance.

- D. Once the VEL has been executed, the air carrier will retain the original (electronic copy retention is acceptable) at their facility. A copy must be given to the vendor for their records.

NOTE: The vendor should only be given the “Vendor Expectations and Limitations” portion of this form (pages 1 and 2). The remainder of this form is used for auditor guidance. Only the fully executed page 2 of this form need be sent to the Data Center (3-2-0).

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AUDITOR TRAINING
WRITTEN TEST SCORE

Auditor: _____ **Date:** _____

Title: _____

Member: _____

Address: _____

Auditor Signature: _____ **Date:** _____

Policies and Procedures	
Instr. Name:	Signature:
Member:	Date:
Test Score:	
Maintenance Vendor Standard (1-A)	
Instr. Name:	Signature:
Member:	Date:
Test Score:	
Fuel Vendor Standard (2-A)	
Instr. Name:	Signature:
Member:	Date:
Test Score:	
Parts Distributor Standard (3-A)	
Instr. Name:	Signature:
Member:	Date:
Test Score:	
C.A.S.E. Database Course	
Instr. Name:	Signature:
Member:	Date:
Test Score:	

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**STANDARDS AND PROCEDURES
CHANGE REQUEST FORM**

Send to the Standards and Procedures committee chair (listed in section 5-1-0).

Chapter/Section	Page	Paragraph
Form/Checklist	Page	Item/Step
Description of Change		
Submitter's Name	Company Name/ID Number	
Defender's Name	Defender's Cell Number (if applicable)	
Phone Number	Date	
Fax Number	Attach copy of reference	

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ANNUAL ACTIVITY REPORT

Reporting Year _____

Air Carrier: _____ **Membership Number:** _____

Level III auditor(s)/Level IV Evaluator(s) and standards to which they are qualified:

NOTE: Attach additional pages if necessary.

Name	Level(s)	Standard(s)
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

I certify that:

1. Each of the auditors listed above has complied with the minimum requirements for retaining their C.A.S.E. Level III or Level IV authorization (2-3-1, paragraph 7.C. and/or D.) to their applicable standard(s) for the reporting year.
2. All the company information in the C.A.S.E. database has been checked for accuracy and is correct. And,
3. All my contact information in the C.A.S.E. database, and that of each auditor, has been checked for accuracy and is correct.

C.A.S.E. Representative (Name/Signature/Title)

Date

NOTE: Reports must be submitted prior to January 31st of the year following the reporting year.

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COMPONENT REPAIR/OVERHAUL VENDOR
AUDIT CHECKLIST

Audit Date: _____ Vendor Allocation #: _____

C.A.S.E. Member #: _____ Auditor: _____

Vendor Name: _____

U.S./Canadian Certificate #: _____ EASA Certificate #: _____

Address Line 1: _____

Address Line 2: _____

City: _____ State/Province: _____

Country: _____ Zip code: _____

Website: _____

Accountable Manager: _____

Personnel Contact:
Name Title

Phone #: _____ Fax #: _____

E-mail: _____

CAPABILITIES CODES "940-XXX"

Enter the letter code for each capability in a box below

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NOTE: This checklist is based on the requirements stated in the C.A.S.E. 1-A standard, chapter 4-2-0 of this manual. The reference numbers enclosed in brackets [] that appear throughout this document refer to the applicable paragraph(s) in the standard.

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	<u>YES</u>	<u>NO</u>	<u>N/A</u>
1. Policy			
A. Refer to 1-A standard.			
2. Certifications			
A. Does the vendor hold a current FAA Air Agency, or Transport Canada AMO certificate? [2A]	_____	_____	_____
B. Are all required certificates, operations specifications, licenses, repairman certificates and registrations current and available for review? [2A]	_____	_____	_____
C. Obtain a copy of certificate, Operations Specifications, and where applicable, the vendor’s capabilities listing.			
D. If the repair station has “Limited Ratings,” does the vendor have a capabilities listing that satisfies the standard? [2B]	_____	_____	_____
E. Does the vendor have an FAA approved and active anti-drug and alcohol misuse prevention program? [2C]	_____	_____	_____
F. Does the vendor verify continued compliance with the Anti-Drug and Alcohol Misuse Prevention Programs? [2C, D]	_____	_____	_____
G. Does the vendor have a procedure to : [2D]			
1) Ensure that their <u>U.S. based</u> sub-contracted maintenance/preventive maintenance providers, at all tiers (certificated and non-certificated), are actively participating in a U.S. Department of Transportation anti-drug and alcohol misuse prevention program?	_____	_____	_____
2) Obtain and subsequently retain, for a minimum of three (3) years from date of work, proof of anti-drug and alcohol misuse prevention program compliance for each subcontract maintenance provider at all tiers at which work is performed?	_____	_____	_____

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	<u>YES</u>	<u>NO</u>	<u>N/A</u>
3. Quality Programs			
A. Does the vendor maintain their quality control system? [3A]	_____	_____	_____
B. Do vendor's personnel follow the quality control system? [3B]	_____	_____	_____
C. Does the vendor have a Quality Control Manual that includes: [3C]			
1) Descriptions of the systems and procedures used for:			
a) Inspecting incoming raw material to ensure acceptable quality?	_____	_____	_____
b) Performing preliminary inspections of all articles that are maintained?	_____	_____	_____
c) Inspecting all articles that have been involved in an accident for hidden damage before maintenance, preventive maintenance, or alteration is performed?	_____	_____	_____
d) Establishing and maintaining proficiency of inspection personnel?	_____	_____	_____
e) Establishing and maintaining current technical data for maintaining articles?	_____	_____	_____
f) Qualifying and surveying non-certificated persons who perform maintenance, preventive maintenance, or alterations for the repair station?	_____	_____	_____
g) Performing final inspection and return-to-service of maintained articles?	_____	_____	_____
h) Calibrating measuring and test equipment used to maintain articles, including the intervals at which the equipment will be calibrated?	_____	_____	_____
i) Taking corrective action on deficiencies?	_____	_____	_____
j) Revising the Quality Control Manual?	_____	_____	_____
2) References, where applicable, to manufacturer's inspection standards?	_____	_____	_____
3) Samples of and instructions for completing maintenance and inspection forms, or reference to a separate forms manual?	_____	_____	_____

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	<u>YES</u>	<u>NO</u>	<u>N/A</u>
3. D. Is the Quality Control Manual current? [3C]	_____	_____	_____
E. Does the vendor's program include procedures for controlling shelf life? [3D]	_____	_____	_____
F. Does the vendor's program include procedures for controlling scrapped parts? [3D]	_____	_____	_____
G. Does the vendor have a Repair Station Manual (RSM) that contains the following: [3E]			
1) The vendor's organizational structure including:			
a) Each management position with authority to act on behalf of the repair station?	_____	_____	_____
b) The area of responsibility assigned to each management position?	_____	_____	_____
c) Duties, responsibilities, and authority of each management position?	_____	_____	_____
d) An organizational chart?	_____	_____	_____
2) Procedures for maintaining the roster(s)?	_____	_____	_____
3) A description of the vendor's operations, including housing, facilities, equipment, and materials?	_____	_____	_____
4) Procedures for:			
a) Revising the capabilities list and notifying the CHDO of revisions to the list?	_____	_____	_____
b) Performing self evaluation prior to revising the capabilities list?	_____	_____	_____
5) Procedures for revising the training program and submitting revisions to the CHDO for approval?	_____	_____	_____
6) Procedures to govern work performed at another location?	_____	_____	_____
7) Procedures for maintenance, preventive maintenance, alterations, and inspections performed?	_____	_____	_____

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	<u>YES</u>	<u>NO</u>	<u>N/A</u>
3. G. 8) Procedures for maintaining and revising contract maintenance information, and notifying the FAA?	_____	_____	_____
9) A description of the record-keeping system?	_____	_____	_____
10) Procedures for revising the RSM and notifying the FAA?	_____	_____	_____
11) A description of the system used to identify and control sections of the RSM?	_____	_____	_____
H. Is the RSM current and available to employees? [3E]	_____	_____	_____
I. Does the vendor have an internal audit and surveillance function? [3F]	_____	_____	_____
J. Does the internal audit function ensure compliance with customer specifications? [3F, 12I]	_____	_____	_____
K. Does the internal audit program assure appropriate corrective action? [3G]	_____	_____	_____
L. Does the vendor maintain, for a minimum of 36 months, a file of audit findings and corrective actions from audits for which a VEL was signed? Is the file accessible to the auditor? [3H]	_____	_____	_____
M. Does the vendor maintain a list of sub-contracted maintenance functions and agencies which includes type of certificate and rating(s), if any, held by each agency? [3I]	_____	_____	_____
N. Does the vendor ensure that sub-contractor quality meets customer specifications and legal requirements? [3J]	_____	_____	_____
O. Does the vendor maintain certification on sub-contractor work? [3J]	_____	_____	_____
P. Does the vendor have a contract allowing FAA to inspect non-certificated subcontractors? [3J]	_____	_____	_____

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- | | <u>YES</u> | <u>NO</u> | <u>N/A</u> |
|--|------------|-----------|------------|
| 3. Q. Does the vendor have a procedure for reporting defects or unairworthy conditions to the customer and the FAA? [3K] | _____ | _____ | _____ |
| 4. Inspection Programs | | | |
| A. Does the vendor perform any required inspections (RII) for any customer? [4A] | _____ | _____ | _____ |
| B. Are RII inspectors properly trained and certified? [5F] | _____ | _____ | _____ |
| C. Is there proper separation of maintenance and inspection responsibilities for vendors that perform required inspections? [4A] | _____ | _____ | _____ |
| D. Does the vendor have an acceptable receiving inspection system? [4B] | _____ | _____ | _____ |
| E. Does the vendor have an acceptable system for controlling stamps for both inspection and production personnel? [4C] | _____ | _____ | _____ |
| 5. Personnel | | | |
| A. Has the vendor designated an employee as the "Accountable Manager"? [5A] | _____ | _____ | _____ |
| B. Does the vendor employ a minimum of three (3) persons? [5B] | _____ | _____ | _____ |
| C. Does the roster(Do the rosters) identify all management, supervisory and inspection personnel? [5C] | _____ | _____ | _____ |
| D. Does the roster(Do the rosters) identify all personnel authorized for return-to-service? [5C] | _____ | _____ | _____ |
| E. Does the repair station have an employment summary for all personnel listed on the repair station roster(s)? [5D] | _____ | _____ | _____ |
| F. Do the vendor's supervisory personnel satisfy the requirements of this standard? [5E] | _____ | _____ | _____ |

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- | | <u>YES</u> | <u>NO</u> | <u>N/A</u> |
|--|------------|-----------|------------|
| 5. G. Do the vendor's inspection personnel satisfy the requirements of this standard? [5F] | _____ | _____ | _____ |
| H. Do the vendor's return-to-service personnel satisfy the requirements of this standard? [5G] | _____ | _____ | _____ |
| I. Are specific individuals, by title, responsible for the following programs: | | | |
| 1) Technical data? [5H] | _____ | _____ | _____ |
| 2) Shelf life? [5I] | _____ | _____ | _____ |
| 3) Calibrated tooling? [5J] | _____ | _____ | _____ |
| 4) Scrap parts? [5K] | _____ | _____ | _____ |
| J. Is there a back-up person identified, by title, for all programs listed in 5.I. of this checklist? [5L] | _____ | _____ | _____ |

6. Technical Data Program

NOTE: "Manuals" in this context includes any technical data (e.g. drawings, wiring diagrams, test specs., etc.) necessary to perform the required service.

