January 3, 2020

THE SUPPLIER

C.A.S.E. Newsletter

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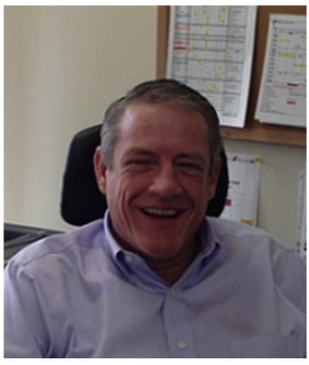
Getting to know the C.A.S.E. Board of Directors

By: Bryan Mahan- Envoy Air

In this issue we will get to know the Chairman of the Air Carrier Section Ken Shadursky. Ken has been with the C.A.S.E. organization since receiving his Level III certification in February 2001. He has held several positions within the organization that include Chair and Vice Chair positions on the Audit & Compliance committee and is a Level IV Auditor.



Ken Shadursky– Chairman Air Carrier Section of C.A.S.E.

In 1983, Ken started in his aviation career by becoming an Airman in the United States Air Force. Then he moved into his commercial aviation carrier in 1990 after graduating from Pittsburgh Institute of Aeronautics and obtaining his A&P soon after. He started working for Suburban Airlines as a hangar mechanic in Reading, Pennsylvania and worked in several shops in the airline. In 1995 Ken moved to line maintenance and the inspections departments of the airline and in 1997 joined a new department called the internal evaluation program as an auditor. Ken was promoted to Manager of Regulatory Compliance in 2000 where he remained until 2004 when he left the company. During this time, Ken also retired from the Pennsylvania Air National Guard as an E-7 Master Sargent.

Since 2004, Ken has worked for several different airlines in their quality departments. He has worked for airlines such as USA 3000 Airlines, Jet Blue and UPS. Then, in 2010 Ken made a stop at Atlas Air Worldwide as Manager of Quality Assurance / Quality Control and was later named in 2011 Director of the same department. Ken held that position until 2015 when he accepted a position at a sister company Polar Air Cargo as the Director, Quality Assurance / Quality Control & 119 Chief Inspector where he remains today.

When asked about what makes a good auditor, Ken said "Auditing is a profession that is open to quite a few different types of individuals and personalities. As a result, it can be difficult to nail down the skills necessary to succeed". He went on to say, "I believe there are three essential traits necessary to be a top performing auditor: The ability to listen and continue learning, passion and proficiency and performance".

Ken lives in Lancaster, PA with his wife Samantha and two of his children, Emily who is a senior in high school and Tyler who Ken calls "an awesome little man". Ken has two older daughters: Nichole, who lives in California and Kailey, a senior at Westchester University. As for hobbies Ken said "I spend 48 weeks a year on the road so when I have time, I enjoy sleeping in my own bed and doing anything that includes being with my wife and children".

December 20, 2019

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Upcoming Events:

Winter Training 2020
CLT
Sheraton Charlotte Airport Hotel
Monday, January 27-January 30, 2020

Spring Meeting 2020
TYS
Hilton Knoxville Airport
Tuesday, April 21-April 23, 2020

Summer Training 2020
CLT
Sheraton Charlotte Airport Hotel
Monday, July 27-July 30, 2020

Fall Meeting 2020 MCI
Harrah's North Kansas City Hotel and Convention Center
Tuesday, October 20-October 2, 2020

Membership Committee Hard at Work Last Session

By: Andre Mak

The Membership and Promotions Committee had a full agenda of committee events at the C.A.S.E. Fall Meeting. Although the committee only meets during the biannual meeting, there is always activities that are performed during the year. The 2019 year has seen the addition of 2 new sustaining members. GOL Airlines, based in Sao Paulo Brazil attained sustaining membership in June, and Western Global Airlines, based in Estero Florida became a sustaining member in August. The committee had also received interest during the year from other carriers such as Quantas, Air Wisconsin and Republic. There will be follow-up communication to provide guidance in order to ensure that we do not loose contact with these carriers in order to grow the organization.

