



**Repair Station and Quality Control Manual
for
FAA Certificated Repair Station**

**CRS# 4PTR190C
8601 LEMMON AVE.
DALLAS, TX 75209**

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Manual Approved By: _____

Accountability Manager

REPAIR STATION/QUALITY CONTROL MANUAL

CHAPTER I: GENERAL

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2. Introduction

- A) The purpose of this manual is to provide operational guidance to all Repair Station personnel. It describes the facilities, operations and procedures to be used for the maintenance, preventive maintenance and alteration of aircraft. It also outlines the regulatory responsibilities of each employee.
- B) This manual has been developed in accordance with current Federal Aviation Regulations, in harmony with the policies of Four Points Aero Services, LLC. Specifically included are the requirements of FAR 145.209, Repair Station Manual and FAR 145.211(c), Quality Control Manual. It also includes information and/ or guidance that may not be regulatory in nature.
- C) Each supervisor and each Inspector employed by this Repair Station will thoroughly understand the contents of the manual.
- D) Included is a quality control system that ensures the airworthiness of all articles maintained or altered by this Repair Station, either directly or by contract. Repair Station personnel will follow the Quality Control System when performing maintenance, preventive maintenance, or alterations under the Repair Station Certificate authority. Also included are sample inspection forms used and instructions for their execution.
- E) The maintenance and alteration of articles and components thereof will be performed in accordance with the current Federal Aviation Regulations and the instructions for continued airworthiness prescribed in the current manufacturer's maintenance manuals, or other methods, techniques and practices acceptable to the administrator.
- F) This Repair Station will not maintain and/or alter any article or component thereof for which it is not rated, and will not maintain and/or alter any article or component thereof for which it is rated if it requires special technical data, equipment, facilities, and trained personnel that are not available to it.

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3. Manual Control: (145.207, 145.209 & 145.211)

- A. This Manual Control Section encompasses the entire Repair Station/Quality Control Manual and all stand alone Manuals.
- B. The approved Repair Station and Quality Control (Chapter V) Manual will be in two different forms. The approved master copy (paper) will be kept in the Quality Control department and maintained by the Accountable Manager. An up-to-date electronic version will also be available in Four Points Aero Services, LLC.'s Shared Network File computer system, which is available for employee use and reference.
- C. The Accountable Manager will have revisions he finds necessary produced in a final form for coordination with the FAA, Dallas Flight Standards District Office. The cover page of the manual will be approved and signed by the Accountable Manager. Upon acceptance by the FAA, all forms of the manual will be updated.
- D. The Accountable Manager will be responsible for:
 - Keeping the most current revisions to the manual in paper and electronic format accessible on Four Points Aero Services, LLC computer network;
 - Responsible for ensuring all employees have electronic access to manual as authorized by our Operation Specification (A025C)
 - Assuring content complies with regulatory requirements and company policies.
- E. Four Points Aero Services, LLC has divided the RSM/QCM into five sections. Information that follows uses an alphabetical sequence. Some items may have numbered lists.
- F. All revisions to the RSM/QCM will be indicated by a change bar on the right hand side of the effected page. The revision(s) will be numbered sequentially and dated using the revision approval date by the Accountable Manager. The table of contents and lists of effected pages will also be updated to reflect the revision(s). When a revision is complete, the effected pages and manual cover will be updated to reflect the new revision number.
- G. The FAA will be notified of changes to the manual at every revision.
- H. The FAA's copy of the complete manual and subsequent revision(s) will be in electronic format and sent to the assigned Principal Inspector (PI) for the FAA's acceptance/disposition after every revision.

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5. List of Effective Pages

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| COVER PAGE | 01 | 2 | 04/08/16 |
| CHAPTER I - GENERAL | 02 | 2 | 04/08/16 |
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| 2. Stores Procedures/Policies for Equipment, Materials, and Data Requirements FAR 145.103 Continued | 13 | Original | 06/01/13 |
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| 3.Floor Plan/Layout of Facility FAR 145.103 | 15 | Original | 06/01/13 |
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| Blank | 26 | 2 | 04/08/16 |
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| 11. Manager of Customer Service and Support FAR 145.151 | 35 | 2 | 04/08/16 |
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| 3. Suspected Unapproved Parts Program (SUP) Cont | 47 | Original | 06/01/13 |
| 4. Cannibalized Parts (Removed with traceability, not yet determined serviceable). | 48 | Original | 06/01/13 |
| 5. Preliminary Inspection FAR 145.211 | | | |
| 6. Inspection for Hidden Damage FAR 145.211 | 49 | 1 | 10/15/14 |
| 7. Shelf Life Parts/Materials (item) | 50 | 2 | 04/08/16 |
| 8. Major Repair and Alterations | | | |
| 9. Customer Maintenance/Inspection Requirements | 51 | Original | 06/01/13 |
| 10. Continuity of Inspection and Maintenance Responsibility | | | |
| 12. Inspection Procedures | | | |
| 13. Progress Inspection | 52 | 2 | 04/08/16 |
| 14. Tagging Procedures | 53 | Original | 06/01/13 |
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| 17. Establishing and Maintaining Current Technical Data: 145.211 (v) | 55 | 2 | 04/08/16 |
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| 19. Calibrating Measuring and Test Equipment FAR 145.211 (viii) | 57 | 2 | 04/08/16 |
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| 22. Final Inspection and Approval for Return to Service FAR 145.213 | 62 | 2 | 04/08/16 |
| 22. Final Inspection and Approval for Return to Service FAR 145.213 | 63 | Original | 06/01/13 |
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| 22. Final Inspection and Approval for Return to Service FAR 145.213 | 65 | Original | 06/01/13 |
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CHAPTER II : HOUSING AND FACILITIES

1. General FAR 145.101, 145.103 & 145.105

A) The Four Points Aero Services, LLC., a Certificated Repair Station, No. 4PTR190C is housed at 8601 Lemmon Ave Dallas, Texas 75209. The hangar is as described and depicted in this Chapter and the official location of the Repair Station is at 8601 Lemmon Ave Dallas, Texas 75209. The main entrance from the street to the Four Points Aero Services, LLC facilities is through the front-gated entrance of the Facility. The main entrance from the aircraft ramp to the hangar facilities is through the Hangar Maintenance area. The original of both the Air Agency Certificate and Operations Specifications is maintained in the Accountable Manager's office and are available to the Administrator and the public. The Accountable Manager and Manager of Maintenance offices, library, inspection department, service writers, and sheet metal / machine shop are all located at ground level. A copy of the Certificate will be displayed and Operations Specifications may be displayed for customer convenience on the wall at the Lemmon Ave hangar.