- | | | | |
|---|-------|-------|-------|
| A. Does the vendor have the required shop manuals and specifications to perform the repair/overhaul in accordance with customer specifications? [6A] | _____ | _____ | _____ |
| B. Are there established approved procedures controlling revisions in manuals deviating from OEM specifications (e.g. EO, EA, air carrier data, etc.)? [6A] | _____ | _____ | _____ |
| C. Does the vendor have a documented system to ensure technical data is current? [6B] | _____ | _____ | _____ |
| D. Does the vendor have records of manual revisions? [6B] | _____ | _____ | _____ |
| E. Are manual revisions up to date? [6B] | _____ | _____ | _____ |
| F. Is the technical data properly identified and available to mechanics? [6B] | _____ | _____ | _____ |

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	<u>YES</u>	<u>NO</u>	<u>N/A</u>
6. G. Does the vendor have a system to control working copies of manuals to ensure they are revised with the masters? [6C]	_____	_____	_____
H. Is technical data stored in a manner that will protect it from dirt and damage? [6D]	_____	_____	_____
I. Are adequate viewing devices in good condition and available for viewing the technical data? [6E]	_____	_____	_____
J. If the vendor has SFAR 36 authority, does it have a system for receiving customer approval prior to use of the data? [6F]	_____	_____	_____
K. Does the vendor have an approved SFAR-36 manual and roster? [6F]	_____	_____	_____
7. Shelf Life Program			
A. Does the vendor have a documented shelf life program? [7A]	_____	_____	_____
B. Does the program list parts and materials that have shelf life limits? [7A]	_____	_____	_____
C. Does each shelf life item have the shelf life expiration limit displayed? [7B]	_____	_____	_____
D. Is there an adequate system to assure that no item will be issued or used past its expiration date? [7C, D]	_____	_____	_____
E. Were items sampled for shelf life within limits? [7C, D]	_____	_____	_____
8. Calibration Program			
A. Does the vendor have a documented calibration program? [8B]	_____	_____	_____
B. Is each item requiring calibration identified and on the calibration list? [8B]	_____	_____	_____

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AIR CARRIER SECTION

POLICIES AND PROCEDURES

- | | <u>YES</u> | <u>NO</u> | <u>N/A</u> |
|---|------------|-----------|------------|
| 8. C. Are standards used to calibrate each item acceptable to the FAA (e.g. The National Institute of Standards and Technology (NIST))? [8C] | _____ | _____ | _____ |
| D. Is there a system to identify each item in the program, its calibration frequency, and its calibration due date? [8D] | _____ | _____ | _____ |
| E. Does the vendor have a procedure for identifying, controlling and/or preventing out-of-service, limited calibration, and due-for-calibration tools and equipment from being used? [8E] | _____ | _____ | _____ |
| F. Does the vendor have a procedure to control the calibration of personal tools? [8F] | _____ | _____ | _____ |
| G. Did a sample check of the calibrated items indicate that it is within calibration limits? [8A - G] | _____ | _____ | _____ |
| H. Are the tools and test equipment in a serviceable condition and environmentally protected (as applicable)? [8D, E, and 10B2)e] | _____ | _____ | _____ |
| I. Do records: [8G] | | | |
| 1) Show date calibrated? | _____ | _____ | _____ |
| 2) Show calibration due date? | _____ | _____ | _____ |
| 3) Identify individual or vendor that performed calibration or check? | _____ | _____ | _____ |
| 4) Contain a calibration certificate for each item calibrated by an outside agency? | _____ | _____ | _____ |
| 5) Record details of adjustments and repairs? | _____ | _____ | _____ |
| 6) Show the P/N, S/N, and calibration due date of the standard used to perform the calibration? | _____ | _____ | _____ |

9. Training

- | | | | |
|---|-------|-------|-------|
| A. Does the vendor have a documented training program? [9A, D(1), 5D - F] | _____ | _____ | _____ |
|---|-------|-------|-------|

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	<u>YES</u>	<u>NO</u>	<u>N/A</u>
9. B. Does the training program include all mechanics, inspectors and technical supervisors? [9A, 5D - F]	_____	_____	_____
C. Are mechanics, inspectors and supervisors properly trained, authorized and certificated, if required, for the work they perform? [5D - F, 9A, 13B]	_____	_____	_____
D. Is formal and OJT training documented? [9B, D(2)]	_____	_____	_____
E. Are training records for mechanics, inspectors and supervisors retained for a minimum of two (2) years after the person leaves the company? [9C]	_____	_____	_____
F. Has the vendor provided awareness training regarding handling of hazardous materials to those for which it is required? [9E(1)]	_____	_____	_____
G. Does the vendor provide training (initial and recurrent) regarding the will/will not carry status of air carriers to those for which is required? [9E(3)]	_____	_____	_____
10. Housing and Facilities			
A. If the vendor deals in non-aircraft parts, materials and/or maintenance activities, are they adequately segregated from the aircraft functions? [10A]	_____	_____	_____
B. Does the vendor have: [10B(2)]			
1) Sufficient work space and areas for the proper segregation and protection of articles?	_____	_____	_____
2) Segregated work areas enabling environmentally hazardous or sensitive operations such as painting, cleaning, welding, avionics work, and machining to be done properly and in a manner that does not adversely affect other maintenance?	_____	_____	_____
3) Suitable racks, hoists, trays, stands, and other segregation means for the storage and protection of all articles?	_____	_____	_____

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AIR CARRIER SECTION

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- | | <u>YES</u> | <u>NO</u> | <u>N/A</u> |
|---|------------|-----------|------------|
| 10. B. 4) Space sufficient to segregate articles and materials stocked for installation from those undergoing maintenance, preventive maintenance, or alterations? | _____ | _____ | _____ |
| 5) Ventilation, lighting, and control of temperature, humidity, and other climatic conditions sufficient to ensure personnel perform maintenance, preventive maintenance, or alterations to the standards required by the part? | _____ | _____ | _____ |
| 6) Areas for receiving and for shipping customers' units with adequate space, lighting, shelving, security, and fire protection to accommodate customers' units in a manner that will preclude damage, loss, and theft? | _____ | _____ | _____ |
| 7) Adequate and appropriate storage area to safely store customers' reusable shipping containers and to protect them from environmental damage? | _____ | _____ | _____ |
| C. If the vendor has an airframe rating, is suitable permanent housing provided to enclose the largest type and model of aircraft listed on its Operations Specifications? [10C] | _____ | _____ | _____ |
| D. If the vendor performs maintenance, preventive maintenance, or alterations on articles outside of its housing, does it provide suitable facilities that are acceptable to the FAA and its customers? [10D] | _____ | _____ | _____ |
| E. Do facilities outside of the vendor's housing meet the requirements of this standard so that the work can be done in accordance with the requirements of 14 CFR 43? [10D] | _____ | _____ | _____ |

11. Safety / Security / Fire Protection

- | | | | |
|---|-------|-------|-------|
| A. Does the vendor provide adequate security for customer parts in its possession? [11A] | _____ | _____ | _____ |
| B. Is the security system reviewed periodically by management or an outside vendor? [11B] | _____ | _____ | _____ |

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	<u>YES</u>	<u>NO</u>	<u>N/A</u>
11. C. Are fire protection devices inspected periodically? [11C]	_____	_____	_____
D. Are fire stations identified and extinguishers in serviceable condition? [11D]	_____	_____	_____
E. Are fire lanes, doors and fire extinguishers clear of obstruction? [11E]	_____	_____	_____
F. Are safety guards in place on power equipment? [11F]	_____	_____	_____
G. Are the vendor's shop operations conducted in a safe manner and environment? [11G]	_____	_____	_____
 12. Storage			
A. Are parts and materials correctly identified and properly stored? [12A, B]	_____	_____	_____
B. Do parts in bins match part number on bins? [12A]	_____	_____	_____
C. Does the vendor have a quarantine area for rejected parts and materials awaiting disposition? [12C]	_____	_____	_____
D. Are parts and material properly protected from damage and deterioration? [12D]	_____	_____	_____
E. Are flammable, toxic, and/or hazardous materials stored in an appropriate, properly identified cabinet or facility? [12E]	_____	_____	_____
F. Are sensitive parts and equipment (oxygen parts, o- rings, electrostatic sensitive devices, temperature/ humidity controlled items, etc.) properly packaged, identified and stored to protect from damage and contamination? [12F]	_____	_____	_____
G. Are high pressure bottles correctly labeled, properly stored and secured? [12G]	_____	_____	_____
H. Does the vendor maintain traceability certification on all parts and raw materials? [12H, I]	_____	_____	_____

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	<u>YES</u>	<u>NO</u>	<u>N/A</u>
13. Work Processing			
A. Does the vendor observe duty time limitations? [13A]	_____	_____	_____
B. Does the vendor only perform work for which it is authorized on its Operations Specifications? [2A, B]	_____	_____	_____
C. Does the vendor have adequate tooling and test equipment to perform the work? [13B2]	_____	_____	_____
D. Where a vendor uses specified OEM test equipment and/or test equipment other than that specified by the OEM, does that vendor: [13C(1)]			
1) Have operating and maintenance manuals for the equipment?	_____	_____	_____
2) Perform maintenance and servicing per the manuals?	_____	_____	_____
3) Maintain maintenance and servicing records for a minimum of two (2) years?	_____	_____	_____
4) List the equipment, where applicable, in their calibration program?	_____	_____	_____
E. Where a vendor uses non-OEM specified equipment, is the equipment properly certified? [13C(2)]	_____	_____	_____
F. Are adequate tools and current manuals available or at the mechanics' work stations? [13B(2), 6B]	_____	_____	_____
G. Are customers' parts properly identified throughout the maintenance actions and in storage? [13D]	_____	_____	_____
H. Is there a work turnover procedure used? [13E]	_____	_____	_____
I. Does the shop segregate serviceable from unserviceable components? [10B(2)(a)]	_____	_____	_____
J. Does the facility provide adequate protection of parts in work (e.g. filtered air or clean room (depending on type of part))? [10B(2)]	_____	_____	_____

