Fall 2023

THE SUPPLIER

C.A.S.E. Newsletter

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Updated Standard Releasing for A & P Certificate Verification

On December 15, 2023, the C.A.S.E. Air Carrier Section will publish an updated standard. The C.A.S.E. 1-A standard, paragraph 2.B. and the C.A.S.E. 4-A standard, 2.C. revision 83 will read:

Vendors that utilize Airframe and/or Powerplant-rated mechanics shall have a documented procedure to annually obtain a written Verification Letter from the FAA of the validity of certificates for accident, incident, and enforcement information, to include employees that have been rehired/reinstated as well as temporary certificates. [C.A.S.E.]

A large majority of repair stations go to the website https://amsrvs.registry.faa.gov/airmeninquiry/ to satisfy this requirement, however, this website does not tell one about the true, current status of an airman's certificate. It merely states that, at one time, the individual obtained a certificate in the past. If there has been an accident, incident, or any enforcement action taken against the individual's certificate, it does not show up in that search.

In order to verify the true veracity of an individual's certificate status, the repair station must obtain a Written Verification Letter from the FAA. Historically, this was done by contacting your PMI or e-mailing your request to your FSDO/CMO. Recently, however, the FAA has automated the process by following these five (5) steps:

Go to the following FAA website: https://aie-pa.faa.gov/pa. The first time you go there, a Disclaimer Statement will appear. Click "I Agree", Click "3rd Party" If inquiring about fewer than ten (10) airmen, click on, "Single Airman Request". If more than ten (10), click on, "Multiple Airmen Request". Note: the number ten (10) is arbitrary. The, "Multiple Airmen" choice is for inquiries of large numbers of certificate holders. When doing this the first time, it is simpler to select, "Single Airman Request" to see how it works. If you chose, "Single Airman Request," you will receive two e-mails from the FAA within ten (10) minutes. The first e-mail will give you a password. The second e-mail will be the actual Verification Letter, which is encrypted. Entering the password from the first e-mail is required to open the second (ensure there are no extra spaces in the front or back of the password or it will not open). After entering the password, the Verification Letter will open in .pdf format. Print the letter in hard copy for your records as electronic copies, even those printed to .pdf, will require the password each time the encrypted file is opened so saving of the password would be required.

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President's Corner

By: Tim Willyard

We had a great Fall meeting for 2023. Let me first give praise to Samantha for all the work she does, always working in the background getting C.A.S.E. items shipped to our next destination and for getting the best rates on the rooms (both conference and personal, food, gifts). Praise to all the Committee Chairs and Co-Chairs for taking time out of your daily job to show up and run the committees. Without your dedicated time, C.A.S.E. would not work. I made my rounds to each committee, sat in, listened, and got involved. Great information and learning from each stop.
We had discussions during the BOD meeting on Monday on gifts, RFPs for possible new ERP system along with RFP from current ERP system, Av-Info. Also, new C.A.S.E. laptops and projectors are on order.
The next three C.A.S.E. sessions (Training, Meeting, and Training) will be at Charlotte, the Fall meeting will be in Pittsburgh and the 2025 Winter/Fall Training will be in Charlotte once again and the Fall 2025 meeting will be back in Pittsburgh.

Thank you all, it an honor to serve as your C.A.S.E. President.

During the fuel committee's meeting, the team was working through a new training program for upcoming training … playing Fuel Jeopardy!

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At the C.A.S.E. meetings, the Standards & Practices committee is a standing room only event.

145 Repair Stations Closer To Sharing Data

145 Repair stations can now voluntarily be members of and partake in C.A.S.E. if they write in their quality programs a process for C.A.S.E. membership. This means that the ARSS 145 repair stations will be able to share audit data between other Sustaining C.A.S.E. 145 members who also have a 145 C.A.S.E. Level III auditor.

The next action is to write guidance into their quality manuals and apply for membership with C.A.S.E. The repair station will need to abide by the ARSS Policy and Procedures Manual and have at least one C.A.S.E. current certified Level III auditor.

Originally, the FAA was to release a D90 Ops Spec for the 145 repair stations to obtain. However, the ARSA and the Aircraft Electronics Association did not support the new Ops Spec and the FAA agreed and rescinded the D90.