B) 8601 Lemmon Ave is the primary hangar used for Repair Station activity.

C) The Main parts department is housed at 8601 Lemmon Ave.

D) While any aircraft is undergoing maintenance within any of Four Points Aero Services hangars, the maintenance department will have total control over its movement.

E) Four Points Aero Services, LLC will not change the location of its housing or make a change to its housing or facilities which might significantly affect its ability to perform maintenance, preventive maintenance, or alterations, without written approval from the FAA.

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2. Stores Procedures/Policies for Equipment, Materials, and Data Requirements FAR 145.103

- A. It will be the responsibility of the Materials Operations department to properly store, segregate and protect all materials, articles and supplies used by this Repair Station in maintaining aircraft and powerplants as authorized under its operation specifications. The Materials Operations department will provide appropriate environmentally controlled facilities to properly protect all material, articles and supplies. Essentially, these facilities will offer protection from weather elements, dust, heat, moisture, etc. so as not to impair the approved status of such articles.
- B. Equipment, materials, and data requirements will be as follows:
 1. Except as otherwise prescribed by the FAA, Four Points Aero Services, LLC., Air Agency Certificate number 4PTR190C, will have the equipment, tools, and materials necessary to perform the maintenance, preventive maintenance, and/or alterations under its repair station certificate and operations specifications in accordance with part 43. The equipment, tools, and material will be located on the premises and under the repair station's control, when the work is being done.
 2. Four Points Aero Services, LLC. will ensure all test and inspection equipment and tools used to make airworthiness determinations on articles are calibrated to a standard acceptable to the FAA.

2. Stores Procedures/Policies for Equipment, Materials, and Data Requirements FAR 145.103 (Continued)

3. The equipment, tools, and material will be those recommended by the manufacturer of the article or will be at least equivalent to those recommended by the manufacturer and acceptable to the FAA.
4. Four Points Aero Services, LLC. will maintain, in a format acceptable to the FAA, the documents and data required for the performance of maintenance, preventive maintenance, or alterations under its repair station certificate and operations specifications in accordance with part 43. The following documents and data will be current and accessible when the relevant work is being done:
 - Airworthiness Directives,
 - Instructions for Continued Airworthiness,
 - Maintenance Manuals,
 - Overhaul Manuals,
 - Standard Practice Manuals, (e.g.; AC 43.13-1 and -2, latest revisions, etc.),
 - Service bulletins, and
 - Other applicable data acceptable to or approved by the FAA.

NOTE: *Manufacturer's maintenance manuals and specifications always take precedence over these Advisory Circulars, in the absence of manufacturers or other approved data, the use of the AC's is an acceptable source of approved data.*

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3. Floor Plan/Layout of Facility FAR 145.103

A) Hangar 8601 Lemmon Ave - Is a pre-engineered, rigidly constructed steel structure with attached offices, stockroom and shop space.

B) All hangar floors are constructed of reinforced concrete.

C) The hangar is well lighted and has 3-phase 480 Volt-50 amp and 100 amp, 220 volt-30 amp and 110 volt-20 amp circuits are available in the hangar facility.

D) Door openings have an overhead clearance of 30 ft. Doors are made up of 25 ft. sections and are operated electrically.

E) The entire facility incorporates a fire detection system. The offices, stockroom and shop areas are protected by a sprinkler system. The hangar utilizes an extinguishing system.

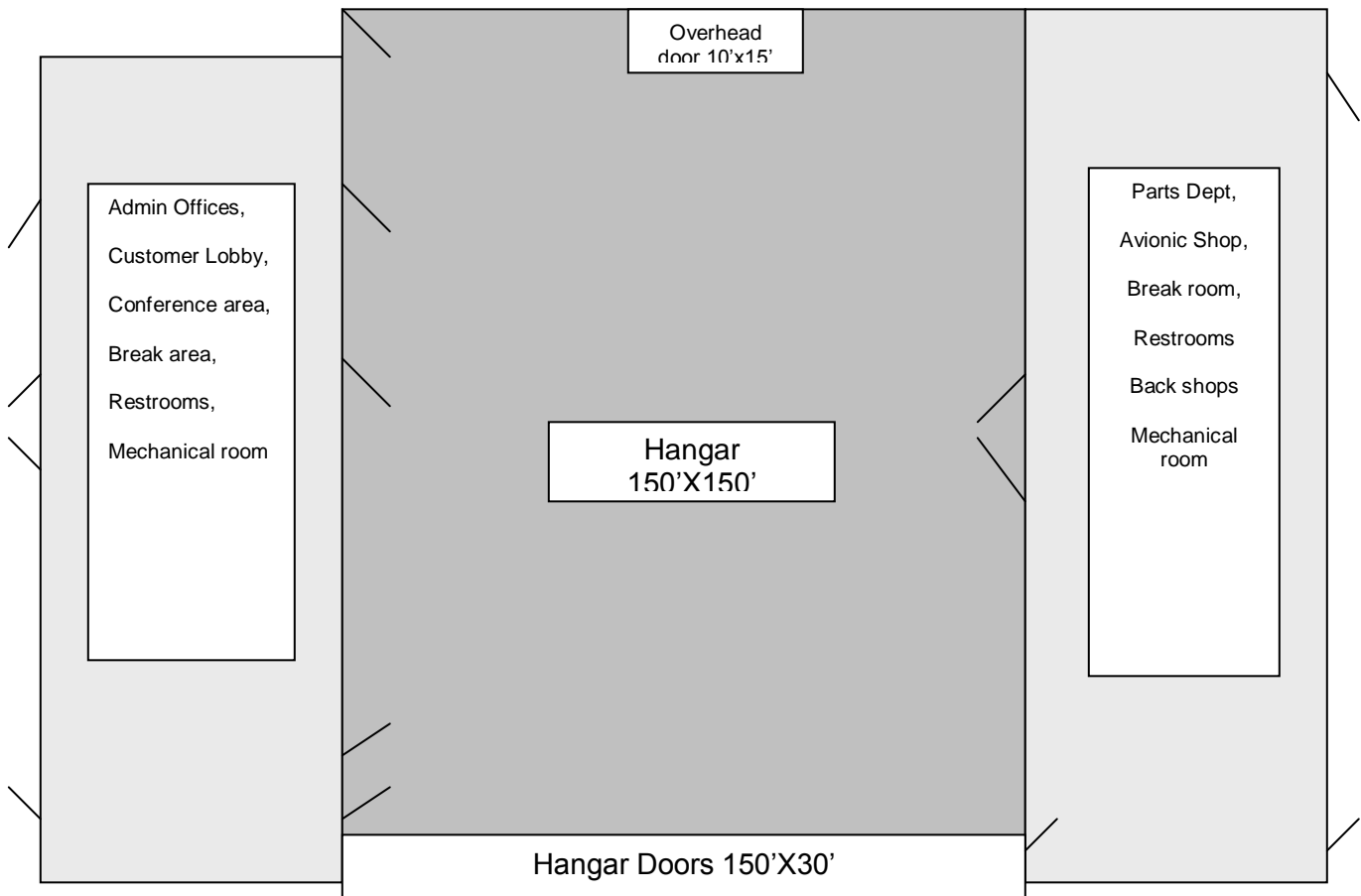
F) The hangar is heated by a gas fired radiant system. Offices, stockroom and shop space are heated by a gas fired, forced hot air system.