During the year, the Membership and promotions Committee point of contact for South America Marcelo de Col from LATAM stepped down. Edgar Rojas from Miami Air International stepped up to fill that position. The Associate Membership application for Interjet was reviewed during the meeting. Abraham Perez Gomez from Interjet, based in Mexico City, Mexico, was present to provide additional information. The committee was surprised by representatives from ANA as they also expressed interest in joining C.A.S.E. The necessary documentation will be provided to ANA as well as guidance to start the process toward membership.

N.I.S.T. SI: The Wave Of The Future

By: Glenn DeLaney - Frontier Airlines

After decades of groundbreaking laboratory work, the world's scientific and technical communities have redefined four of the seven base units for the International System of Units (SI). A vote to adopt the change happened on November 16, 2018 at Versailles, France, and the official change went into effect on May 20, 2019.

The SI – *the modern metric system* — has seven base units from which all other measurement units can be derived. On May 20, 2019, four of them — the kilogram, kelvin, ampere and mole — were redefined in terms of constants of nature. The remaining three — the second, meter, and candela — were already based on universal constants.

This means when an auditor sees N.I.S.T. – S.I. on a calibration certificate, the facility is doing calibrations ensuring that exact measurements are being adhered to in accordance with the National Institute of Standards and Technology (U.S. Department of Commerce) per the agreed upon International System of Units (i.e. the original metric system). In short, they're recognizing the efforts put forth in finalizing the seven constants.

The worldwide measurement infrastructure grew out of the original French metric system, which was originally conceived in 1790 to be "for all times, for all people" because its units were ultimately based on nature itself. The kilogram was the mass of one liter of water, etc. However, many scientists over the years have disputed various aspects of the original seven constants.

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Remembering The Little Things During An Audit Goes A Long Way

Original By: Mike Teague & Simon Chandler – C.A.S.E. Level IV

Updated By: Mike Teague – Horizon Air, C.A.S.E. Level IV

While very little has changed since the original article was published way back in 2012, it is a good reminder for everyone to re-visit these techniques. Especially for those who have joined the organization since then, or are just starting out. Our vendor audits include a variety of subjects, all focused on the auditor being able to validate a multitude of regulatory and industry requirements. The suggestions provided below were designed to help the auditor in that thought process while validating that the vendor meets the 1A Standard.

With the shift in audit focus to include more "in-process" audit validations, many have had questions and some trouble understanding just what this means, and how to expand their auditing techniques to comply. Some may be surprised to learn that the requirement has always been there for us to validate all aspects of the repair process, especially the in-process functions. So in essence nothing has changed, the changes to the 1A Standard and CACS-20 Checklist flow were only made to help capture that information and ensure those validations are better documented. While you probably already have many of the techniques described in this article, we'll attempt to re-visit some of the basics that will help get you thinking and hopefully generate some new ideas that will help you expand and improve your audit techniques.

Initially we start with our in-brief where several items are covered. This phase is critical because it helps set the stage for the entire audit. You must establish rapport with your counterparts, the "meet & greet", get to know each other. You'll introduce yourself, explain all about C.A.S.E. and what the audit process will cover. Provide an "audit plan" that summarizes your expectations of how the audit will flow. This plan helps the vendor coordinate within the facility, helping to ensure personnel are available at the appropriate times. There is guidance in the "Policies & Procedures Manual" (P&P), section 3-5-0 and the "Auditor's Handbook" to help you.

The first phase of the audit, which is typically referred to as the "document review" phase, should provide a good understanding as to how the various quality systems work, and how maintenance is performed and documented. This document review phase includes the vendors manual system including the Repair Station & Quality Control Manual (RSQCM) or equivalent, and any sub-tier documents further detailing the quality programs. These will include various internal programs, Internal Audits, Sub-Contracted Vendor processes, Employment Summaries, Supervisor/Inspection Rosters, Stamp Program, Training, Shelf-Life, Calibration, etc. By reviewing the vendor's documented programs, it gives us descriptions of how each program works, how they are documented, and how we can validate they are meeting the 1A requirements.