C.A.S.E. Upcoming Training and Meetings

Winter Training 2024 CLT - Sheraton Charlotte Airport Hotel

Monday, January 22, 2024 through Thursday, January 25, 2024
Room Rate: $149++ Reservations: 800-325-3535
Book by Friday, December 22, 2023

Spring Meeting 2024 – CLT Sheraton Charlotte Airport Hotel

Tuesday, April 9, 2024 through Thursday, April 11, 2024
Room Rate: $149++ Reservations: 800-325-3535
Book by March 15, 2024

Summer Training 2024 – CLT Sheraton Charlotte Airport Hotel

Monday, July 15, 2024 through Thursday, July 18, 2024
Room Rate: $149++ Reservations: 800-325-3535
Book by June 21, 2024

Fall Meeting 2024 PIT - Hyatt Regency Pittsburgh International Airport

Tuesday, October 1, 2024 through Thursday, October 3, 2024
Room Rate: $146++ Reservations: 724-899-1234
Book by September 1, 2024

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Suggestions on how to Audit the New Cyber Security Section of the 1-A Standard

By: Sheldon Berrett - Fed Ex

A Cyber Security section was added to the C.A.S.E. 1-A Standard in the June 2023 revision. This section only affects about 8% of the vendors. It affects vendors who utilize Automated Test Equipment (ATE) or Portable Maintenance Access Terminals (PMATs) to make airworthiness determinations or that download software onto aircraft components. Here are suggestions on how to audit the new section:

Tooling

1a) Tooling shall be stored in a location secured from unauthorized access.
How to audit:
Ask for a list of affected tooling.
Pick a tool off the list.
Ask to see where the vendor keeps that tool. It should be in a locked room or cabinet or secured by other means.

1b) There shall be a means (e.g., roster) to identify authorized individuals allowed unsupervised access to tooling.
How to audit: Ask to see the roster.

1c) Newly acquired tooling shall be evaluated to determine whether it utilizes network connectivity and warrants inclusion in the Information Security Policy and an information security review.
How to audit: See 1d below.

1d) The repair station shall maintain a list of tooling that connects to a network, and a documented information security review shall be performed on each item.
How to audit:
1. Ask for the list
2. Pick a tool off the list and ask for the review sheet of that item (same way we would audit the “Self-Audit” of a latest item added to their Capability List).

Software

2a) Software installed onto tooling and/or aircraft components will only be downloaded from approved sources (e.g., the OEM or applicable air carrier) and through an authenticated, secure/encrypted connection.
How to audit: Same way we audit Technical Data. Go to the person who downloads their software and ask them to show you their source (should only be the Tool/Component OEM or the air carrier).

2b) Digital storage devices that host ATE and aircraft component software shall be protected electronically from hackers, malware, and unauthorized personnel.
How to audit: Ask the person who downloads their software what security program they use to protect their system (e.g., McAfee, Norton, Avast, AVG, Acronis, Webroot, etc.), and ask them to show you it’s actively running and is up to date.

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2c) Physical storage of ATE and component software shall be secured from unauthorized access.
How to audit: This question is asking: On which computer/hard drive does the vendor store the Tool/Component's software? Ask who has access to those computers and those persons with access should be listed on the roster. Are those computers password controlled? Who knows the passwords?

2d) Technicians shall have minimal access needed to perform their assigned duties on digital systems where software is stored.
How to audit: 2d was audited in 2c above. The important part is that those with access is controlled.

2e) Vendor shall keep a record to ensure traceability of what specific software was installed to a component/ATE, when it was installed, and who installed it. Said record shall be retained for a minimum of 36 months.
How to audit: Ask to see the record.

Removable Media

3a) All information security-affected removable media shall be kept in a secure location.
How to audit: Ask to see the locked drawer/closet/cabinet.

3b) Removable media shall be identified, labeled, and dedicated solely for aircraft components and tooling.
How to audit:
1. Look at the media and see if there are labels.
2. Pick one of the removable media devices and ask the vendor to pull up the device on their computer to see if there is any other software, documents, jpegs, images, or other content on the device's file. Only programs applicable to the Tool/Component should be on the device's file.

3c) Removable media shall be reviewed to ensure it is free of malware before it is used.
How to audit: 3c was audited in 2b and 3b above.

3d) Vendor's Information Security Program shall prohibit connecting any other nondedicated removable media to aircraft components and/or tooling.
How to audit: Check to see if this requirement is taught in vendor's Cyber Security training (see training in 5a below). Also, a violation of this requirement might be caught in 3b above.