G) An electrically driven 200-PSI capacity air compressor supplies filtered, compressed air to wall outlets, which are equipped with moisture traps conveniently, located throughout the hangar.

H) The ramp areas consist of steel reinforced concrete and are lighted by floodlights at night.

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3. Floor Plan/Layout of Facility FAR 145.103 (continued)



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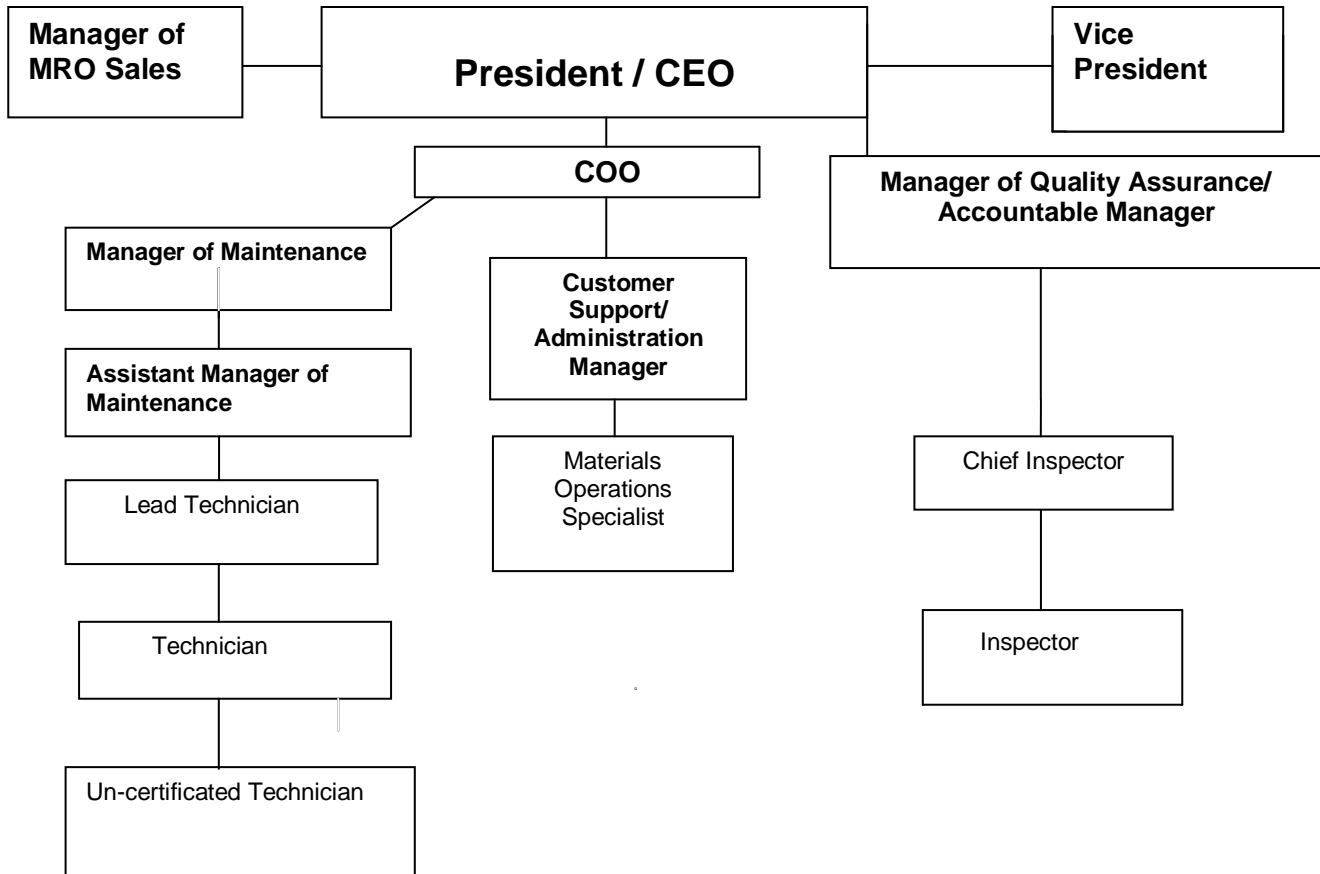
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CHAPTER III: PERSONNEL

1. Organizational Chart FAR 145.209



Note: If a management position is limited to a particular area of responsibility, that area (i.e. maintenance shop, avionics shop) will be indicated on the employee's Employment Summary in the employee's training file, and a description of the position will be identified in this manual.

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2. Record of Management, Supervisory, and Inspection Personnel FAR 145.161

A) Rosters of Management, Supervisory and Inspection Personnel will be kept on file in the Accountable Manager's office. The Inspectors' roster will include the authorities of each Inspector, including those having authority to approve articles for return to service. The Accountable Manager will maintain the required Rosters. The Rosters will be updated within 5 business days any time a change is made regarding management, supervisors or inspection personnel by the Accountable Manager. The addition or removal of personnel from the Roster as required with the reason for the change to the Roster noted whether termination, reassignment, change in duties, scope of assignment or addition of personnel. These rosters will be available to the Administrator.

B) A Roster of Technicians, although not required, may also be kept.

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3. President / CEO FAR 145.151

A) The President / CEO is responsible to act as liaison between the management and the employees/staff. Some of the duties and responsibilities of the President / CEO includes monitoring the performance and achievements of the employees, and also direct people to various goals and targets.

B) The President / CEO shall provide personnel, facilities, equipment and materials at least equal in quality and quantity to the standards currently required for the issue of the certificate and operations specifications it holds. The President / CEO is also responsible for establishing standards to ensure adequate safety precautions are observed in accordance with OSHA standards, etc.

- (1) Oversee and make decisions on operational budgets and financial expenditures.
- (2) Ensure, as required, supervisors and managers meet necessary 14 CFR PARTs to hold their position and oversee and verify their duties and responsibilities are in compliance with Four Points Aero Services, LLCs' approved manuals and policies.
- (3) Administer company policies and comply with all laws, rules and regulations governing organization activities.
- (4) Works with Maintenance to select, trained and update maintenance operations personnel.