The next audit phase is the facility tour or "in-process" portion of our audit. As you start the facility tour, it is important to focus on what you need to see, the processes to review, samples you'll need to collect, and the questions to ask to ensure compliance with the 1A Standard. The most important part of all of this is your understanding of the 1A Standard, and what is required to validate each section. Your understanding and comfort level with the 1A will allow you to conduct the audit in any sequence. This can be critical because an audit is a very dynamic process, and you may have to change your audit flow based on unexpected situations. Your understanding of the 1A will allow those changes resulting in a smoother audit process. Next consider treating each area or work station as a mini audit. A clear focus on what's needed before you start the work process portion, will help your audit flow and ensure you cover all the requirements.

Walking up to the typical workstation we all ask variations of the same basic questions with follow-up questions generated by the responses we get. After a simple introduction we should ask for the technician's name for validating training qualifications for work they are performing. If they're an Inspector are they certificated and on the roster if applicable? If stamps are used, are they controlled, and match the applicable stamp roster. Are they using technical data, and is it correct and the current revision status?

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Are procedures and controls in place for areas requiring environmental control such as calibration labs and composite repair areas? Are parts in all areas protected from contamination including food and drink? Are chemical containers and bottles properly marked and do shelf-life materials have the shelf-life limit displayed? Once we have reviewed the work area, it's off to the next workstation.

But wait, before we move along, let's stop and re-evaluate if we've really covered all the areas we should have. Let's start with the paperwork or "traveler" being used. Either along with or instead of using a CMM, most facilities use some form of a "traveler" to document the work being done, and give the technicians a place to sign for work steps completed. This traveler can be in paper or electronic format. If these records are kept electronically, are there any OP's Spec A025 requirements to consider? Take a closer look at that traveler and compare it to the applicable CMM for accuracy. After all this is the document being used to sign for work completion, so it must mirror the CMM in all of its requirements for fits and clearances and other specifications. These "travelers" may or may not have various specifications listed in each step, or call out for special tooling/test equipment, specific materials and consumables. We must validate that the items listed in this "traveler" are the same as those called out for in the applicable CMM, and not only are they available, but also being used. You may be surprised at what you find. Alternate parts, materials, tools and test equipment may be used in some cases, but you have to verify equivalency. Any deviations from approved data or use of alternate technical data must be approved by the customer prior to use, so look for a document from the customer with this approval. These steps for validating CMM requirements is the heart of our "in-process" focus, with all the other questions, sampling and validations radiating out from that. This focus on "in-process auditing" is really just taking a closer look at all the CMM requirements and taking the time to validate that those requirements are being complied with. Remember the CMMs may also be electronically available to the technicians, which should generate some additional questions for you to think about. Who controls the electronic database for technical data, and what controls are in place to ensure the electronic database is updated along with paper manuals? Who audits the electronic database to ensure it is current with OEM manual requirements? Surprisingly, it is typical for one person to update a vendor's electronic technical data database with no oversight or independent check to ensure database currency.

Don't forget to review customer completed work packages. These contain, in most cases, much of the sampling information we look for on the shop floor with one very important addition; they must contain the customer requirements. Verify that the work performed was the work requested or approved for by the customer. If the customer had any special requirements how was it incorporated into the work process, then validated at final inspection. After all, the whole point of the audit is to verify that work is performed in accordance with customer specifications. After the in-process portion of our audit, we move onto the support systems phase where we will validate our samples taken during the in-process phase such as calibration, training, tech data, etc.

We know every vendor audit is a constantly changing and fluid environment, and it's difficult to capture everything required to perform the in-process portion of an audit in an article such as this. But hopefully by listing some of the above variables we'll get those auditing juices flowing, and you'll review your own auditing techniques to determine if you're thinking of and trying to capture as many of those variables and scenarios as possible. Remember, a key element of auditing is maintaining situational awareness of your surroundings as you move through the facility. Always be looking around, and always be listening, really listening to your interviewees. When you begin your in-process audit portion, already have formulated what you need to see, areas you need to cover, questions you need to ask to validate the 1A requirements. With more focus on in-process auditing, we need to spend extra time validating CMM requirements. Every audit is similar, requiring the same basic validations of all the quality elements and work processes. You need to be able to adapt to the particular environment you're in, and how that vendor flows the repair process, while keeping a grasp of the elements you must sample and validate to determine if the requirements of the 1A Standard and customer requirements are being met.

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New Bill Could Hinder The Way Airlines Handle Maintenance and Repairs

By: Ken Fleming– President C.A.S.E.