Disposal

4a) Tooling, Software and Removable Media shall be securely and properly disposed of in such manner that the Software is properly wiped or made physically unrecoverable.
How to audit: If vendor keeps a Disposal/Destruction log, ask to see the log. Otherwise, check that they have a Disposal procedure and are following it.

Training

5a) Vendor shall provide initial and recurrent training to all employees affected by its Cyber Security/Information Security Program, with recurrency not to exceed 36 months.
How to audit: Same way we audit all other required training. Look at the Training Schedule and look at individual training.

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Job Jar Information

During the general session on Thursday morning, the Job Jar opened the day with several topics being discussed, such as:

Make sure to leave politics out of your conversations with the vendors. The auditors represent the C.A.S.E. organization which is independent and no bias.

Each Level III and in coming Level II are responsible for their own training. They are to know when they need to come to training, which training they need to complete and when their check rides are to be completed. Make sure not to wait until the last minute to ask Level I IVs for check rides when you are coming due in the next month or few weeks of expiring for your recurrent check rides. The Level IVs may be already booked or have no audits planned for that time. According to the C.A.S.E. P & P 2-3-1*: 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.*

There have been issues with repair stations believing they have had a C.A.S.E. audit performed at their location when the audit was really an airline audit performed to the C.A.S.E. 1A standard. Make sure that Levell IIs in your company's are informing vendors that they are performing an "air line audit" when setting up audits. And that Level IIIs should use the phrase "conducting an audit in support of the C.A.S.E. organization". This will hopefully help vendors be less confused in the future.

Level IVs have noted that in the in briefs, Level IIs and IIIs a not properly explaining or completing the following areas:

- Explaining that the vendor is an extension of an airlines CAMP
- Explaining the training and qualifications of becoming and retaining the Level III status
- Time management, making sure you have properly allocated enough time to conduct the audit. Make sure to review the description of the location and review the map if one is provided. And speak to the vendor and ask them about their location. Also, make sure to ask the hosts when they normally leave for the day, break times and when the floor leaves. This can help you adjust your scheduling.
- Not taking enough samples of traceability and tooling.
- For Observation/Evaluation Requirements: make sure you have all required documentation according to the handbook and ask Level IIIs for advice during OJTs.

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- After you submit a process any transmittal through the website, make sure to follow up on that transmittal to see if it has been completed. Level IVs are looking at previous audits to see if your transmittal are being completed properly. Also, make sure to proofread your transmittals before you submit them.
- Make sure to read the new cyber security standard and checklist and share that information with all the auditors in your company.
- Make sure to show the vendor your C.A.S.E. id card at the beginning of your audit.
- The NDT checklist has been updated.
- Some auditors are not finding information on legacy parts during sampling. Make sure to question the vendor if the certification can not be found.
- Issues with the database, please send the chair and vice chair your emails. Do not go directly to Jerry with issues.
- The meetings, training and audits are business casual dress. No jeans

Hearing Loss Can Effect Us All

The article below was submitted by GoJet Airlines and was part of their 3rd quarter CASS meeting.

Hearing loss risk

Your hearing may be at risk, says *Harvard Men's Health Watch.*

Call it acoustic trauma or noise-induced hearing loss. By any name, it's the most important preventable cause of permanent hearing loss. Up to 28 million Americans have impaired hearing; for as many as a third, acoustic trauma is a significant contributor, reports the December 2017 issue of *Harvard Men's Health Watch*.

Acoustic trauma is a product of modern life. On-the-job noise exposure is the most common cause, but recreational noise — such as loud music — is catching up. If present trends continue, the condition may someday be known as "iPod ear."

A sound's potential to damage the ear depends on the duration as well as the intensity of the sound. How much sound is dangerous? The Occupational Safety and Health Administration offers guidelines: Sounds below 75 decibels (dB) are safe, but eight hours at 85 dB can be harmful. (The sound of a lawnmower or heavy traffic is approximately 90 dB)

Most often, noise-induced hearing loss begins with a subtle difficulty hearing high-frequency tones, then slowly begins to encompass lower tones. Usually, both ears are equally involved. Once your hearing is lost, *it can't be restored*; your only recourse is to wear a hearing aid. That's why it is important to recognize the warning signs. If your ears ring or buzz after being exposed to noise, it's loud enough to cause damage. And if noise exposure makes hearing painful, muffled, blurry, or distant for hours or days, you are already in trouble.