C) The President / CEO may delegate all duties to any qualified employee as necessary; however, such delegation does not relieve the President / CEO of overall responsibility.

4. Vice President FAR 145.151

The Vice President reports directly to the President/CEO

- A) The Vice President is responsible and grants approve for the following areas:
 - Treasury management
 - Business management
 - Accounts reconciliation
 - Cash management
- B) The Vice President will function as the administrator of all business banking accounts.

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5. Chief Operating Officer (COO) FAR 145.151

- A) The Chief Operating Officer reports to the President/CEO for the repair station and is responsible for the day to day operations coming under the Manager of Maintenance and the Manager of Customer Service and Support, as direct reports. Includes working directly with the Manager of Quality Assurance to ensure the operations are compliant with FAA regulations and as required by (14 CFR 145.3) and all manufacturers' recommendations.
- B) In addition, the COO is responsible for the following:
1. Supervise, direct, and train Managers under direction from the COO to be in compliance with the Company's Standard Operating Procedures and other regulatory requirements.
 2. Ensuring that adequate safety training, precautions, and procedures are observed.
 3. Providing adequate equipment, tooling, materials, data, and component personnel, pertinent to the operation of the Repair Station.
 4. Providing adequate facilities, and maintenance of the facilities and all support equipment and tooling.
 5. Review of FAA approved Contracted Functions List and Company Approved Contractors List and ensures that support provided from those organizations is in compliance with FAA and Company Standards.
 6. Providing support to the Manager of Quality Assurance that all operations at the Repair Station are achieving the standards as established in the Repair Station Manual.
- C) The COO may delegate all duties to any qualified personnel as required; however, such delegation does not relieve the COO of the overall responsibilities.

Manager of MRO Sales

Responsibilities of the Manager of MRO Sales

Manage and Mentor sales staff as well as the following

- Developing assigned sales territory
- Growing and maintaining accounts
- Building and sustaining strong customer relationships
- Identifying new sales/service opportunities
- Interacting with internal company resources to achieve goals

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6. Manager of Maintenance FAR 145.151

A) The Manager of Maintenance is responsible to the COO and the President / CEO, and for the overall efficiency of the Repair Station. Includes working directly with the Manager of Quality of Assurance to ensure the operations are compliant with FAA regulations and as required by (14 CFR 145.3) and all manufacturers' recommendations.

B) In addition, the Manager of Maintenance is also responsible for the following:

1. Establishing liaison with operators that comply with other Federal Aviation Regulations (121,125,129 & 135) when Four Points Aero Services, LLC becomes a contractor to those operators.
2. Ensuring that the planning, layout and coordination of activities is done in such a manner so as to minimize delays and maintain productivity and efficiency.
3. Ensuring that adequate training is provided and for assisting subordinates in following proper procedures, methods and practices in each respective duty.
4. Providing adequate equipment, materials, data and competent personnel, pertinent to the operation of the Repair Station.
5. Providing adequate housing and facilities, and maintaining the premises in a clean and orderly manner.
6. Ensuring that adequate safety training, precautions, and procedures are observed.
7. Ensuring work completed for the customers of Four Points Aero Services is in compliance with all related regulatory and industry standards.
8. Determine the eligibility of maintenance/alterations for an article and component thereof based on a review of the Repair Station's operations specifications and capability list, if utilized and work order.
9. Be the primary point of contact for customers and ensure that the customer is kept informed as to the status of their aircraft during the maintenance event to include estimated Return to Service date.
10. Ensure that maintenance staff completes required training as well as ensuring that training is properly documented and submitted to the Accountable Manager in a timely manner.

C) The Manager of Maintenance may delegate all duties to any qualified employee as required; however, such delegation does not relieve the Manager of Maintenance of the overall responsibilities.

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7. Assistant Manager of Maintenance F A R 145.151

A) The Assistant Manager of Maintenance is responsible to the Manager of Maintenance and directs scheduled and unscheduled maintenance/alterations as assigned.

B) The Assistant Manager of Maintenance reports directly to the COO.

In addition, the Assistant Manager of Maintenance is responsible for the following:

1. Enacting policies and procedures as directed by the Manager of Maintenance and in accordance with the RSM/QCM Manual.
2. Supervise, direct, and train the staff of maintenance personnel in accordance with company procedures.
3. Determining the qualifications of technicians before assigning work.
4. Ensuring Repair Station maintenance/alteration is accordance with current manufacturer's maintenance manual, instructions for continued airworthiness or methods techniques and practices acceptable to the Administrator, or FAA approved data when required.
5. Ensuring the established requirements concerning maintenance/alterations are met with efficiency.
6. Planning maintenance/alteration accomplishment.
7. Providing for continuity of maintenance responsibility when work has not been completed.
8. Monitoring and evaluating inferior/deteriorating performance of maintenance personnel, which would adversely affect the justifications and abilities of that person. Implementing corrective action as appropriate, this may include, but is not limited to recurrent training.
9. Checking for the proper and accurate completion of all required records and documentation to be completed by technicians.
10. Informing the Manager of Maintenance of all maintenance not completed as required in the continuity of maintenance for unfinished work.
11. Maintenance and repair of shop facility, equipment and tooling to support operations.
12. Supervise and direct technicians in daily functions, such as work order processing, FAA and Repair Station documentation and shop processes.
13. Hangar loading coordination and scheduling assistance. Determine the eligibility of maintenance/alterations for an article and component thereof based on a review of the Repair Station's operations specifications and capability list, if utilized and work order.
14. Determine the eligibility of maintenance/alterations for an article and component thereof based on a review of the Repair Station's operations specifications and capability list, if utilized and work order.
15. Be the primary point of contact for customers and ensure that the customer is kept informed as to the status of their aircraft during the maintenance event to include estimated Return to Service date.
16. Performing other duties as assigned by management.

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8. Manager of Quality Assurance FAR 145.151

A) The Manager of Quality Assurance is named as the Accountable Manager for the repair station and is responsible for the overall operation of the Repair Station in compliance with all applicable Federal Aviation Administration regulations and as required by (14 CFR 145.3) and manufacturer's recommendations. The Manager of Quality Assurance will have the final authority in the releasing to service all articles and components thereof, authorized on the Repair Station's operations specifications or capability list if utilized. The Manager of Quality Assurance reports to the President / CEO.