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	<u>YES</u>	<u>NO</u>	<u>N/A</u>
13. K. Does the vendor: [13F]			
1) Have procedures to obtain customer specifications?	_____	_____	_____
2) Incorporate customer specifications into their work processes?	_____	_____	_____
3) Verify that customer specifications were incorporated?	_____	_____	_____
4) Obtain approval for deviating, if necessary, from customer specifications?	_____	_____	_____
5) Have adequate checks, inspections, and tests to ensure work was performed to customer specifications?	_____	_____	_____
L. Are smoking, eating, and drinking forbidden in the work area or does the vendor have a written program to ensure units are protected from contamination? [13G]	_____	_____	_____
M. Are fluid dispensing cans and servicing units properly identified? [13H]	_____	_____	_____
N. Are the vendor's work records complete, in order, and legible? [13I]	_____	_____	_____
O. Do the records contain: [13I]			
1) The description of the work performed or reference to data, including revision level, acceptable to the administrator?	_____	_____	_____
2) The date of completion of the work performed?	_____	_____	_____
3) The name of the person performing the work?	_____	_____	_____
4) The name of the person inspecting the work?	_____	_____	_____
5) The signature, certificate number of the person returning the article to service?	_____	_____	_____

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- | | <u>YES</u> | <u>NO</u> | <u>N/A</u> |
|--|------------|-----------|------------|
| 13. P. Are all test and inspection records in work package?
[13I] | _____ | _____ | _____ |
| Q. Does the vendor's return-to-service document meet
customer and FAA requirements? [13I(5)] | _____ | _____ | _____ |
| R. Does the vendor's record keeping system and retention
time meet 14 CFR requirements? [13J] | _____ | _____ | _____ |

14. Shipping

- | | | | |
|--|-------|-------|-------|
| A. Are components returned in an appropriate shipping
container or as specified by the customer? [14A] | _____ | _____ | _____ |
| B. Does the vendor verify that the identifying data (P/N,
S/N, nomenclature, mod. no.) on the documentation and
the data plate match? [14B] | _____ | _____ | _____ |
| C. Does the vendor have a process to obtain and document
the "will/will not carry" status of air carriers and is that
information communicated to appropriate employees,
contractors, and subcontractors? [14C] | _____ | _____ | _____ |
| D. Has each individual involved in loading of an item on to
an aircraft been trained in each carrier's status? [14C] | _____ | _____ | _____ |
| E. Have those who ship hazardous materials and
dangerous goods been certified (initial and recurrent)?
[14D] | _____ | _____ | _____ |

15. Scrapped Parts Program

- | | | | |
|--|-------|-------|-------|
| A. Does the vendor have a documented procedure to assure
that scrapped parts are either returned to the customer or
mutilated beyond repair? [15A] | _____ | _____ | _____ |
| B. Does the vendor maintain a record of scrapped life
limited parts for a minimum of two (2) years? [15B] | _____ | _____ | _____ |
| C. Does the record include the P/N, S/N, and date of the
scrapped part? [15B] | _____ | _____ | _____ |

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MIP-G CHECKLIST

NOTE: This supplement to the C.A.S.E. 1-A standard is based on the guidance material for the U.S./European Bilateral Aviation Safety Agreement (BASA) and Maintenance Implementation Procedures (MIP) requirements stated in the MIP Guidance (MIP-G) Amendment dated March 9, 2007. The reference numbers enclosed in parentheses () that appear throughout this document refer to the applicable paragraph(s) in MIP-G Supplement to the C.A.S.E. 1-A standard.

YES NO N/A

1. General Information

A. Refer to MIP-G Supplement.

2. EASA Maintenance Special Conditions for the Approval of Maintenance from FAA Certificated 14 CFR Part 145 Repair Stations in accordance with the BASA/MIP Agreement

A. Does the vendor hold a current EASA certificate? [2A] _____|_____|_____

B. Obtain a copy of the EASA certificate.

C. Has the vendor provided a supplement to its Repair Station Manual (RSM) which has been accepted by the FAA of behalf of EASA? [2C] _____|_____|_____

1) Does the supplement contain a statement by the Accountable Manager of the repair station, which commits the repair station to compliance with the MIP and these special conditions? _____|_____|_____

2) Does the supplement include:

a) Detailed procedures for operation of an independent quality monitoring system? _____|_____|_____

b) Procedures for the release for return to service of aircraft and the use of FAA Form 8130-3 for aircraft components and any other information required by the customer as appropriate? _____|_____|_____

c) For airframe/aircraft rated facilities, do procedures ensure that the Certificate of Airworthiness and the Airworthiness Review Certificate are valid prior to the issue of a release to service document? _____|_____|_____

NOTE: For aircraft heavy maintenance vendors only.

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		<u>YES</u>	<u>NO</u>	<u>N/A</u>
2.	C. 2)	d) Do procedures to ensure that repairs and modifications, as defined by EASA requirements, are accomplished in accordance with EASA approved data?		
		_____	_____	_____
		e) Does the vendor's initial and recurrent training program include human factors training?		
		_____	_____	_____
		f) Are there procedures in place for reporting unairworthy conditions on civil aeronautical products to the EASA, aircraft design organization, and the customer or operator?		
		_____	_____	_____
		g) Do procedures ensure completeness of, and compliance with, the customer or operator work order or contract including issued EASA Airworthiness Directives and other issued mandatory instructions?		
		_____	_____	_____
		h) For 14 CFR Part 121 carriers, which are also 14 CFR Part 145 repair stations and subject to these MIP procedures, do procedures detail the approval of line stations within the United States?		
		_____	_____	_____
		NOTE: For line maintenance vendors only.		
		i) Does the repair station specify the items to be contracted and does it have procedures in place to ensure that the contractors meet the terms of these implementation procedures (i.e. using an EASA approved Part-145 organization or, if using an organization which does not hold an EASA Part-145 approval, the repair station returning the product to service is responsible for ensuring its airworthiness)?		
		_____	_____	_____
	D.	Is the EASA Part-145 approval certification within the scope of the ratings and limitations contained in the 14 CFR 145 certificate? [2D]		
		_____	_____	_____

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CANADIAN AMO CHECKLIST

NOTE: This checklist is based on the Canadian Approved Maintenance Organization (AMO) Supplement to C.A.S.E. 1-A standard, which complies with the Maintenance Implementation Procedures (MIP), dated August 31, 2006, under the Agreement for the Promotion of Aviation Safety, dated June 12, 2000, between the Governments of the United States of America and Canada.

1. General Information

A. Refer to Canadian AMO Supplement.

2. Exclusions

The following CACS-20 checklist questions are not applicable to Canadian Approved Maintenance Organizations (AMOs) and will be marked "N/A" in the CACS-20 (1-A) checklist:

2.D., E.;
 3.G.2), 4);
 5.C., D., E.; And,
 13.A.

3. Additional Requirements

YES NO N/A

- | | |
|---|--|
| A. Do Return-to-Service personnel hold an ACA or SCA? [3A] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| B. Do SCA holders have a diploma or certificate from a course in an appropriate field or documented experience working under the supervision of an ACA or SCA holder for at least 1800 hours for engine/propeller overhaul, or 300 hours for other components (as applicable)? [3A] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| C. Have AMO personnel performing technical functions received human factors and MPM training? [3B] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| D. Do vendors performing substantial airframe maintenance (e.g. D091) for 14 CFR Part 121 or 135 Air Carriers have : | |
| 1) An approved Safety Management System? [3C] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 2) A BASA MIP supplement approved by TCCA? [3D] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |

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INTO-PLANE AUDIT CHECKLIST

Audit Date: _____

Station Code: _____

City: _____

Vendor Name: _____

Address: _____

Primary Contact: _____ **Title:** _____

Phone: _____ **Fax:** _____

Auditor: _____

Acceptable: **Conditionally** _____ **Acceptable** _____ **Not Acceptable** _____

Register: (Circle One) **Add Delete** **Update** **No Action**

NOTE: Initiate and complete a Vendor Expectations and Limitations (VEL) prior to taking register action to add or update the vendor.

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NOTE: This checklist is based on the requirements stated in the ATA 103 for Jet Fuel Quality Control at Airports and the C.A.S.E. 2-A standard, chapter 4-3-0 of this manual.
 The reference numbers enclosed in brackets [] that appear throughout this document refer to the applicable paragraph(s) in the standard.

Into-Plane Fueling Equipment Inventory

Truck Number	Manufacturer	Date of Manufacture	Truck Type (hydrant/tanker)	Capacity (gallons)	Filter Type	Date of Last Filter Change

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	<u>YES</u>	<u>NO</u>	<u>N/A</u>
1. Policy			
A. Are the latest revisions of the ATA 103 and C.A.S.E. 2-A standards available?	_____	_____	_____
B. Does the vendor maintain a file(s) of audit findings and corrective actions for a minimum of 36 calendar months and is it(are they) accessible to the auditor? [1F]	_____	_____	_____
C. Does the vendor have a Operations and Maintenance Manual to help ensure the safe and dependable flow of quality fuel to aircraft? [2-1.11]	_____	_____	_____
D. If a person's initials or employee number is(are) used for signing off paperwork, is there a roster showing name, number and/or initials? [2-1.2]	_____	_____	_____
E. Does the vendor have a documented training program and records for all personnel under their direction or control, qualifying them to properly perform their assigned tasks? [2-1.9]	_____	_____	_____
F. Is defueled product, for purposes other than contamination, returned to the same airline? [2-1.7]	_____	_____	_____
G. Does the vendor have a documented procedure for reporting deficiencies or safety hazards by its employees to their supervisors? [2-1.10]	_____	_____	_____
H. Does the vendor have a documented procedure for notifying affected airlines when new, additional, replacement, or modified equipment is placed in operation? [2-1.3]	_____	_____	_____
I. Does the vendor have a documented procedure for notifying affected airlines when contaminated fuel is detected or when any fueling system becomes inoperative that might affect an airline's operations? [2-1.5 and 2-1.8]	_____	_____	_____

