

# **C.A.S.E.**

## **AIR CARRIER SECTION**

### **POLICIES AND PROCEDURES**

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#### **C.A.S.E. 4-A STANDARD**

#### **CONTRACT MAINTENANCE VENDORS / ON-CALL MAINTENANCE**

#### **QUALITY PROGRAM REQUIREMENTS**

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#### 1. Policy

- A. This standard describes the minimum quality program requirements for Contract Maintenance vendors hereafter referred to as on-call maintenance vendors. This standard is intended to be a supplement to applicable CFRs. It is not meant to be a restatement of or a replacement for the CFRs. CACS-40 is the C.A.S.E. checklist associated with this standard.
- B. This standard represents the applicable CFR requirements and minimum requirements for all sustaining member air carriers of the C.A.S.E. organization. This standard is designed to aid in the surveillance of an on-call maintenance vendor that provides minor maintenance, servicing, and/or inspections required on an aircraft that is away from an air carrier's maintenance base. This standard may be used to determine the adequacy of the on-call maintenance 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 a vendor authorized representative of the company sign the CACS-7, Vendor Expectations and Limitations (VEL), which is a written agreement between the vendor and the organization. Reasons for removal from the Register include, but are not limited to:
- 1) Safety of flight concerns.
  - 2) Intent to defraud.
  - 3) Ceasing operation or business.
  - 4) Relocation of principal operations.
  - 5) Refusal of a C.A.S.E. allocated audit.
  - 6) Failure to implement corrective action.
  - 7) Refusal to sign the VEL prior to closure of the audit process.
  - 8) Failing to correct audit findings within the prescribed time limits agreed upon with the auditor.
- D. 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.]

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- E. In addition to complying with this standard, all activities shall be accomplished in accordance with applicable portions of the Code of Federal Regulations. Additionally, the vendor shall establish a policy that ensures compliance with the air carrier's maintenance program and applicable sections of the air carrier's maintenance manual.
- F. Vendors are subject to an audit by a C.A.S.E. qualified and authorized auditor/evaluator utilizing the CACS-40 checklist. These audits may be performed any time during normal working hours. The audit may be conducted by a C.A.S.E. member, whether or not they are a customer of that vendor. 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.
- G. Completed audit reports and signed CACS-7 (VEL) shall be maintained for a minimum of 36 calendar months. These documents shall be accessible to any C.A.S.E. authorized auditor upon request.
- H. Acceptable audit results do not relieve the vendor of maintaining their own quality program.

## 2. General Operation

- A. Maintenance provided by a vendor must be done in accordance with the member air carrier's Continuous Airworthiness Maintenance Program (CAMP) [121.379(a); 121.367(a)(c)]
- B. All certificates, Operations Specifications, licenses, 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 Part 180.205, subpart C]
- C. Vendors shall have a procedure to verify the validity of FAA mechanic certificates through the FAA, to include employees that have been rehired/reinstated as well as temporary certificates. [C.A.S.E.]

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- D. Persons performing aircraft maintenance, servicing and/or inspection 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's plan. The vendor shall have an Anti-drug and Alcohol Misuse Prevention Program Operations Specification (A449) or (A049-1), have a form showing current 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. [14 CFR 120 subparts D, E and F]
- E. Persons responsible for airworthiness release-/return-to-service shall be able to read, write, and understand English.
- F. Within the United States, each certificate holder (or person performing maintenance functions for it) shall relieve each person performing such work from duty for a minimum period of twenty-four (24) consecutive hours during any seven (7) consecutive days, or the equivalent thereof within and one (1) calendar month. [121.377, C.A.S.E.]
- G. 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 certificated.
  - 2) Has available the appropriate tools and test equipment in good condition and properly calibrated, the correct parts and current technical data.
- H. The vendor shall have a means to receive or obtain air carriers approved or accepted technical data for the work performed.
- I. Where there is work turned over from one shift to another or similar work interruptions, 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.]
- J. The vendor shall ensure that, if corrections to records are made, the original entry (entries) are not erased, deleted, nor obscured (i.e., remain readable). [C.A.S.E.]
- K. Operations shall be conducted in a safe manner and in an environment that will avoid personnel injury and damage to air carrier property. [C.A.S.E.]

### **3. Training**

- A. The vendor shall assure that each employee is properly trained, and maintains currency, by each member air carrier for which it provides service. [121.375, 135.433, C.A.S.E.]

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- B. The vendor shall maintain documented training records for each person that performs maintenance, servicing, and/or inspection on behalf of member air carriers in a format acceptable to each member air carrier (reference Appendix 3, “Air Carrier Maintenance Training” Documents List). [C.A.S.E.]
- C. Each person that performs maintenance actions shall meet FAA “recent experience” requirements. [65.83, C.A.S.E.]

#### 4. 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).

- C. All test and inspection equipment and tools used to make airworthiness determinations on articles must be properly protected, calibrated, and traceable to a standard acceptable to the FAA/NAA. [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 for tools and test equipment available for use 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) Identify the person that performed the calibration or check.
  - 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 used to calibrate the item, including the part number and serial number.

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- H. Records are to be kept for a minimum of two (2) years or two (2) calibration cycles (whichever is greater).
- I. The program shall include controls for tools and/or test equipment which would typically require calibration (e.g., torque wrenches, volt/ohm meters, etc.), but are not in the calibration program. These tools and/or test equipment shall not be used to comply with specifications, verify specifications, or to make airworthiness determinations.

#### 5. Materials and Equipment

- A. Tools and equipment owned or utilized by the vendor shall be maintained in good condition, properly calibrated (as applicable), and clean. [121.367, C.A.S.E.]
- B. Any air carrier supplied materials (e.g., aircraft tires, fluids) shall be stored and protected from the environment, segregated, and controlled. [C.A.S.E.]
- C. Sensitive parts and equipment (e.g., oxygen, o-rings, ESD) shall be properly packaged, stored, identified, and protected from contamination and damage. [C.A.S.E.]
- D. If the vendor uses materials that have a shelf life, they shall have a program that will assure that no expired material or part will be used to maintain or service member air carrier aircraft. [C.A.S.E.]
- E. If the vendor utilizes high pressure bottles or provides oxygen servicing:  
[C.A.S.E.]
  - 1) High pressure bottles must be correctly labeled, properly stored, and properly secured.
  - 2) Traceability/Certification for Aviators Breathing Oxygen shall be maintained for each oxygen bottle.
- F. Fluid dispensers/containers used for aircraft maintenance and servicing shall be properly marked and stored to prevent spillage. [C.A.S.E.]

#### 6. Technical Data

- A. All maintenance actions shall be accomplished in accordance with air carrier's manuals as required or applicable by the air carrier. [121.365, 135.423, C.A.S.E.]

**NOTE:** "Manuals" in this context includes any technical data required to perform a required maintenance action (e.g., drawings, wiring diagrams, task cards, etc.).