B) In addition, the Manager of Quality Assurance is responsible for the following:

1. Acting as the liaison to the FAA and other regulatory bodies, both U.S. and Foreign.
2. Supervising, directing and training the staff of inspection personnel in accordance with company procedures.
3. Providing oversight for all contracted work to ensure adherence to other operator's delegated functions/requirements.
4. Maintaining a current file of Federal Aviation Regulations, manufacturer's standards, type certificate data sheets, bulletins and Airworthiness Directives.
5. Determining that all data for articles or components thereof, maintained/alterd by the Repair Station are kept current. This data will include but is not limited to: manufacturer's manuals, bulletins, standards, Federal Aviation Administration approved data and other acceptable data used by the Repair Station.
6. Assuring that the records of inspection and test equipment, and other requirements are maintained as shown in Four Points Aero Services, LLC' calibration interval program.
7. Submitting reports of any serious defect in, or other recurring unairworthy condition of an article that the Repair Station maintains. **(FAR 145.221, Reports of Failures, Malfunctions, or Defects utilizing FAA Form 8010-4).**
8. Reviewing Inspector executed **Federal Aviation Administration Form 337's** after major repairs/alterations. The Accountable Manager may also complete the **Federal Aviation Administration Form 337**.
9. Maintaining files of maintenance records and inspection forms for at least 2 years in such a manner that the file pertaining to a specific article maintained/alterd can be readily located for review.
10. Ensuring that all incoming material and articles are inspected and found free from defects or malfunctions before they are placed in stock for use in an aircraft.

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8. Manager of Quality Assurance FAR 145.151 (cont.)

11. Ensuring that the preliminary, hidden damage, preservation, in-process and final inspection of all articles maintained/alterd by this Repair Station are recorded as required in this manual.
12. Overseeing the proper required record keeping of all articles maintained/alterd by this Repair Station as required in this manual.
13. Providing for continuity of inspection responsibility when work has not been completed during a single shift.
14. Maintaining a current RSM/QCM MANUAL in accordance with applicable FARs, policies and other approved data for accomplishment of inspection under part 145.
15. Maintaining current Management, Supervisory, and Inspection personnel Roster/s along with the Employee Summaries as required and in accordance with applicable FARs,
16. Reviewing the decision to accomplish maintenance/alterations of an article by Four Points Aero Services, LLC based on a review of the Repair Station's operations specifications and capability list if utilized, and the initiated work order.
17. Reviewing qualifications of all inspection personnel before assigning authorities and continued review as needed. This may be done by, but is not limited to; reviewing employment history, work records, testing, observing work performed and discussion.
18. Ensuring that contractor audits are performed and that the Contracted Functions and Contractors Lists are maintained.
19. Ensuring that the shelf life program is maintained.
20. Manage the Drug and Alcohol Abatement program for the Repair Station.
21. Serve as the training coordinator
22. Ensure the staff complies with any company required training i.e. Human factors training etc.

C) The Manager of Quality Assurance may delegate all duties to a qualified/authorized Inspector as necessary; however, such delegation does not relieve the Manager of Quality Assurance of the overall responsibilities.

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9. Chief Inspector FAR 145.151

A. The Chief Inspector reports to the Manager of Quality Assurance/Accountable Manager. The Chief Inspector is responsible for the accomplishment of the following tasks which are **not** to be delegated to other personnel unless approval has been granted by Manager of Quality Assurance/Accountable Manager

1. Providing feedback to the Manager of Quality Assurance/Accountable Manager on the effectiveness and efficiency of observed maintenance/inspection performed by the Repair Station.
2. Monitor inspection staff to ensure all duties and responsibilities in accordance with FAA regulations and requirements as stated within Four Points Aero Services, LLC' approved manuals and policies are carried out and report any deficiencies to the Manager of Quality Assurance/Accountable Manager.
3. Accomplish audits as directed by the Manager of Quality Assurance/Accountable Manager, of the maintenance facility and all associated departments to ensure compliance with FAA and Four Points Aero Services, LLC rules, policies and procedures referenced in the Federal Aviation Regulations and the RSM/QCM Manual.
4. Accomplish audits as directed by the Manager of Quality Assurance/Accountable Manager, of Four Points Aero Services, LLC's vendors and subcontractors to ensure compliance with FAA and Four Points Aero Services, LLC rules, policies and procedures referenced in the Federal Aviation Regulations and the Repair Station/Quality Control Manual.
5. Maintain inspection and test equipment calibration records in accordance with the procedures established in the Repair Station/Quality Control Manual.
6. Review in-process work orders for accuracy and completeness ensuring compliance with Four Points Aero Services, LLC's RSM/QCM Manual and alerting appropriate personnel to effect corrective action.
7. Preparation of required maintenance documentation to include logbook entries
8. Conduct surveillance of in process maintenance to include RII tasks as authorized (see inspection roster)
9. Act as the liaison to the FAA and other regulatory bodies, both U.S. and Foreign during Manager of Quality Assurance/Accountable Manager's absence.
10. Ensuring that rejected and repairable articles are handled in accordance with the RSM/QCM MANUAL as to prevent their use.
11. Ensuring that the preliminary, hidden damage, preservation, in-process and final inspection of all articles maintained/alterd by this Repair Station are recorded as required in this manual.
12. Ensuring that inspections are properly performed, and that all records used by the Repair Station are properly executed prior to the article being approved for return to service.

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Chief Inspector FAR 145.151 continued

13. Proper completion of **Federal Aviation Administration Form 337** and sign-off approval for return to service using the Repair Station Certificate Number and Rating.
14. Determine the eligibility of maintenance/alterations for an article and component thereof based on a review of the Repair Station's operations specifications and capability list, if utilized and work order.
 15. Providing oversight for all contracted work to ensure adherence to other operator's delegated functions/requirements.
 16. Determining that all data being used on articles maintained/alterd by the Repair Station is current.
17. Performing other duties as assigned by Manager of Quality Assurance/Accountable Manager.

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10. Inspector FAR 145.151

The Inspector reports to the Chief Inspector or Manager of Quality Assurance. The Inspector may be directed to accomplish any of the following tasks.