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- | | <u>YES</u> | <u>NO</u> | <u>N/A</u> |
|---|------------|-----------|---------------|
| 2. Alternate Means of Compliance | | | |
| A. Has the vendor issued any alternate means of compliance letters? [2-1.4] | _____ | _____ | _____ |
| B. If yes, have they been accepted by the airline being serviced? [2-1.4] | _____ | _____ | _____ |
| 3. Airport Fuel Receipts | | | See CACS-26 |
| 4. Fuel Facility Design Requirements | | | See CACS-26 |
| 5. Fuel Storage Facility Inspections | | | See CACS-26 |
| 6. Hydrant Systems | | | See CACS-26 |
| 7. Hydrant System Inspections | | | See CACS-26 |
| 8. Fueling Equipment Design Requirements | | | See Section 9 |
| 9. Fueling Equipment Inspections | | | |
| A. Are the following checks documented as being complied with at the minimum intervals? [2-8] | | | |

DAILY	MONTHLY	QUARTERLY	ANNUALLY
General Condition	Color Membrane (Millipore)	Water Defense System External	Filter Element Change
Filter Sumps	Static System Continuity Test	Pressure Controls Primary and Secondary Pressure	Filter and DPI Pressure Gauge Calibration
Filter DPI Pressures	Corrected Filter DP	Vehicle Inspection	Meter Calibration
Safety Interlocks	Emergency Shutdown System	Interlock Override Function Check	Water Defense System Insp. and Test
	Nozzle Screens	Internal Valves	
DAILY	MONTHLY	SEMI-ANNUALLY	
Nozzle Pressures	Signs, Labels, and Placards	Periodic Hose Pressure	
Static Reels, Cables	Meter Seals		

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DAILY	MONTHLY				
Hoses, Nozzles, Swivels	Tanker Interiors				
Deadman Controls	Deadman Controls				
Lift Platforms	Lift Platforms				
Fire Extinguishers	Fire Extinguishers				
Air Tanks	Free Water Test				
Surge/Relief Tanks	Tanker Vents, Dome Covers				
Tanker Troughs	Tanker Troughs				
Tanker Sumps	Fuel Hoses				
Tanker Bottom Load Pre-checks					

- YES NO N/A**
9. B. Are signatures, initials, and/or employee numbers entered in the correct signoff locations? [2-8.2] _____|_____|_____
- C. Do the records indicate when any equipment was not in service? [2-8.2] _____|_____|_____
- D. Does any out of service fueling equipment not in daily use have all daily, monthly, quarterly, semi-annual, annual checks current and recorded before the equipment is returned to service. [2-8.1] _____|_____|_____
- E. Are records retained locally for a minimum of twelve (12) calendar months? [2-8.2.1] _____|_____|_____
- F. Does the data on the filter conversion placards complement the original filter unit specifications? [2-7.2] _____|_____|_____
- G. If a free-water field kit is being used, is it within its usable shelf life date? [3-3.3] _____|_____|_____
- H. Does the free-water kit measure to fifteen (15) parts per million? [3-3.3] _____|_____|_____
- I. Are filter change records retained locally for a minimum of thirty-six (36) calendar months? [2-8.2.1] _____|_____|_____

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CONDITION CODES TO BE USED: S or √ = Satisfactory
 C = See Comments
 N/A = Not Applicable
 N/O = Not Observed

9. J. Physical fueling equipment checks [2-8.2.1]:

Unit Identification Numbers #____ #____ #____ #____

- | | |
|--|---------------------|
| 1) Check vehicle for general condition. [2-8.3.1] | ____ ____ ____ ____ |
| 2) Check condition of bonding reels, cables, and clamps. [2-8.3.8] | ____ ____ ____ ____ |
| 3) Check minimum 20 lb. B:C rated fire extinguishers for accessibility, intact seal, and current inspection tag. There must be a minimum of one (1) on a hydrant unit and two (2) on a tanker truck. [2-7.6] | ____ ____ ____ ____ |
| 4) If filter/separator is used, check the following: [2-7.2] | |
| a) Meets API / IP Specification, latest edition? | ____ ____ ____ ____ |
| b) Has filter vessel been converted? If so, is there an up to date conversion data placard on vessel? | ____ ____ ____ ____ |
| c) Air elimination provision? | ____ ____ ____ ____ |
| d) Direct reading DPI gauges? | ____ ____ ____ ____ |
| e) Manual sump drain? | ____ ____ ____ ____ |
| f) Upstream and downstream membrane sampling ports, and caps? | ____ ____ ____ ____ |
| g) Over-pressure or thermal relief device? | ____ ____ ____ ____ |
| h) Is a nameplate attached to the filter vessel, complete with the required information? | ____ ____ ____ ____ |
| i) Water defense system? | ____ ____ ____ ____ |

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9. J. Unit Identification Numbers #___ #___ #___ #___

5) If a full-flow monitor is used, check the following:
[2-7.2]

- a) Meets IP Specification, latest edition? _____|_____|_____|_____
- b) Are spare elements available? _____|_____|_____|_____
- c) Air elimination provision? _____|_____|_____|_____
- d) Direct reading DPI gauges? _____|_____|_____|_____
- e) Manual sump drain? _____|_____|_____|_____
- f) Upstream and downstream membrane sampling ports, and caps? _____|_____|_____|_____
- g) Over-pressure or thermal relief device? _____|_____|_____|_____
- h) Is a nameplate attached to the filter vessel, complete with the required information? _____|_____|_____|_____

6) Check for the following signs and placards: [2-7.15]

- a) Product identification (Jet-A) on each side and rear? _____|_____|_____|_____
- b) "FLAMMABLE" on each side and rear? _____|_____|_____|_____
- c) "NO SMOKING" on two (2) sides and in cab of vehicle? _____|_____|_____|_____
- d) "EMERGENCY FUEL SHUT-OFF" by each shut-off control? _____|_____|_____|_____
- e) Placard indicating emergency fuel shutoff operation? _____|_____|_____|_____
- f) External signs for enclosed fire extinguishers? _____|_____|_____|_____
- g) Placard identifying nozzle fueling pressure? _____|_____|_____|_____

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9.	J.	Unit Identification Numbers	#	#	#	#
	6)	h) Placard identifying filter DPI?	_____	_____	_____	_____
		i) Placards identifying tank drain valves?	_____	_____	_____	_____
		j) Placard showing last date (month/year) filter was changed or single element test performed?	_____	_____	_____	_____
		k) Placard showing filter sampling port flow direction?	_____	_____	_____	_____
		l) Placard showing filter sump drain?	_____	_____	_____	_____
	m)	Placards identifying location of brake interlock override switch?	_____	_____	_____	_____
		n) Placards identifying normal/override position of brake interlock override switch?	_____	_____	_____	_____
		o) Confined space entry placards at entry points into tanker storage man-ways (29 CFR 1910, 146, (C), (2))?	_____	_____	_____	_____
		p) Ensure sufficient data present on filter unit information placard. (API Pub. 1581, 3.2.2.9)?	_____	_____	_____	_____
	7)	Verify proper operation of the water defense system. [2-8.5.3 and 2-8.7.4]	_____	_____	_____	_____
	8)	Check for presence of emergency shutoff switch on both sides of tanker and one (1) side for hydrant cart. [2-7.5]	_____	_____	_____	_____
	9)	Check for presence of emergency shutoff switch on lift, if lift present. [2-7.5]	_____	_____	_____	_____
	10)	Check for presence of deadman control system. [2-7.4, 2-8.3.4]	_____	_____	_____	_____
	11)	Check condition of tank vents, covers, cover latches, seals, gaskets, and troughs. [2-8.4.13, 2-8.4.14]	_____	_____	_____	_____

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9.	J.	Unit Identification Numbers	#	___	#	___	#	___	#	___
	12)	Are the sump tests performed and graded? [2-8.3.2]	___	___	___	___	___	___	___	___
	13)	Check condition of hoses, swivels, and nozzles. [2-8.3.7]	___	___	___	___	___	___	___	___
	14)	Check for intact calibrator/adjuster cover seal. [2-8.4.7]	___	___	___	___	___	___	___	___
	15)	Check for hose/dust covers and proper attachment. [2-8.3.7]	___	___	___	___	___	___	___	___
	16)	Check nozzle swivel collars for snap ring and/or safety. [2-8.3.7]	___	___	___	___	___	___	___	___
	17)	Hoses on the equipment match the hose certifications designated for those locations. [2-7.8]	___	___	___	___	___	___	___	___
	18)	Check for nozzle pressure gauges, visibility while fueling, and present on lift platform. [2-7.12]	___	___	___	___	___	___	___	___
	19)	Perform tank sump fuel appearance test for each compartment. [2-8.3.14]	___	___	___	___	___	___	___	___
	20)	Perform filter sump fuel appearance test. [2-8.3.2]	___	___	___	___	___	___	___	___
	21)	Observe and record DPI with fuel flowing through the filter under normal flow condition. [2-8.3.3]	___	___	___	___	___	___	___	___
	22)	Is there a three-way valve or other effective means of detecting a failure of the DPI gauge? [2-8.7.2]	___	___	___	___	___	___	___	___
	23)	DPI gauge operating correctly. [2-8.3.3]	___	___	___	___	___	___	___	___
	24)	Check condition of drain surge/relief tanks. [2-8.3.11]	___	___	___	___	___	___	___	___
	25)	Check the operation of the emergency shutdown system. [2-8.4.9]	___	___	___	___	___	___	___	___
	26)	Check to ensure emergency shutoff cuts off fuel flow at a level of less than 5% when activated. [2-8.4.9]	___	___	___	___	___	___	___	___

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9. J. **Unit Identification Numbers** #___ #___ #___ #___

27) Check primary fuel pressure controls: [2-7.3, 2-8.3.6]

a) Nozzle pressure acceptable? _____|_____|_____|_____

b) Maximum primary pressure setting acceptable? _____|_____|_____|_____

c) Testing procedures acceptable? _____|_____|_____|_____

28) Check secondary fuel pressure controls. [2-7.3, 2-8.3.6, 2-8.5.2]

a) Maximum secondary pressure setting acceptable? _____|_____|_____|_____

b) Testing procedures acceptable? _____|_____|_____|_____

c) Is the primary pressure system defeated? _____|_____|_____|_____

d) Does the vendor have written test procedures specific to the vehicle pressure control system and test facilities at that location? _____|_____|_____|_____

29) Perform membrane color/particle test upstream and downstream simultaneously. [2-8.4.1]

a) Test results acceptable? _____|_____|_____|_____

b) Testing procedures acceptable? _____|_____|_____|_____

30) Perform downstream free water test (15 ppm). [2-8.4.1]

a) Test results acceptable? _____|_____|_____|_____

b) Testing procedures acceptable? _____|_____|_____|_____

31) Does the brake (safety) interlock system operate properly? [2-8.3.5]

_____|_____|_____|_____

32) Check for the presence of a brake interlock override warning light. [2-7.7]

