The Supplier

November 2011

C.A.S.E. Register and Database submissions

By: Craig Seaman, Newsletter Committee Chair, US Airways

Following the committee meetings at the Fall 2011 conference the subject of inaccurate register and database submissions was brought to my attention.

It seems that there is some misunderstanding about what is required to be submitted to the database and what repair station rating information is being placed in the register.

With that being said, I would like to address each of these issues separately.

First let's start with the documentation that is required to be submitted to the database following an UPAUD, ADDVEN, or CHANGEPOOL transmittal. The P & P is very specific in section 3-2-0 Paragraph 3. G & H. as to the requirements for the package that is submitted to the database it reads as follows:

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 email 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).

3) Canadian Approval of Non-U.S./non-Canadian repair station (if applicable).

4) 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

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C.A.S.E. Register and Database submissions *(Continued from page 1)*

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.

As you can see this is a pretty straight forward requirement and we could all benefit from a quick refresher.

Next let's talk about the repair station ratings. As we all know, we are required to list each of the repair stations ratings in the rating section of the transmittal form. These codes can be found in section 4-2-1 of the P & P.

I think there may be some confusion with regards to where this information is gathered from. It seems that some are using the ratings that are listed on the Air Agency Certificate and not the **A 003 section of the Operation Specification**. The only place you should get this information is from the **A 003 section of the Operation Specification**. Also, be aware that just because a vendor performs different special processes (NDT, Plating, Welding, etc.), they will not necessarily be listed on their A 003. These special processes in many instances are just a part of the repair and overhaul process. If the vendor does not wish to offer these processes as a specific service they will not include them on their A 003 as an approved rating. Make sure that you only list the ratings that are specifically called out in the **A 003 of the Operation Specification** when updating the register.

One last thing, make sure that all of the information that you place in the register (email, phone numbers, names, etc.), is accurate. This makes it much easier for the membership when making an inquiry to a vendor.

Cultural Considerations when auditing in Brazil

By: Alfredo Mendoza & Roberto Mena, AviancaTaca Airlines

BRAZIL

The Brazilians consider themselves American (do not use the terms "South America", "Hispanic" and do not refer to the U.S. as "America").

Tips for trading:

- The negotiation process is slow. To exchange information (data) wait until they establish a relationship of trust.
- Avoid adopting arrogant or superiority attitudes that could hurt feelings.
- Do not use pressure tactics because they feel uncomfortable in confrontational situations.
- They are not conducive to bargaining. Generally, grants are made at the end of the negotiation.
- Agreements are negotiated globally, rather than point by point, or sequentially.
- The Brazilian business culture is individualistic and hierarchical. Decisions are usually taken by one person, usually a senior official of the company.
- Brazil is the Latin American country in which women are more incorporated into the world of work.

Cultural Considerations when auditing in Brazil *(Continued from page 2)*

Etiquette:

- English is not a widely spoken language. It is preferable to try to understand Spanish or Portuguese.
- There are three Portuguese-Brazilian expressions that have a meaning other than Spanish, “no" means "indeed", "logo" means "immediately" and, in terms of food, "exquisite" means “weird”.
- The most common form of greeting is the handshake (kiss between women) and the expressions "as via?" or "tudo bem?" which means “how are you?”, “is everything ok?”.
- In conversation avoid sensitive topics like politics, religion or deforestation of the country.
- The meetings usually have coffee served any time of day. It is advisable to take it as a sign of courtesy.
- The lunches are a way of continuing the business conversation in a less formal manner. Dinner is social.
- If the Brazilian partner is invited, a prestigious restaurant should be chosen. It is not seen well to make reservations at the hotel where he/she is staying.
- During the meal, you must understand that to pass the salt to another person is a sign of bad luck.
- The style of dress is casual.

Training Committee Updates

By: Hubert Low, Training Chair, United Airlines

The training committee was tasked to collaborate with the FAA-AFS300 office to develop and administer some sort of CBT or classroom type training about the organization to the FAA. Apparently there is a perception that the FAA, at the regional and local level, does not really understand the purpose and benefit of the organization.