1. Ensure that inspections are properly performed, and that all records used by the Repair Station are properly executed prior to approving the article for return to service.
2. Accomplish audits as directed of the maintenance facility and all associated departments to ensure compliance with FAA and Four Points Aero Services, LLC rules, policies and procedures referenced in the Federal Aviation Regulations and the RSM/QCM Manual.
3. Accomplish audits as directed of Four Points Aero Services, LLC's vendors and subcontractors to ensure compliance with FAA and Four Points Aero Services, LLC rules, policies and procedures referenced in the Federal Aviation Regulations and the RSM/QCM Manual.
4. Review in – process work orders for accuracy and completeness ensuring compliance with Four Points Aero Services, LLC's RSM/QCM and alerting appropriate personnel to effect corrective action.
5. Conduct surveillance of in process maintenance.
6. Preparation of all required maintenance documentation to include logbook entries.
7. Providing feedback to the Lead Inspector on the effectiveness and efficiency of observed maintenance/inspection performed by the Repair Station.
8. Ensuring that the preliminary, hidden damage, preservation, in-process and final inspection of all articles maintained/alterd by this Repair Station are recorded as required in this manual.
9. Proper completion of **Federal Aviation Administration Form 337** and sign-off approval for return to service using the Repair Station Certificate Number and Rating; if appropriately authorized as noted on Inspection Roster.
10. Determine the eligibility of maintenance/alterations for an article and component thereof based on a review of the Repair Station's operations specifications and capability list, if utilized and work order.
11. Providing oversight for all contracted work to ensure adherence to other operator's delegated functions/requirements.
12. Providing oversight during performance of items that are considered RII listed in the Four Points Aero Services RSM/QCM as well as FAR 135 operators AAIP/GMM requirements.
13. Performing other duties as assigned.

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In-process maintenance will be inspected at various stages by qualified personnel listed on the inspection roster when a task is listed on Four Points Aero Services RII table to include any operational checks (aircraft pressurization, landing gear operation checks, etc.)



8601 Lemmon Ave. Dallas, TX 75209 214-351-5200

| RII TABLE | Chapter 27 - Flight Controls | Repair | Installation |
|------------------|---|---------------|---------------------|
| 1 | Rudder | X | X |
| 2 | Horizontal Stabilizers | X | X |
| 3 | Aileron | X | X |
| 4 | Wing Flap | X | X |
| 5 | Flight and Ground Spoilers | X | X |
| 6 | Dampers, actuators, control rods, cables, bell cranks or any other unit of the flight control system requiring control system rigging | X | X |
| RII TABLE | Chapter 32 - Landing Gear | Repair | Installation |
| 1 | Landing gear repairs, components, or installations requiring rigging or gear swing | X | X |
| RII TABLE | Chapter 34 - Navigation | Repair | Installation |
| | Any removal or installation of RVSM components and/or repairs or modifications to the airframe which affects RVSM. | X | X |
| RII TABLE | Chapter 52 - Doors | Repair | Installation |
| 1 | Repairs or installations to pressurized doors, latches and mechanisms requiring rigging or pressurization checks. | X | X |
| RII TABLE | Chapter 57 - Wings | Repair | Installation |
| 1 | Major repairs to wing panels and structure which require a flight test per the maintenance manual | X | X |
| RII TABLE | Chapter 72 - Engines | Repair | Installation |
| 1 | Engine repairs, removals or installations inclusive of components which require rigging adjustments | X | X |

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11. Manager of Customer Service and Support FAR 145.151

A) The Manager of Customer Service and Support reports to the COO and coordinates with the Chief Inspector or Manager of Quality Assurance concerning quality control requirements under FAR 145. The Manager of Customer Service and Support oversees the purchasing, receipt, protection, storage, and issuance of all equipment, articles and materials required for the maintenance and alteration of aircraft as accomplished by this Repair Station.

B) In addition, the Manager of Customer Service and Support is responsible for the following:

1. Supervise, direct and train the staff of stores/purchasing personnel in accordance with company procedures.
2. Ensure the staff complies with any company required training i.e. Human factors training etc.
3. Direct and supervise the proper protection/storage and issuance of the Repair Station's necessary equipment and materials.
4. Manage cycle inventory and direct special inventories of equipment and materials for quantity to the standards established for the operation of the Repair Station.
5. Monitor the shelf life expiration of shelf life limited articles in accordance with Four Points Aero Services, LLC' shelf life limits and policy.
6. Reviewing our FAA approved Contracted Functions List and Company Approved Contractors List and ensuring that contracted maintenance is purchased and supplied in accordance with those lists.
7. Be cognizant of Four Points Aero Services, LLC' **S**uspected **U**napproved **P**arts program requirements and take action as deemed necessary.
8. Locate and route inspection and test equipment requiring calibration for processing from list provided by the Accountable Manager or his designee.
9. Ensure that Materials staff completes required training as well as ensuring that training is properly documented and submitted to the Accountable Manager in a timely manner.

C) The Manager of Customer Service and Support may delegate all duties to any qualified personnel as necessary; however, such delegation does not relieve the Manager of Customer Service and Support of the overall responsibilities.

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12. Materials Operations Specialist FAR 145.151

A) The Materials Operations Specialist reports to the Manager of Customer Service and Support.

B) The Materials Operations Specialist is responsible for the following:

1. Ensure that Four Points Aero Services, LLC policies and procedures are met in regard to purchasing, storing and issuing of approved articles and materials to support maintenance/alteration activities undertaken by this Repair Station.
2. Materials Operations Specialist approves and issues articles and materials as needed, to support maintenance in an expeditious and efficient manner.
3. Reviewing our FAA approved Contracted Functions List and Company Approved Contractors List and ensuring that contracted maintenance is purchased and supplied in accordance with those lists.
4. Review all outgoing parts for appropriate supporting documentation such as repairable tags and repair requests.
4. Shall be familiar and follow Four Points Aero Services, LLC's **Ssuspected Unapproved Parts** program as shown in the RSM/QCM MANUAL.
5. Prepare inspection and test equipment purchase and service orders as directed by the Operations Manager or Accountable Manager requesting documentation traceable back to the **National Institute of Standards and Technology** and **other approved standards**.
6. Prepare, input, and maintain computer transactions generated in the Materials Department.
7. Establish minimum and maximum levels for inventory monitor and track high usage items for stocking. Conduct special inventory inquiries to identify shortfalls.
8. Coordinate tool requests, stock objectives and directed repair actions with the appropriate Department Manager.
9. Perform other duties as assigned.

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14. Lead Technician FAR 145.151 (Supervisory)

A) The Lead Technician reports to the Manager of Maintenance/Assistant Manager of Maintenance. The Lead Technician carries out directives that concern scheduled and unscheduled maintenance/alterations.