_____|_____|_____|_____

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9. J.	Unit Identification Numbers	#	#	#	#
33) Check for the presence of a brake interlock override device which has normal and override positions identified by placards. [2-7.7, 2-8.5.5]		_____	_____	_____	_____
a) Was the interlock device in the normal position and closed with breakaway wire or breakaway plastic seal?		_____	_____	_____	_____
b) Perform function check to ensure that the interlock override is working as designed.		_____	_____	_____	_____
c) Ensure that the interlock device is returned to the normal position and closed with breakaway wire or breakaway plastic seal.		_____	_____	_____	_____
34) Check operation of tanker bottom loading system. [2-8.3.15]		_____	_____	_____	_____
35) Perform static system continuity test. [2-8.4.3]		_____	_____	_____	_____
36) Check operation of air tank bleed valves. [2-8.3.12]		_____	_____	_____	_____
37) Check condition and operation of lift platform. [2-8.3.9, 2-8.4.11]		_____	_____	_____	_____
38) Check tank interiors for debris, surfactants, microbial growth, and deteriorated epoxy coating if applied. [2-8.4.12]		_____	_____	_____	_____
39) Check condition of 100 mesh nozzle screens. [2-8.4.4]		_____	_____	_____	_____
40) Check to ensure deadman cuts off fuel flow at a level of less than 5% when de-activated. [2-8.4.9]		_____	_____	_____	_____
41) Check refueling tanker roof drains. [2-8.4.14]		_____	_____	_____	_____
42) Check for fuel leaks on plumbing hose reels and hoses. [2-8.3.1]		_____	_____	_____	_____
43) Check internal valve for proper operation. [2-8.5.4]		_____	_____	_____	_____

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10. Tanker Vehicle Loading Facilities

CAUTION: During the loading of a refueler, the equipment must not be left unattended at any time.

CAUTION: It is not acceptable to receive and dispense fuel from the same storage tank or refueler simultaneously.

	<u>YES</u>	<u>NO</u>	<u>N/A</u>
A. Is the refueler bonded to the stand or rack during all uplifts? [2-9]	_____	_____	_____
B. If top loading, check load arm for bonding. [2-9]	_____	_____	_____
C. If top loading, ensure that loading arm extends into the tank far enough to prevent splashing. [2-9]	_____	_____	_____
D. If bottom loading, is the high level shut-off operations checked at the beginning of the uplift (if so equipped)? [2-9]	_____	_____	_____

11. Observing Aircraft Fueling Activity (in accordance with customer fuel manual).

Truck/Cart Number # _____ # _____ # _____

A. Are vehicles operated safely on the ramp?	_____	_____	_____
B. Do the vehicles approach the aircraft no faster than walking speed?	_____	_____	_____
C. Is the truck/carts chocked properly?	_____	_____	_____
D. Is the fueling vehicle bonded to the aircraft prior to hose hook up?	_____	_____	_____
E. Does the fueler check for any leakage around the nozzle or along the fuel line?	_____	_____	_____
F. Does the fueler check for any leakage around the fueling truck/chart?	_____	_____	_____

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FUEL STORAGE AUDIT CHECKLIST

Audit Date: _____

Station Code: _____

City: _____

Vendor Name: _____

Address: _____

Primary Contact: _____ **Title:** _____

Phone: _____ **Fax:** _____

Auditor: _____

Acceptable: **Conditionally** _____ **Acceptable** _____ **Not Acceptable** _____

Register: (Circle One) **Add Delete** **Update** **No Action**

NOTE: Initiate and complete a Vendor Expectations and Limitations (VEL) prior to taking register action to add or update the vendor.

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NOTE: This checklist is based on the requirements stated in the ATA 103 for Jet Fuel Quality Control at Airports and the C.A.S.E. 2-A standard, chapter 4-3-0 of this manual.
 The reference numbers enclosed in brackets [] that appear throughout this document refer to the applicable paragraph(s) in the standard.

Fuel Storage Facility Tank Information

Tank Number	Tank Age	Volume (gallons)	Type (UST, AST)	Date of Last Cleaning	Date of Last Inspection

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	<u>YES</u>	<u>NO</u>	<u>N/A</u>
1. Policy			
A. Are the latest revisions of the ATA 103 and C.A.S.E. 2-A standards available?	_____	_____	_____
B. Does the vendor maintain a file(s) of audit findings and corrective actions for a minimum of 36 calendar months and is it(are they) accessible to the auditor? [1F]	_____	_____	_____
C. Does the vendor have a Operations and Maintenance Manual to help ensure the safe and dependable flow of quality fuel to aircraft? [2-1.11]	_____	_____	_____
D. If a person's initials or employee number is(are) used for signing off paperwork, is there a roster showing name, number and/or initials? [2-1.2]	_____	_____	_____
E. Does the vendor have a documented training program and records for all personnel under their direction or control, qualifying them to properly perform their assigned tasks? [2-1.9]	_____	_____	_____
F. Is defueled product, for purposes other than contamination, returned to the same airline? [2-1.7]	_____	_____	_____
G. Does the vendor have a documented procedure for reporting deficiencies or safety hazards by its employees to their supervisors? [2-1.10]	_____	_____	_____
H. Does the vendor have a documented procedure for notifying affected airlines when new, additional, replacement, or modified equipment is placed in operations? [2-1.3]	_____	_____	_____
I. Does the vendor have a documented procedure for notifying affected airlines when contaminated fuel is detected or when any fueling system becomes inoperative that might affect an airline's operations? [2-1.5, 2-1.8]	_____	_____	_____

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	<u>YES</u>	<u>NO</u>	<u>N/A</u>
2. Alternate Means of Compliance			
A. Has the vendor issued any alternate means of compliance letters? [2-1.4]	_____	_____	_____
B. If yes, have they been accepted by the airline being serviced? [2-1.4]	_____	_____	_____
3. Airport Fuel Receipts			
A. Are there signatures, initials, or employee numbers on all receipt records? [2-1.2]	_____	_____	_____
B. Are all fuel receipt records maintained on file for a minimum of twelve (12) months? [2-3.2 and 2-3.3]	_____	_____	_____
C. Fuel acceptance by pipeline and marine vessel: [2-3.2]			
1) Do shipping documents received prior to delivery certify that product delivered to the vendor meets all ASTM D1655 or DERD 2494 specification requirements and show:	_____	_____	_____
a) Product grade?	_____	_____	_____
b) Batch number?	_____	_____	_____
c) Correct destination?	_____	_____	_____
d) Delivered volume?	_____	_____	_____
e) API corrected to 60° F or density test?	_____	_____	_____
2) Are the following tests being performed at the beginning, mid-point, and near the end of fuel receipt (downstream of receiving filtration) and are results recorded:			
a) Visual Appearance (white bucket in U.S. only)?	_____	_____	_____
b) Corrected API specific gravity?	_____	_____	_____
c) Color membrane?	_____	_____	_____
d) Free water detection?	_____	_____	_____

Begin Mid End

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		<u>YES</u>	<u>NO</u>	<u>N/A</u>
3.	D. Fuel acceptance by multi-product pipeline: [2-3.2]			
	1) Does the vendor perform an ASTM D1655 property test immediately after receipt and compare result with shipping documents?	_____	_____	_____
	2) Is receiving tank gauged, recorded, and sumped before receipt?	_____	_____	_____
	3) Are communications established between pipeline shipping facility and facility receiving personnel to ensure satisfactory fuel receipt?	_____	_____	_____
	4) Is the fuel receiving process monitored at all times by vendor personnel?	_____	_____	_____
	5) Is fuel ever received and dispensed simultaneously from the same tank?	_____	_____	_____
	6) Are the following tests being performed during fuel receipt (downstream of receiving filtration) and results recorded:			
		<u>Begin</u>	<u>Mid</u>	<u>End</u>
	a) Visual Appearance (white bucket in U.S. only)?	_____	_____	_____
	b) Corrected API specific gravity?	_____	_____	_____
	c) Color membrane?	_____	_____	_____
	d) Free water detection?	_____	_____	_____
		<u>YES</u>	<u>NO</u>	<u>N/A</u>
	7) Are the following tests being performed prior to release:			
	a) Distillation?	_____	_____	_____
	b) Flash Point? [ASTM D56]	_____	_____	_____
	c) Freezing Point? [ASTM D2386]	_____	_____	_____

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		<u>YES</u>	<u>NO</u>	<u>N/A</u>
3.	E. Are the receiving filter DPI, tank fill levels, and observations of any fuel leaks periodically monitored during fuel receipt? [2-3.2]	_____	_____	_____
	F. Fuel acceptance by transport truck and railroad tank car: [2-3.3]			
	1) Is receiving tank gauged and sumped prior to receipt?	_____	_____	_____
	2) Does the "Bill of Lading" contain the following information:			
	a) Corrected API specific gravity?	_____	_____	_____
	b) Destination and document number?	_____	_____	_____
	c) Fuel grade or type?	_____	_____	_____
	d) Quantity shipped?	_____	_____	_____
	3) If transport truck hose is used, are the hose and fittings inspected prior to use?	_____	_____	_____
	4) Are the tank internal valves opened and the 10-minute minimum settling time met prior to fuel unloading?	_____	_____	_____
	5) Is a Visual Appearance Test (white bucket in U.S. only) being performed?	_____	_____	_____
	6) Is corrected API gravity test performed and recorded prior to receipt of any fuel?	_____	_____	_____
	<p>NOTE: If there is a change of more than one degree (1° F) API or five degrees (5° F) in Flash Point from the source as shown on the shipping document, the receipt of fuel must be discontinued and an investigation initiated.</p>			
	7) Does the facility operator periodically monitor the receiving filter DPI and check system for leaks during fuel receipt?	_____	_____	_____
	8) Is the truck bonded during unloading from transport?	_____	_____	_____

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YES NO N/A

4. Fuel Facility Design Requirements

- | | | |
|----|--|--|
| A. | Is the storage facility properly identified and color-coded per API 1542? [2-4.9] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| B. | Are “NO SMOKING”, “FLAMMABLE”, “EMERGENCY SHUT-OFF”, and product identification signs prominently displayed? [2-4.8] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| C. | Are all storage tanks equipped with the following: [2-4.2] | |
| 1) | Floating suction with a means of verifying proper operation or a stand pipe? | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 2) | Inlet diffuser? | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 3) | Gauge hatch with slotted tube? | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 4) | A minimum of one (1) access man-way (two (2) are preferred)? | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 5) | Automatic high level fuel controls that operate properly? | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 6) | Confined space entry placards at entry points? [29 CFR 1910,146, (C), (2)] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 7) | Placard adjacent to sump device indicating the volume of fuel in sump piping? | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| D. | Are above ground storage tanks equipped with these additional required items: [2-4.2] | |
| 1) | Fixed roof? | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 2) | Light colored epoxy coated floor and sides (up to the first wall panel)? | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 3) | Cone down bottom to positive center sump with drain? | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |

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		<u>YES</u>	<u>NO</u>	<u>N/A</u>
4.	E. Are above ground horizontal storage tanks equipped with these additional required items: [2-4.2]			
	1) Complete internal light colored epoxy coating (for carbon steel tanks)?	_____	_____	_____
	2) Sloped bottom to positive sump with drain?	_____	_____	_____
	F. Are underground tanks equipped with additional required items: [2-4.2]			
	1) Complete internal light colored epoxy coating (for carbon steel tanks)?	_____	_____	_____
	2) Sloped bottom to positive sump with drain?	_____	_____	_____
	3) Man-ways and other tank accessories extended above ground?	_____	_____	_____
	G. Is fuel filtered while being received into and dispensed out of storage? [2-4.3]	_____	_____	_____
	H. If filter/separators are used, do they: [2-4.3]	_____	_____	_____
	1) Meet API/IP Specifications?	_____	_____	_____
	2) Have an automatic water defense system with a means of operational test?	_____	_____	_____
	I. If full-flow monitors are used, do they meet the latest IP "Specifications and Qualification Procedures" and are spare elements readily available? [2-4.3]	_____	_____	_____
	J. If additional filtration/treaters are in use, is a written program in use to ensure proper operation? [2-4.3 NOTE 2]	_____	_____	_____
	K. Are all filter vessels equipped with the following: [2-4.3]			
	1) Direct reading differential pressure gauges?	_____	_____	_____

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	<u>YES</u>	<u>NO</u>	<u>N/A</u>
4. K. 2) Provisions for the elimination of air?	_____	_____	_____
3) Manual sump drain?	_____	_____	_____
4) Upstream and downstream sampling connections (Millipore sampling ports) including flow direction placards?	_____	_____	_____
5) Pressure relief valve(s)?	_____	_____	_____
6) Placard(s) filled out indicating month and year of last filter change or extension date?	_____	_____	_____
7) System to protect filter-separator sumps and associated piping from freezing/bursting?	_____	_____	_____
8) Placard showing location of filter sump drain?	_____	_____	_____
9) Nameplate with the required information?	_____	_____	_____
L. Are all emergency fuel shut-off valves and switches clearly marked and unobstructed? [2-4.5]	_____	_____	_____
M. Does "EMERGENCY SHUT-OFF" sign indicate method of operation? [2-4.5]	_____	_____	_____
N. Is there an operable deadman control device for all truck loading operations? [2-4.13]	_____	_____	_____
O. On loading racks equipped with combined bonding and overfill protection systems, is the resistance being checked between the system connection and facility ground? [2-5.4.3]	_____	_____	_____
P. Is static bonding provided for all truck and fill stands? [2-4.13]	_____	_____	_____
Q. Are bottom loading nozzles fitted with 60 mesh or finer nozzle screens? [2-4.13]	_____	_____	_____
R. Are fire extinguishers with tags positioned in accordance with local requirements? [2-4.13]	_____	_____	_____

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- | | | <u>YES</u> | <u>NO</u> | <u>N/A</u> |
|----|---|------------|-----------|------------|
| 4. | S. Do fueling hoses: [2-4.7] | | | |
| | 1) Meet API 1529, Type C or BSI 3158, Type C? | | | |
| | 2) Have current certifications on file? | | | |
| T. | If there a reclamation system installed, does it meet the design criteria of Sections 8 and 9 of the standard? [2-4.14] | | | |

5. Fuel Storage Facility Inspections

- A. Are the following checks documented as being complied with at the minimum intervals? [2-5]

DAILY	MONTHLY	QUARTERLY	ANNUALLY	
General Yard Condition	Color Membrane (Millipore)	Emergency Shutdown System	Storage Tank Interiors	
Security, Fire, and Safety	Free Water Test	Water Defense Systems	Filter Elements	
Static Reels, Cables, Clamps	Bonding Cable Continuity	High Tank Level Controls	Tank Vents	
Hoses, Swivels, Nozzles, and Couplers	Signs, Labels, and Placards	Reclamation Tank Inspection	Filter-Separator Heaters	
Filters Sumps	Floating Suctions	SEMI-ANNUALLY	Line Strainers	
Filter DPI Pressure	Nozzle Screens	Periodic Hose Pressure	Cathodic Protection	
Fire Extinguishers	Fire Extinguishers		Water Defense Systems	
Reclamation and Storage Tank Sumps	Corrected Filter Differential Pressure		DPI Pressure Gauge Calibration	

- | | | <u>YES</u> | <u>NO</u> | <u>N/A</u> |
|----|---|------------|-----------|------------|
| B. | Do the records indicate when any equipment was not in service? [2-5.2] | | | |
| C. | Is all facility equipment not in daily use record daily, monthly, quarterly, and annual checks current prior to returning the equipment to service? [2-5.2] | | | |

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	<u>YES</u>	<u>NO</u>	<u>N/A</u>
5. D. Are records retained locally for a minimum of twelve (12) calendar months? [2-5.2]	_____	_____	_____
E. Are sump samples performed, rated, and recorded? [2-5.3.3]	_____	_____	_____
F. Is the first sump sample read being recorded? [2-5.3.4]	_____	_____	_____
G. Are filter change records retained locally for a minimum of thirty-six (36) calendar months? [2-8.2.1]	_____	_____	_____
H. Physical fuel storage facility checks:			
CONDITION CODES TO BE USED:			
S or √ = Satisfactory			
C = See Comments			
N/A = Not Applicable			
N/O = Not Observed			
1) General condition of facility. [2-5.3.1]			_____
2) Security, fire, and safety devices. [2-5.3.2]			_____
3) Presence of any fuel leaks. [2-5.3.2]			_____
4) Condition of hoses, swivels, and nozzles. [2-5.3.6]			_____
5) Visual check of bonding reels, cables, and clamps. [2-5.3.7]			_____
6) Location, accessibility, and serviceability of fire extinguishers. [2-5.3.8]			_____
7) All fueling equipment is properly marked and that required placards, instructions, signs, etc., are in place and readable. [2-5.4.5]			_____
8) Is the shelf life of the free water kit in use within limits? [3-3.3]			_____
9) Is the free water kit 15 parts per million? [3-3.3]			_____
10) Check line strainers for cleanliness and damage. [2-5.7.7]			_____
11) Check tank vents for condition and operation. [2-5.7.5]			_____

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AIR CARRIER SECTION

POLICIES AND PROCEDURES

- | | <u>YES</u> | <u>NO</u> | <u>N/A</u> |
|---|------------|-----------|------------|
| 5. I. Perform fuel appearance test of storage tank sumps. [2-5.3.3] | | | |
| Tank sampled/results ___/___ ___/___ ___/___ | | | |
| 1) Is the test being performed correctly? | ___ | ___ | ___ |
| 2) Are the test results acceptable? | ___ | ___ | ___ |
| J. Check floating suction's operation, if applicable. [2-5.4.6] | | | |
| Tank sampled/results ___/___ ___/___ ___/___ | | | |
| 1) Are the test results acceptable? | ___ | ___ | ___ |
| K. Do the sumps have a placard identifying the minimum amount of sample to displace capacity of piping? [2-4.2] | ___ | ___ | ___ |
| L. Check high-level tank controls <u>or verify by documented records</u> . [2-5.5.3] | | | |
| 1) Is the test being performed correctly? | ___ | ___ | ___ |
| 2) Are the test results acceptable? | ___ | ___ | ___ |
| M. Check storage tank interiors <u>or verify by documented records</u> . [2-5.7.1] | | | |
| 1) Is the test being performed correctly? | ___ | ___ | ___ |
| 2) Are the test results acceptable? | ___ | ___ | ___ |
| N. Perform fuel appearance test of sample pulled from filter sumps (under pressure): [2-5.3.4] | | | |
| Filter sampled/results ___/___ ___/___ ___/___ | | | |
| 1) Is the test being performed correctly? | ___ | ___ | ___ |
| 2) Are the test results acceptable? | ___ | ___ | ___ |

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YES NO N/A

5. O. Check observed filter DPI under normal flow conditions and record corrected DPI across each working filter. [2-5.3.5, 2-5.4.2, and 2-5.7.2]

Filter checked/results ___/___ ___/___ ___/___

- 1) Are Differential Pressure Gauges being tested per manufacturer requirements? ___|___|___
- 2) Are the test results acceptable? ___|___|___

- P. Perform color membrane test upstream and downstream simultaneously for each filter/ separator vessel. [2-5.4.1]

Filter tested/results ___/___ ___/___ ___/___

- 1) Is the test being performed correctly? ___|___|___
- 2) Are the test results acceptable? ___|___|___

- Q. Check operation of water defense system or verify by documented records. [2-5.5.2]

- 1) Is the test being performed correctly? ___|___|___
- 2) Are the test results acceptable? ___|___|___

- S. Perform conductivity test on the bonding cable and clamp. [2-5.4.3]

- 1) Is the test being performed correctly? ___|___|___
- 2) Is resistance 25 Ohms or less? ___|___|___

- T. Check operation of emergency shutdown system or verify by documented records. [2-5.5.1]

- 1) Is the test being performed correctly? ___|___|___
- 2) Are the test results acceptable? ___|___|___

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YES NO N/A

5. U. Check operation of filter/separator and drain line heaters for proper operation, if applicable, or verify by documented records. [2-5.7.4]

1) Are the test results acceptable? _____|_____|_____

6. Hydrant Systems

- A. Are the following checks documented as being complied with at the minimum intervals? [2-6]

DAILY	MONTHLY	QUARTERLY	ANNUALLY
Hydrant Pit	Hydrant Valve Assembly	High Point Vents	Cathodic Protection
Emergency Fuel Shutoff Stations	Isolation Valve Pits and Control Vaults	Leak Detection and Pipe Isolation System	
	Low Point Drains	Pit Surge Absorbers	
	Emergency Fuel Shutoff		

YES NO N/A

- B. Hydrant system piping:

1) Are drawings available showing location of line, valves, etc. [2-6 6.1, usually included in Cathodic Protection Report] _____|_____|_____

2) Equipment located below grade have accesses pit covers? [2-6.3.1] _____|_____|_____

3) Do pit and cover have easy access for maintenance and water removal? [2-6.3.1] _____|_____|_____

4) Are cathodic protection records maintained locally? [2-6.6.1] _____|_____|_____

5) Is there a means to drain fuel at low or high points? [2-6.4.3, 2-6.5.1] _____|_____|_____