Upcoming Training dates;

Training will be held at the Sheraton DFW-North Hotel on January 22, 2012 to January 25, 2012. The training schedule is as follows:

Sunday – January 22, 2012 1800 to 2000– Train the Trainer or Invited Instructors Meeting
Monday – January 23, 2012 0800 to 1200 – CACS-20 Sidebar
Monday – January 23, 2012 1300 to 1700 – Root Cause Analysis
Monday – January 23, 2012 1800 to 2200 – Database

Tuesday – January 24, 2012 0800 to 1700 – 1A Standard (Initial and recurrent)

Wednesday – January 25, 2012 0800 to 1700 – ACS Policies and Procedure
Wednesday – January 25, 2012 0800 to 1700 – ARSS Policies and Procedures

Thursday – January 26, 2012 0800 to 1700 – 2A Standard
Thursday – January 26, 2012 0800 to 1200 – 3A Standard

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Training Committee Updates *(Continued from page 3)*

All attendees are required to have the standard(s), for which they are attending, and the Policies and Procedures documents with them during the session they will be attending. If the attendee is from an air carrier where that carrier is brand new to the organization, they need to contact the sponsoring carrier for a copy of the most current Policies and Procedures manual.

For those who are pursuing or maintaining C.A.S.E. Level III/IV status a passing score of 80% (20 of 25 correct answers) on each test is required.

Comprehensive Corrective Action

By: Simon Chandler, ACS Vice Chair, United Parcel Service

As auditors, our responsibility is not limited to merely verifying regulatory compliance. As part of the continuous improvement process, we are responsible to identify areas that do not meet our quality standard and to ensure an effective corrective action is implemented. It is more important now than ever before to ensure the findings generated during an audit are accurate, well documented, tied to a regulation or standard and that corrective actions are comprehensive and effective. Simply identifying findings during an audit will do nothing to reduce the likelihood of a reoccurrence without due diligence of a proper comprehensive corrective action response and review. Keep in mind, audit reports may be sent to all C.A.S.E. members who list themselves as a user of the audited facility.

During an audit it is important to take accurate notes. Be clear and factual with the audit findings and concerns. A corrective action will be ineffective if the auditee is unsure of the exact finding because it was not clearly stated. If documenting a process failure, include objective evidence discovered during the audit as an example. If you find you have a large number of findings, you may be listings symptoms and not identifying the actual failure. Dig deeper, analyze the data further and group like findings together as examples of a system or process failure.

There are several elements to an acceptable corrective action.

- Short term (remedial) or immediate.
  - May correct a symptom and is generally performed prior to root cause analysis.
  - Identify and correct similar discrepancies in areas that were not audited.
- Root cause analysis.
- Long term (action to prevent reoccurrence).
  - May involve process or procedure changes, training, or auditing but must address the root cause(s).

Corrective actions must be verifiable. Objective evidence to support responses in most cases should accompany the responses. Examples of objective evidence may be a revision to the manual or process document, a training attendance sheet verifying training has taken place or changes to the internal audit program. The auditee is responsible for verifying the effectiveness of the corrective actions as part of the feed back loop (PDCA). In some cases this should be verified by the auditor during a follow up audit.

Consider all root causes when accepting corrective actions. As an auditor, you should have a good idea what the root cause(s) may be if you have performed a thorough audit of the area. “Counseled employee”, “reminded employee of re-

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Comprehensive Corrective Action (Continued from page 4)

sponsibilities" or "retrained employee" does not address a root cause.

For example, if the finding was "the shelf life program doesn't ensure shelf life expired material doesn't get distributed and used by the workforce. This is evidenced by expired material found in the work area".

An unacceptable corrective action might be;

Short Term: Discussed the importance of shelf life with employee.

Long Term: Will make sure all material is within shelf life.

An acceptable corrective action might be;

Short Term: Removed all expired shelf life limited material from the work areas and placed in the quarantine area for disposition.

Root Cause: Shelf life control program does not require expired material to be disposed of.

Long Term; Shelf life control program revised to ensure expired material is sent to the quarantine area and then disposed of (see attached revision).

Training program revised to cover the disposition of shelf life expired material and training provided. (see attached revision and training rosters)

Internal audit program revised to include shelf life material disposition (See attached).

An audit was performed in all work areas to ensure that shelf life limits are not exceeded.

Obtaining acceptable corrective actions might take additional time and work and responses may need to be rejected several time before all the necessary elements are included. Once the responses are accepted, they should be placed with the objective evidence, in the appropriate vendor file. This becomes part of the audit record and should be reviewed prior to the next audit. Remember, what you accept as a corrective action becomes part of the audit files of all the C.A.S.E. members who utilize the facility.

BioJet to release 1 billion gallons of jet fuel

By: Christine Boynton

On the heels of the recent ASTM International Committee on Petroleum Products and Lubricants' approval of bio-derived jet fuel for commercial use, Santa Barbara-based BioJet International announced it will release one billion gallons of renewable jet fuel priced at $2.97 a gallon to airlines to "aid in the development" of biofuel in the commercial aviation market.