B) In addition, the Lead Technician is responsible for the following:

1. Enacting policies and procedures as directed by the Manager of Maintenance/Assistant Manager of Maintenance and in accordance with RSM/QCM MANUAL.
2. Reviewing technical data to be used and presenting it to the assigned Inspector for review and acceptance if there is any doubt about its applicability or acceptability, before beginning work.
3. Ensuring that established requirements concerning maintenance/alterations on airframe and power plants are met with efficiency.
4. Assisting and advising the Manager of Maintenance/Assistant Manager of Maintenance in planning maintenance, assigning resources and monitoring work accomplishment.
5. Checking for the proper and accurate completion of all required records and documentation to be completed by assigned Technicians.
6. Informing the Manager of Maintenance/Assistant Manager of maintenance of all maintenance work not completed as required in the continuity of maintenance program for unfinished work.
7. Verifying the proper use of Repair Station test equipment used by the assigned Technicians reporting adverse findings with corrective action as appropriate.
8. In the absence of the Lead Technician, the appropriate supervisor may delegate these duties to any qualified and authorized Technician.
9. Determines the eligibility of maintenance/alterations for an article and component thereof based on a review of the Repair Station's operations specifications and capability list if utilized, and work order.
10. Ensuring that the work area is cleaned at the end of the shift or task, whichever comes first.
10. Review in – process work orders for accuracy and completeness ensuring compliance with Four Points Aero Services, LLC's RSM/QCM and alerting appropriate personnel to effect corrective action.
11. Conduct surveillance of in process maintenance to include RII tasks as authorized (see inspection roster)
12. As authorized on the Inspection Roster conduct inspection duties of airframe/engine/ component installation/repair.
13. As authorized on the Inspection Roster conduct Return to Service duties as stated in the RSM/QCM and in accordance with FAR 135 operators AAIP/GMM requirements as applicable.

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15. Technician FAR 145.151

A) The Technician reports to the Lead Technician. The Technician carries out directives that concern scheduled and unscheduled maintenance/alterations.

B) In addition, the Technician is responsible for the following:

1. Enacting policies and procedures as directed by the Lead Technician and in accordance with the RSM/QCM MANUAL.
2. Reviewing technical data to be used and presenting it to the assigned Inspector for review and acceptance if there is any doubt about its applicability or acceptability, before beginning work.
3. Performing maintenance/alterations while adhering to accepted maintenance/alteration performance standards as referenced in FAR 43.13.
4. Accurate and appropriate completion of all required records used in the performance of their functions.
5. Informing the Lead Technician of all maintenance work not completed as required in the continuity of maintenance program for unfinished work.
6. Ensuring the proper use of all test equipment. Ensuring that all defective test equipment found during the maintenance process is removed from service and reported to the appropriate manager for corrective action.
7. Ensuring that the work area is cleaned at the end of the shift or task, whichever comes first.
8. Accomplish required company training and complete training documentation in a timely manner as stated in the training manual and submit documentation to supervisor for distribution.
9. Performing other duties as assigned.

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16. Uncertificated Technician FAR 145.151

A) The Uncertificated Technician reports to the Lead Technician or Technician as appropriate. The Uncertificated Technician carries out directives that concern scheduled and unscheduled maintenance/alterations under close supervision.

B) The Uncertificated Technician is responsible for the following:

1. Performing or accomplishing maintenance/alteration on aircraft and engine as supervised and directed by either the Lead Technician or Technician.
2. Reviewing technical data to be used and presenting it to the assigned Inspector for review and acceptance if there is any doubt about its applicability or acceptability, before beginning work.
3. Performing maintenance/alterations while adhering to accepted maintenance/alteration performance standards as referenced in FAR 43.13.
4. Accurate and appropriate completion of all required records used in the performance of their functions.
5. Informing the Lead Technician or Technician of all maintenance work not completed as required in the continuity of maintenance program for unfinished work.
6. Ensuring the proper use of all test equipment. Ensuring that all defective test equipment found during the maintenance process is removed from service and reported to the appropriate manager for corrective action.
7. Ensuring that the work area is cleaned at the end of the shift or task, whichever comes first.
8. Accomplish required company training and complete training documentation in a timely manner and submit documentation to supervisor for distribution.
9. Performing other duties as assigned.

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17. Training Requirements FAR 145.163

A) All new employees will be required to complete an Initial Assessment and Training Form Four Points Aero Services, LLC I-TM01 and Employment Summary Form Four Points Aero Services, LLC I-TM02. Both forms are found in the Four Points Aero Services, LLC Training Manual. New employees will also provide the human resources and or quality department with a copy of their FAA Certificates and other training certificates (whenever applicable). A review of these documents will be accomplished by the applicable Department Manager to determine the training needs and abilities of a new employee.

B) It is the responsibility of the Manager of Maintenance to determine the qualifications and abilities of the (Certificated and Non-Certificated) maintenance personnel. It is the responsibility of the Chief Inspector or Accountable Manager to determine the qualifications and abilities of the inspection personnel. It is the responsibility of the Manager of Customer Service and Support to determine the qualifications and abilities of the Materials personnel. An assessment of the employee's previous work experience and training will be utilized to make this decision. In some cases, an interview with the employee may be necessary in order to justify a decision in determining an employee's qualifications. The Employment Summary is one tool the appropriate manager might use to help determine the qualifications and abilities of their employees.

C) All required records shall be retained by the Accountable Manager in the company's employee training files.

D) Note: Technicians hired on a temporary (per work order) basis will not be required to complete a personnel summary of employment. They will work under the direct supervision of a Lead Technician. In these cases a copy of their FAA Certificates will be kept on file in the Accountable Manager's office.

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CHAPTER IV: OPERATING RULES

1. Privileges and Limitation Of The Repair Station Certificate FAR 145.201

A) Four Points Aero Services, LLC may not maintain or alter any article under its certificate, for which it is not rated and may not maintain or alter any article for which it is rated if it requires special technical data, equipment, facilities and trained personnel that are not available to it.

2. Performance Of Maintenance At A Location Other Than The Repair Station FAR 145.203

A) Four Points Aero Services, LLC may, at times, provide maintenance and alteration services for its customers on an on-call basis at a place away from the Repair Station. The Repair Station can only provide this service for work for which it is rated. The Chief Inspector or Accountable Manager is authorized to initiate such work.

B) The Manager of Maintenance will be responsible for assigning the qualified maintenance personnel necessary to perform the work and appoint a person to supervise the work force. The Chief Inspector or Accountable Manager will assign the Inspector(s) responsible to inspect the work and ensure that all required work and the recording of that work, is completed. The Chief Inspector or Accountable Manager will delegate one Inspector with the responsibility for approving the article for return to service.

C) The Manager of Maintenance will ensure that the article undergoing maintenance/alteration and its work force will be in an area safe for the work to be performed and that they will be protected from the elements. The Manager of Maintenance will be responsible for providing all the necessary manpower, work forms, technical data, and inspection and test equipment necessary for the accomplishment of the maintenance/alteration. The appropriate supervisor will establish a system of communication between the field and the Repair Station.

D) The Materials Operations Manager will be responsible for assigning a Materials Handler, if needed, to provide parts and supply support between the Repair Station and the field. All articles removed from the field will be routed through the Repair Station for proper disposition.