Representative Peter Defazio [D-OR], Chairman of the Transportation and Infrastructure Committee, in mid-November introduced H.R 5119 that details language intended for passage into law that could potentially have significant impact 14 CFR 121 Certificated Air Carriers (Operators). The Bill passed Committee vote the week leading into the Thanksgiving Holiday and received little press coverage.

The Bill includes additional extensive annual reporting requirements to the FAA, including; location, description of work, date of completion, total man hours, and list of failures, malfunctions, or defects. This will present a challenge to the industry in that the information, though available, may not be currently consolidated into a "report" nor owned by one group within an Operator. This element alone would require extensive resources in the near term, and likely drive Operators' toward enterprise IT solution in order to sustain consistent and accurate reporting. Additionally, the language requires a report, covering 180 day period following RTS from a maintenance visit, detailing all failures, malfunctions, or defects for the stated timeframe. Again, this would require extensive resources to track, collate, and assemble into a report acceptable to the Administrator.

Section 3 of H.R 5119 goes on to require very detailed information on a variety of reporting requirements with regard to total number and percentages of mechanics who are, and are not; certificated under Part 65, specifically related to the past 12 months of aircraft service post heavy check, organized by reference to aircraft registration number, and also to produce reports detailing the number and percentages of those who are, and are not, directly employed by the air carrier. It also goes on to require all personnel supervising, performing return to service, and accomplishing maintenance to be certified as Repairman or mechanic under Part 65.

Reporting requirements aside; the latter part of the Bill (certificate requirements) could potentially have significant impact on Operators engaged in international operations; both line maintenance and check/mod work, inhibiting ability to conduct operations internationally given many foreign entities currently utilized with for line maintenance support (either full-handling or on-call) as well as foreign Part 145 Repair Stations who do not employ FAA certificated individuals, rather accomplish maintenance under authority of the 145 Certificate and Ratings and utilize NAA Certificated individuals (EASA, TCCA, CAAC, etc.). This could potentially have effect on the business model many Operators utilize, contracting schedule maintenance accomplished by Engineers certificated IAW local NAA requirements, which are typically more stringent and thorough than FAA training and qualification requirements.

An argument could also be made supporting interpretation of the language to include all foreign repair stations, not just airframe facilities. Under this interpretation, significant impact on industry extending beyond the line and airframe maintenance arena.

Also worthy of note is the conflict with current regulation this bill introduces. Specifically, Part 145.157 and 145.155, which recognizes foreign repair station personnel that are not certificated under Part 65, rather allows for recognition of foreign authorities. EASA/TCCA/DGAC etc. The language is also in conflict with current bilateral agreements between the U.S. and Canada, the EU, and possibly others.

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Finally, should this legislation pass, the ownness will be on the FAA to develop and deploy an online repository for submission of all reporting requirements it would require from Operators. Recent history with the MPL reporting process proves this aspect poses even greater challenges before both the FAA, and industry.

Many Operators and industry organization mobilized quickly following passage at the Committee level, and efforts continue, though currently, the legislation appears to have slowed due to the many distractions plaguing our political leaders in Washington DC. As things develop, C.A.S.E. will continue to communicate our members concerns. Your input is welcome and appreciated.

Did you know?

There is a new C.A.S.E. database code available when submitting audit transmittals. The new code is PENDX. This code is to be used in place of the 2nd PENDCA that you are required to submit 45 days after your audit, and you are still waiting on corrective actions (Ref. Note found in C.A.S.E. P&P 3-2-0 5 B 3).

From The Newsletter Committee

By: Bryan Mahan– Envoy Air

The Newsletter Committee will be asking for committee members at the next meeting. Also, the committee will be requesting articles, photos from the events or from past events and interesting facts that can be added to upcoming newsletters.

The requirement of the committee is to produce one newsletter a year (CASE P&P 1-10-0). However, the goal is now to produce at least two a year. In order to accomplish this, the committee will need your help. If you would like to help in this goal, submissions can be made to Bryan.mahan@aa.com. Bryan.mahan@aa.com .

We are looking forward to hearing from the C.A.S.E. membership and making *The Supplier* bigger and better than ever.

Chairman, Newsletter Committee –
Bryan Mahan, Envoy Air
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