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CONDITION CODES TO BE USED: S or √ = Satisfactory
 C = See Comments
 N/A = Not Applicable
 N/O = Not Observed

- 7. **Hydrant System Inspections** _____
 - A. Check pits for fuel leaks, cleanliness, pit valve dust covers, and component condition. Are pits removed from service if water level is within twelve (12) inches from the top of the pit valve? [2-6.3.1] _____
 - B. Check hydrant valve for visual deficiencies, cleanliness. [2-6.4.2] _____
 - C. Check emergency fuel shutoff stations for access, identification, locator lights (if installed), and operation or verify by documented records. [2-6.3.2] _____
 - D. Check pressure/flow charts where installed for abnormal operation conditions. [2-6.5.3] _____
 - E. Check isolation valve pits for condition, fuel leaks. [2-6.4.1] _____
 - F. Check low point drains for condition. [2-6.4.3] _____
- 8. **Fueling Equipment Design Requirements** See CACS-25
- 9. **Fueling Equipment Inspections** See CACS-25
- 10. **Tanker Vehicle Loading Facilities** See CACS-25

Audit Summary

Fuel Vendor Name: _____

Date: _____

Audited By: _____

Company	Auditor

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AIR CARRIER SECTION

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DISTRIBUTORS OF NEW AND SURPLUS PARTS AUDIT CHECKLIST

Audit Type: Pre-Award: Surveillance: Follow-Up:

Distributor's Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Division of: _____ Phone: _____

E-mail: _____ Fax: _____

Years in Business: _____ Size-Number of Personnel: _____

Distributor Contacts: _____

Quality Control: _____ Phone: _____

Inspection: _____ Phone: _____

Material Control: _____ Phone: _____

Auditor's recommendation of surveillance audit interval: _____ months

Quality System: Accepted Not Accepted

Corrective action required by _____ prior to acceptance.

Corrective action required by _____ for continued acceptance.

Acceptable corrective action received on _____

Auditor's Signature: _____ Date: _____

C.A.S.E. Register (circle one): Add Delete Update No Action

NOTE: Initiate and complete a Vendor Expectations and Limitations (VEL) prior to taking register action to add or update the vendor.

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NOTE : This checklist is based on the requirements stated in C.A.S.E. 3-A standard, chapter 4-4-0 of this manual. The reference numbers enclosed in the brackets [] that appear throughout this document refer to the applicable paragraph(s) in the standard.

	YES	NO	N/A
1. Policy			
A. Refer to 3-A standard.			
2. Quality System and Quality Manual			
A. Is there a documented quality program? [2A]	_____	_____	_____
B. Does the quality manual describe the Quality Department and its relationship to the rest of the organization? [2A]	_____	_____	_____
3. Quality Organization			
A. Does the manual identify specific persons, by title, as responsible for the following quality functions? [3B]			
1) Quality Program	_____	_____	_____
2) Inspection	_____	_____	_____
3) Tool and Test Equipment Calibration	_____	_____	_____
4) Technical Data Control	_____	_____	_____
5) Shelf Life Program	_____	_____	_____
6) Scrapped Parts	_____	_____	_____
B. Is the quality manual current and made available to all employees? [3C]	_____	_____	_____
C. Is there a roster of: [3D]			
1) Persons that are authorized to perform inspections?	_____	_____	_____
2) A list of inspections they are authorized to perform?	_____	_____	_____

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	YES	NO	N/A
3. D. Does the distributor maintain a current list of manufacturers who officially authorize them as their distributor? [3E]	_____	_____	_____
4. Inspection Procedures			
A. Are all parts inspected for physical damage and preservation? [4A]	_____	_____	_____
B. Are standard parts verified as meeting technical specifications? [4B]	_____	_____	_____
C. Are there acceptable sampling procedures used? [4C]	_____	_____	_____
D. Are fasteners and raw stock inspected for condition, presence of certifications, and test reports? [4D]	_____	_____	_____
E. If inspection stamps are used, does the policy require a stamp to be retired for a minimum of two (2) years after an inspector leaves? [4E]	_____	_____	_____
5. Shipping Procedures			
A. Are all parts shipped in ATA 300 containers or equivalent? [5A]	_____	_____	_____
B. Do appropriately trained personnel conduct an inspection of items being shipped, including but not limited to: [5B]			
1) Obvious physical damage?	_____	_____	_____
2) Installation of plugs and caps?	_____	_____	_____
3) Verification of quantity, part number, serial number, model number, etc.?	_____	_____	_____
4) Packing slip information as required by customer?	_____	_____	_____
5) Verification of airworthiness approval, material certification, traceability documents, etc.?	_____	_____	_____
6) HAZMAT materials properly inspected?	_____	_____	_____

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	YES	NO	N/A
6. Technical Data Control			
A. Is there a documented system to obtaining technical data and maintaining it up to date? [6A]	_____	_____	_____
B. Is the appropriate and current technical data readily available to personnel? [6A]	_____	_____	_____
C. Is AD status verification provided on date of sale? [6B]	_____	_____	_____
D. Is there a system to prohibit hand entries or corrections to technical data? [6A]	_____	_____	_____
E. Is technical data stored in a manner that will protect it from dirt and damage? [6C]	_____	_____	_____
7. Record Keeping			
A. Does distributor request adequate test and inspection records with each order of parts? [7A]	_____	_____	_____
B. Are records confirming fastener integrity maintained for a minimum of two (2) years (i.e. chemical and physical properties)? [7B]	_____	_____	_____
C. Are records with flammability requirements retained for a minimum of two (2) years after sale? [7C]	_____	_____	_____
D. Is traceability and certification documentation maintained for a minimum two (2) years after sale? [7D]	_____	_____	_____
E. Does the vendor's purchase records/sales orders chain of custody lead to a production approval holder (PMA, TSO, PC, TC, STC), FAA certificate, or manufacturer of standard parts? [7E]	_____	_____	_____
F. Do all life limited parts records confirm their life limited status from previous operator? [7F]	_____	_____	_____
G. Are records protected against damage, alteration, deterioration, and loss? [7G]	_____	_____	_____

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	YES	NO	N/A
7. H. Can each part, carton, or package of parts be linked to its certification and/or test records by some unique identifier? [7H]	_____	_____	_____
I. Are export Certificates of Airworthiness obtained for all foreign manufactured parts? [7H]	_____	_____	_____
J. Do serviceable parts have airworthiness approval documents attached from an FAA certified repair station or air carrier? [7J]	_____	_____	_____
K. Are teardown reports provided for serviceable parts? [7I]	_____	_____	_____
L. Are parts subjected to extreme stress or heat identified? [7J]	_____	_____	_____
8. Training			
A. Are personnel who perform supervisory, inspection, record keeping, parts handling, shipping and receiving functions properly trained and competent? [8A]	_____	_____	_____
B. Are inspection personnel properly authorized? [8B]	_____	_____	_____
C. Are both formal classroom and on-the-job training documented and maintained for a minimum of two (2) years after the person leaves the company? [8D]	_____	_____	_____
9. Shelf Life Control			
A. Is there a documented shelf life program? [9A]	_____	_____	_____
B. Is there a list of shelf life limited materials and parts and their limits? [9B]	_____	_____	_____
10. Measuring and Test Equipment			
A. Does the distributor have the tools required to assure conformity of the inventory to specification? [10A]	_____	_____	_____
B. Is there a documented program to maintain serviceability and calibration of those tools? [10A, 10B]	_____	_____	_____

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	YES	NO	N/A
10. C. Are historical records containing repair and calibration accuracy data for that tooling maintained? [10C]	_____	_____	_____
D. Is the calibration of tools traceable to the National Institute of Standards and Technology, or appropriate governmental or OEM standards? [10C]	_____	_____	_____
E. If personally owned measuring tools are allowed on the premises, are they controlled by the program? [10C]	_____	_____	_____
11. Procurement			
A. Are approved quality materials and parts purchased and are proprietary and licensing rights observed? [11A]	_____	_____	_____
B. Does the system assure that special requirements are adequately communicated to the distributor's sources? [11B]	_____	_____	_____
C. Are new parts purchased from approved manufacturers or distributors authorized by the manufacturer? [11C]	_____	_____	_____
D. Is a list of approved suppliers maintained, including a quality history of each? [11D]	_____	_____	_____
12. Material Control			
A. Is material handled to preclude damage and deterioration? [12A]	_____	_____	_____
B. Are storage areas periodically checked for overall effectiveness? [12B]	_____	_____	_____
C. Is there a closed loop system for implementing corrective action following the detection of non-conforming parts and materials? [12C]	_____	_____	_____
D. Is the non-conforming part/material segregated from useable stock? [12C]	_____	_____	_____

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	YES	NO	N/A
12. E. Are non-aircraft parts segregated from aircraft parts? [12D]	_____	_____	_____
F. Is batch segregation utilized for aircraft fasteners, materials requiring flammability testing, and other material requiring batch control? [12E, 12F]	_____	_____	_____
G. Do purchases, less sales, equal inventory? [12E]	_____	_____	_____
H. If practical, is the manufacturer's original packaging used? [12E]	_____	_____	_____
I. Does packaging clearly identify contents? [12G]	_____	_____	_____
J. Is material susceptible to electrostatic discharge damage, and flammable, toxic, or volatile material handled in accordance with proper requirements? [12H, 12I]	_____	_____	_____
K. Is a system in place to preclude part number ambiguity? [12I, 12J]	_____	_____	_____
L. Are serviceable and unserviceable parts segregated? [12L]	_____	_____	_____
13. Housing and Facilities			
A. Are good housekeeping and storage practices being maintained to insure inventory is not damaged? [13A]	_____	_____	_____
B. Is storage secure to prevent cannibalization of parts for a repair process? [13A]	_____	_____	_____
14. Internal Audit and Surveillance			
A. Is there an internal surveillance function that audits programs to ensure compliance with customer and regulatory requirements? [14A]	_____	_____	_____
B. Are audit results documented including effective corrective action? [14A]	_____	_____	_____

APPENDICES

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AIR CARRIER SECTION

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"AIR CARRIER DATA" DOCUMENTS LIST

This Appendix is to be used as an aid in identifying the specific Air Carrier documents which may be encountered during the course of an audit. Auditors should be aware of which sustaining member carriers use the services of the vendor under surveillance (check the usage list prior to arriving at the vendor) and check to ensure that any documents so specified by members, and referenced in a work request (e.g. work order, repair order, etc.), are available, have been complied with, and have been referenced (if required) on the vendor's return to service documents.