***Harvard Men's Health Watch* provides some sound advice: First and foremost, turn down the volume. For occasional exposures, use disposable ear plugs. If you're frequently at risk, invest in custom-fitted ear plugs. And for maximum protection, add acoustic earmuffs.**

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Maintenance Technical Committee Had a Busy Fall Meeting

The Maintenance Technical committee had several discussions on a variety of topics during their time.

The committee discussed the NDT guidance checklist. The Ketos Ring has been replaced by the AS 5282 Steel Ring. Tests are the same in the E1444 Standard. The AS 5282 Steel Ring have better performance due to the stricter alloy and heat treatment control. Also, the ASTM E709 is now the non-aerospace standard for MPI for ASTM. The aerospace NDT MPI specification is E1444. And the E709 was removed from the NDT Supplemental Checklist. Finally, battery powered UV lights need to be checked before and after each use.

Also, different requests for guidance have come into the committee for review. The first question was the correlation of the Ops Specs A004 and A025. There may be some confusion if the vendor has the approval for the A025 stated in their A004 but during the review of the A025, there are sections marked N/A. The original concern was the A004 stated they “Use an acceptable electronic recordkeeping system, electronic/digital signature, and/or electronic media.” The A025 is broken down into the 3 sections (recordkeeping, signatures, and media). 8900.1, Volume 3, Chapter 31, Section 2, Page 43 discusses the guidance for the A025 and it states, for example, that, “If the repair station does not use electronic media for its RSM and QCM, enter N/A.” This statement is used for each of the 3 areas. If the vendor has the A025 listed on the A004, they do not need to have all 3 of the items listed on the A025.

Another question was about EASA used components and new components. A vendor had removed parts from the new Dual Released assembly and classifying the parts removed as new because they were removed from the new higher assembly. Once the parts are removed, it would be identified as used parts per EASA Mag Change 8, Section 10.11.2. Because the parts have already been installed and removed, the part would be considered used and would have the documentation of EASA Mag Change 8, Section 10.11.2.1 thru 10.11.2.4.

A question concerning the NDT visible lighting. The issue was the calibration of the visible light meter. The auditor found that visible light meter was not being calibrated to the capture the specifications of the NDT specifications. The NDT specifications gives a minimum and maximum to visible light during inspections. ASTM NDT Specifications state that you must have a maximum of 2-foot candles during UV inspections. The issue was the bottom end of the calibration range of their cert was 50-foot candles, it was not representing the requirement. When reviewing the calibration certs for the meters, make sure the calibration captures the minimums and maximums of the NDT Specifications

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C.A.S.E. Apparel and Other items 2023

Online ordering for C.A.S.E. Apparel 2023 ends on Monday, January 1, 2024 (11:59 PM CST)

casegear.itemorder.com

C.A.S.E. Committees Give Updates At the General Session

The committee chairs gave updates on the business conducted during the fall meeting. Here are a few items from the committees.

Training – In the process of updating the auditor handbook. If you can not get into the training after the classes close send the chair an email and he will see what can be done.

Database- Looking to streamline the CACS 21 process by having one button to submit with. Trying to update the database to have a selection button to email the C.A.S.E. reps for alerts and deletions.

Membership – There are three new associate members: Southwest Airlines, Avelo and DHL. Also, working on updating the webpage and brochure.

Fuel – Allocated 70 cities to the fuel committee airlines. Then updated the 4A standard. And worked on guidance for scully systems.

Audit and Compliance – Dave Allison was approved as a new Level IV for the 2A / 4A standard. Three chairmen were elected during the fall meeting: Brian Smith (Maintenance Technical), Bryan Mahan (Newsletter) and Sean Ressler (Audit and Compliance). Also, setting up mentors for possible new members. Finally, the CACS 11 will be due in January.

Break time Wednesday morning

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Committee Chairs giving their updates during the General Session on Thursday morning. Phot By: Samantha Shadursky

Back in March of 2022, Rex had audits in Zürich and Paris. He got to stay the weekend in between audits. He rented a B&B in Gimmelwald, Switzerland (which is only accessible by cable car) and spent some time exploring the local mountains. Atop one mountain is a house (now restaurant) that was used in the filming of the James Bond movie, “On Her Majesty’s Secret Service.”

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