"This offer is made possible because BioJet, through its subsidiaries, owns and controls multiple, very large biofuels feedstock projects around the world," the company said. "This unique position provides BioJet with the ability to control its internal allocation of resources for a significant cost control advantage while other companies are subject to severe fluctuations in cost and availability of feedstock."

Under new provisions included in ATSM standard D7566, up to 50% bio-derived synthetic blending components can be added to conventional commercial and military jet or gas turbine fuel. D7566 also includes new, specific requirements for the bio-derived synthetic fuel component such as thermal stability, distillation control and trace material

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BioJet to release 1 billion gallons of jet fuel (Continued from page 5)

amounts. The specification was provisionally approved in June (*ATW Daily News, June 13*) and received full approval July 1.

US Air Transport Assn. VP and Chief Economist John Heimlich said US "airlines commend ASTM for this critical and significant step, which brings the airline industry one step closer to meeting our environmental goals of widespread production of cleaner, alternative fuels while enhancing energy supply security and competitiveness."

BioJet in February received a $1.2 billion funding facility from Equity Partners Fund (*ATW Daily News, Feb. 15*), a sum it calls "the cornerstone" of a $6 billion, 10-year supply chain capital projects program, which will include feed-stock, refining projects, investment and strategic acquisitions.

US Agriculture Secretary Tom Vilsack last month told *ATW* that if a market develops for biofuel to power aircraft, the infrastructure to produce and distribute it will quickly build up (*ATW's Eco-Aviation Today, June 27*).

Open positions scheduled for election at Spring 2012 Conference

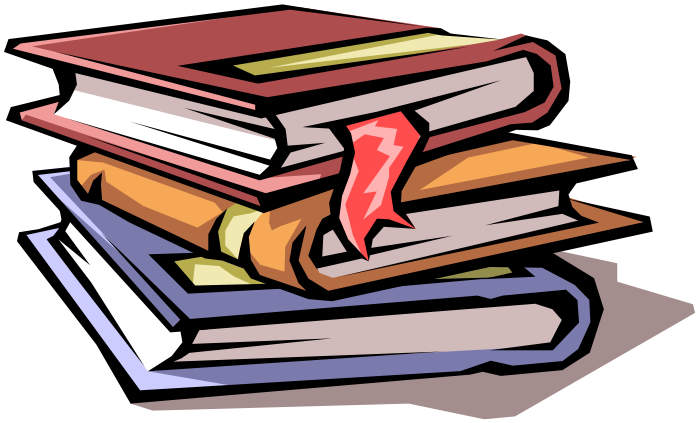
Three (3) ACS positions are scheduled for election at the Spring 2012 Meeting as follows;

- ACS Section Vice Chair
- ACS Standards & Procedures Committee Chair
- ACS Database Committee Chair

If you are interested in any position listed above, please submit your name for election at any time. If possible prior to the meeting, let the A&C Committee Chair (*Gene Swan*) or the A&C Vice-Chair (*Rich Dingee*) know of your intention to run.

Notice

Training will be held at the Sheraton DFW-North Hotel
on
January 22, 2012 to January 25, 2012



C.A.S.E. Members Be Watching!

An invoice for 2012 Annual Membership dues will be arriving in your e-mail soon. Your invoice will arrive at the end of December and is due by January 31,2012.

There are 4 ways to make payment:

1. Send a check made out to "C.A.S.E., Inc." an send to the address below.

   Michael Goering
   C.A.S.E., Inc. Treasurer
   3849 S. Gilda Circle
   Wichita, KS 67215

   Please remember to note the invoice number on your check

2. Payment can be made by using the link attached to the email sent along with the invoice.

3. A payment can also be made by wire transfer. In this case the bank will charge C.A.S.E. a fee when making a wire transfer so an additional $25.00 will need to be added to your payment. Also, you will need to contact me for additional bank information when making a wire transfer.

And Finally –

4. Payment can be made through PayPal by accessing the C.A.S.E. website at www.caseinc.org A link is posted under the "Air Carriers" button or "Repair Stations" button .

Membership dues are $1,400.00 for Air Carrier Members and $1,000.00 for Repair Station Members and are good for 12 months (January 1, 2012 through December 31, 2012)

If you have any questions I can be reached by the following:

(734) 644-1149 cell

mgoering@kalittaair.com

Please note: If you do not receive an invoice please contact me and if my contact information for your company is wrong and you need your companies invoice sent elsewhere please let me know so that the information can be updated.