NOTE: This listing contains those air carrier generated and/or specific documents which are not commonly used within the industry. Examples of commonly used documents include (but are not limited to): Airworthiness Directives (AD), Service Bulletins (SB), Service Letters (SL), Original Equipment Manufacturer (OEM) Data/Manuals, Engineering Orders (EO), Engineering Authorizations (EA), Repair Orders (RO), Service Orders (SO), Purchase Orders (PO), Component Maintenance Manuals (CMM) and General Maintenance Manuals (GMM).

<u>C.A.S.E. Member Airline</u>	<u>Document Name(s) & Acronym(s)</u>	<u>Responsibility</u>
462 ABX Air	Component Engineering Authorization (CEA), Airworthiness Directive Verification (ADV), Job Card Engineering Authorization (JEA), Planning Engineering Authorization (PEA), N-Item Engineering Authorization (NEA), Automated Component Specification Manual Information (ACSM)	Engineering
493 Air Canada	Engineering Transmittal (ET), Engineering Instruction (EI), Supplemental Instruction (SI)	Technical Data Center
B57 Air Midwest	None Specified	
405 Air Tran Airways	Engineering Control (EC)	Engineering
113 Alaska Airlines	Engineering Control (EC), Alaska Airlines CMM Supplements/ Temporary revisions, Build Specifications and/or contracts	Engineering Technical Publications Material Control
579 Alitalia	None Specified	

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<u>C.A.S.E. Member Airline</u>	<u>Document Name(s) & Acronym(s)</u>	<u>Responsibility</u>
101 American Airlines	Engineering Specification Order (ESO)	Technical Publications (Tulsa)
051 American Eagle	Fleet Campaign Directive (FCD), Engineering Technical Notice (ETN), General Procedures Manual	Technical Services
054 American Eagle/ Executive Airlines	None Specified	
323 Astar Air Cargo	Building Specification (BS)	Engineering
564 Atlantic Southeast Airlines	Engineering Control (EC)	Engineering
071 Atlas Air	Customer Engineering Order (CEO), Modification Order (MO), Engineering Co-ordination Sheet (ECOS), Fleet Campaign Directive (FCD)	Engineering Director, Q/C Director, and Technical Operations Director
017 Comair	None Specified	
741 Compass Airlines	Fleet Campaign Directive (FCD), Standard Maintenance Procedures (SMP)	Technical Engineering Department
063 Continental Airlines	Engineering Change Request Authorization (ECRA)	Technical Publications/ Engineering
B73 Copa Airlines	None Specified	
B48 DHL Aviation Americas	None Specified	
053 Delta Air Lines	None Specified	
060 Empire Airlines	None Specified	
089 Evergreen Intl. Airlines	Unit Engineering Order (UNIT EO)	Engineering

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<u>C.A.S.E. Member Airline</u>	<u>Document Name(s) & Acronym(s)</u>	<u>Responsibility</u>
084 Express Jet Airlines	Engineering Change/Repair Authorization (EC/RA), Fleet Campaign Directive (FCD), Engineering Report (ER), Bill of Material (BOM), Alternate Component/ Test Equipment Approval (ACA) Engine Repair Order	Technical Services Powerplant Engineering
056 Federal Express	Policy Sheet	Engineering, Technical Publications
B21 Frontier Airlines	None Specified	
C03 GoJet Airlines, LLC	SUP-005, PAP-form 5	Quality Assurance
095 Hawaiian Airlines	None Specified	
041 Horizon Air	Build Specs.: Pratt & Whitney PW-100 PMP, Hamilton Sundstrand Dash-8 Prop PMP-14SF, Dowty Aerospace Q-400 Propeller PMP, GE CF34-8C PMP	Maintenance Technical Publications
589 Japan Airlines Intl.	None Specified	
630 JetBlue Airways	Repair Instructions Information Notice	Engineering Technical Publications
B36 Kalitta Air, LLC	None Specified	
B111 Kalitta Charters II, LLC	None Specified	
385 KLM Royal Dutch Airlines	Supplement Page (SP), Shop Travelers (ST)	Engineering
623 Korean Airlines	Engine Work Instructions	Engineering
566 Lufthansa Technik	E-mails regarding an individual PO/RO	Engineering

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<u>C.A.S.E. Member Airline</u>	<u>Document Name(s) & Acronym(s)</u>	<u>Responsibility</u>
B22 Lynden Air Cargo, LLC	Engineering Control (EC), Maintenance Engineering Authorization (MEA)	Q/C Department Technical Services Manager
628 Mesa Airlines	Technical Build Specifications (TBS)	Issued by Repairs Dept., Controlled by Technical Support
322 Mesaba	None Specified	
590 Miami Air Intl.	None Specified	
576 Mountain Air Cargo	None Specified	
B87 NetJets	None Specified	
105 Northwest Airlines	Northwest Vendor Shop Practices Manual (VSPM), Northwest Service Order, Northwest CMM or CITEXT Engineering Mandatory (EM), Engineering Specification (ES), Fleet Campaign (FC)	NWA Technical Manuals and Support NWA Engineering
B20 Omni Air International	Engineering Specification Order (ESO)	Engineering, Technical Services
042 Piedmont	Piedmont Maintenance P&P Volume 1, Fleet Campaign Directive (FCD)	Technical Support and Engineering
542 Polar Air Cargo	None Specified	
492 QANTAS	Engineering Instruction (EI)	Engineering, Technical Publications
059 Ryan Intl. Airlines	None Specified	
010 Saudi Arabian Airlines	Engineering Repair (ER)	Aircraft Engineering, Aircraft Material Procurement

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<u>C.A.S.E. Member Airline</u>	<u>Document Name(s) & Acronym(s)</u>	<u>Responsibility</u>
402 SkyWest Airlines	Shop Travelers (ST), Required Inspection Item Cards (RII)	Engineering
487 Spirit Airlines	None Specified	
507 Sun Country	None Specified	
B19 Thai Airways	Technical Order (TO)	Engineering
321 Trans States Airlines	None Specified	
120 United Airlines	Joint Documents (JD), Approved Repair (AR), Change Order Authorization (COA), General Process Manual (GNMM), Repair Authorization, Shipping Memo, UA Illustrated Parts Catalog, UA Drawings, Engineering Change Record (ECR), UA CMM, UA Component Training Guide	Engineering
510 United Parcel Service	Form 33-42-002 : UPS Substantial Maintenance Provider (SMP) (Airframe) Letter of Authorization (Part One) and Program Deviation (Part Two) Requirements. Form 33-42-003 : UPS Substantial Maintenance Provider (SMP) (Engine) Letter of Authorization (Part One) and Program Deviation (Part Two) Requirements.	Quality Assurance
B50 U.S.A. 3000	None Specified	
058 U.S. Airways	CMM Supplements, Specification Control Document (SCD), Engineering Drawings, Engineering Report / Repair and Restoration Document (ER), Engineering Typical Repair	Engineering
606 U.S.A. Jet Airlines	None Specified	
129 World Airways	Engineering Repair Authorization (ERA)	Engineering, Technical Publications

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DESC SUSTAINING MEMBERSHIP EXCEPTIONS/ACCEPTANCES

1. In order to add the Defense Energy Support Center (DESC) as a sustaining member of C.A.S.E., the following exceptions/acceptances have been granted.
 - A. The DESC is part of the U. S. Armed Forces that operates a substantial fleet of aircraft and will not be required to have an operating certificate under 14 CFR Parts 121 or 135. (2-0-0, 2A1)
 - B. The DESC, the procurement agency for energy products for the Department of Defense (which includes aircraft fueling operations), will not be required to maintain a C.A.S.E. Level III auditor or Level IV Evaluator qualified to the 1-A standard but must maintain a C.A.S.E. Level III auditor or Level IV Evaluator qualified to the 2-A standard. (2-0-0, 1B and 2A9)
 - C. Due to regulatory and statutory requirements, presently employed and qualified DESC candidates for C.A.S.E. 2-A standard authorization are exempt from conducting the twelve (12) vendor facility audits to the C.A.S.E. 2-A standard within the twelve (12) month period preceding the application but must perform a minimum of twelve (12) audits to the DESC and/or 2-A standard. Additionally, the candidate is required to complete a written examination on the C.A.S.E. Air Carrier Section *Policies and Procedures* and the 2-A standard and is also required to:
 - 1) Perform three (3) pre check-ride evaluations with qualified Level III or Level IV C.A.S.E. authorized 2-A standard auditors (2-3-0, 1E and 2-3-1, 2B2),
 - 2) Pass an oral examination by a Level IV Evaluator, And,
 - 3) Perform a check-ride (2-3-1, 1E1-3).
 - D. All future new hires of the DESC seeking 2-A standard authorization will be required to meet all the requirements as outlined in the Air Carrier Section *Policies and Procedures*, sections 2-3-0 and 2-3-1.
2. The sustaining membership of the DESC is subject to the following limitations:
 - A. Representatives of the DESC shall not:
 - 1) Hold either the C.A.S.E. President or Vice President position,
 - 2) Hold any ACS committee chair or vice-chair position,
 - 3) Be members of the ACS Audit and Compliance committee, Or,
 - 4) Vote on, nor participate in discussions pertaining to, ACS 1-A standard or 3-A standard technical issues.

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DOD REPRESENTATION EXCEPTIONS/ACCEPTANCES

1. In order to clarify the relationship between the Air Carrier Section of C.A.S.E. and the Department of Defense Commercial Airlift Division (DOD), the following exceptions/acceptances have been delineated:
 - A. The DOD is part of the U. S. Armed Forces and uses many of the Air Carrier Section Sustaining Member Air Carriers for the transportation of Armed Forces personnel.
 - B. The DOD performs Air Carrier surveys to qualify Air Carriers to support their mission. The DOD is not required to have an operating certificate under 14 CFR Parts 121 or 135. (2-0-0, 2A1)
 - C. The DOD will not be required to maintain a C.A.S.E. Level III auditor or Level IV Evaluator qualified to any ACS standard.
 - D. A DOD representative may serve on the Audit and Compliance committee of the ACS for the purpose of ensuring members' continued compliance to C.A.S.E. policies and procedures. They report on the auditing of Air Carrier Members in order to aid the Audit and Compliance committee with ensuring the Membership Requirements and Obligations of the C.A.S.E. ACS Policies and Procedures, Chapter 2 are met using the Air Carrier Evaluation Report form (CACS-6).
2. The DOD is subject to the following limitations:
 - A. Representatives of the DOD shall not:
 - 1) Hold either the C.A.S.E. President or Vice President position,
 - 2) Hold any ACS chair or vice-chair position,
 - 3) Have a vote on any ACS issues, including those within the Audit and Compliance committee, Or,
 - 4) Serve on any committee other than the ACS Audit and Compliance committee.

C.A.S.E.
AIR CARRIER SECTION
POLICIES AND PROCEDURES

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