F) All personnel assigned to accomplish work away from the Repair Station shall accomplish the specific function of work in the same manner as if performed at the Repair Station and in accordance with **Part 145.203(b)** and this Repair Station/Quality Control Manual.

G) When inspection and test equipment has been transported to the remote sight, it will undergo inspection as appropriate, before being utilized. (Visually inspect for damage and verify Cal date)

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3. Performance Standards For Air Carriers And Non Air Carriers FAR 145.205

A) Four Points Aero Services, LLC shall always apply the performance standards shown in **Part 43 (ref. Part 145.201(a) (1))** when performing maintenance/alterations on articles authorized for such work under its operations specifications or capability list, if utilized. The exceptions to this are;

1. When Four Points Aero Services, LLC performs maintenance, preventive maintenance or alterations (**Part 145.205**) for an air carrier or commercial operator under a Continuous Airworthiness Maintenance Program as set forth in **Part 121 or 135**. In these cases, Four Points Aero Services, LLC will contact the air carrier whether **Part 121 or 135**, Director of Maintenance, Maintenance Controller or other air carrier designated contact personnel to receive work scope as required, maintenance reference material as needed to complete work scope and receive instructions to complete required paperwork to return aircraft to service as well as the disposition of referenced paperwork to include maintenance release in accordance with the carrier's manual. Four Points Aero Services, LLC will follow the air carrier's program and the applicable portions of its maintenance manual.
2. When Four Points Aero Services, LLC performs inspections (**Part 145.205**) for certificate holder operation under **Part 125**. In this case, Four Points Aero Services, LLC will follow the operator's FAA approved inspection program.
3. When Four Points Aero Services, LLC performs maintenance, preventive maintenance or alterations (**Part 145.205**) for a foreign air carrier or a foreign person operating a U.S. registered aircraft under **Part 129**. In this case, Four Points Aero Services, LLC will follow the operator's FAA approved inspection program.

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CHAPTER V: QUALITY CONTROL SYSTEM FAR 145.211

1. General

- A. Four Points Aero Services, LLC's QC system focuses on the following regulatory requirements, which are outlined in this Quality Control Manual:
1. The Quality Control Manual will show, by reference all current specifications, inspection tolerances, limitations, and procedures listed by the manufacturer of the article being inspected and with other forms of inspection information, such as FAA ADs and bulletins.
 2. Concerning the proficiency of using various inspection aids, this manual, by reference, will focus on the correct and proficient use of such aids.
 3. Four Points Aero Services, LLC does not, within its own facilities, always perform all maintenance/inspection functions for the ratings for which it is authorized, but rather, may contract certain functions to an outside source.
 4. Four Points Aero Services, LLC does provide a satisfactory method for incoming material inspection (Receiving Inspection) to insure that before it is placed in stock for use, the material is in a good state of preservation and is free from apparent defects or malfunctions.
 5. Four Points Aero Services, LLC does provide a satisfactory system for preliminary inspection of all articles it maintains to determine the state of preservation and for obvious defects.
 6. Four Points Aero Services, LLC does provide a satisfactory system so that before working on any article that has been involved in an accident; it will be inspected thoroughly for hidden damage including the areas adjacent to the obviously damaged parts. The results of such an inspection, when warranted, will be shown on the inspection form that travels with the article until released to service.

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2. Inspection Incoming Material/Parts FAR 145.211(i) (Receiving Inspection)

A) A receiving inspection, utilizing the Receiving Checklist (Form RIC-001), will be accomplished for the purposes of inspecting all incoming material, parts, hardware, etc. before being placed in stock, for use by the Repair Station. It will ensure that these articles conform to all applicable specifications, based upon the purchase order, prior to being placed into stock. The receiving inspection will include looking for any obvious damage as a result of shipping. Articles will be checked for any discrepancies relative, but not limited to the purchase order, packing list, part number and serial number, as well as, a check for proper regulatory documentation as well as inspection for contamination and state of preservation and check for AD and Service bulletins status. Discrepancies will be brought to the attention of the Accountable Manager for any Suspected Unapproved Parts that may be received.

B) Any materials, parts, etc., that have been determined not to meet the requirements of the receiving inspection will be tagged by the person who discovered the discrepancy. The appropriate tag (i.e. Green Tag - repairable, etc.; Red Tag - scrap, damaged, etc.) from Four Points Aero Services, LLC's tagging identification system will be used. The article will be isolated from the serviceable stock in a area/s marked Quarantined, until such time that its disposition has been determined. The final disposition will be coordinated between the Chief Inspector or Accountable Manager and the Manager of Customer Service and Support.

C) Upon completion of a satisfactory receiving inspection, the employee (usually Materials Operations Specialist designated by the Manager of Customer Service and Support; however, an Inspector may also complete this task as required) who completed it, shall enter the article into the work order system for receiving. The Four Points Aero Services, LLC purchase order number will be attached or entered, as applicable, on the article received and the article will be placed into stock. Consignment inventory and customer owned inventory will be kept in an area marked "Customer Inventory". All consignment inventories, which have not had a receiving check, performed, will be unopened and marked with a caution tag stating that a receiving check is required prior to issue. All customers owned inventory will have a receiving check performed before being placed in this area or distributed for installation. Articles received that are too large to be easily transported to the receiving area may have the receiving inspection performed in a hangar or other area. If the receiving inspection is not performed immediately upon receipt, the shipping containers will be unopened and tagged with a caution tag stating that a receiving check is required prior to issue.

NOTE: Functional checks, when applicable, are performed in accordance with instructions contained in the appropriate manufacturer's publications or other instructions as determined by the Chief Inspector or Accountable Manager.

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2. Inspection Incoming Materials/Parts FAR 145.211 (i) (Receiving Inspection) (cont.)

D) Any articles returned to service by an FAA Certificated Repair Station do not normally require more than a receiving inspection before being utilized. Articles received from a non-certificated source will be inspected by this Repair Station to insure that all required specifications used to maintain the article have been met by the contractor before being placed to service.

E) In any case, it is the installer's responsibility to ensure the airworthiness of an article to be installed on a type-certificated product.

F) Advisory Circular **AC No: 20-62 - Eligibility, Quality, and Identification of Aeronautical Replacement Parts**, as amended, is a source for determining acceptable parts and materials intended for installation on U.S. type certificated products and may be referenced when questions arise.

G) Materials Operations Specialist will be trained on parts purchasing requirements, storage and environments, shelf life policies, segregation of serviceable and unserviceable parts, and disposition requirements for detected **SUP** as needed.

H) Shipping/Receiving to Ensure acceptable Quality

- **Standard Part** - Is a part manufactured in complete compliance with an established U.S. Government or industry-accepted specification, which includes design, manufacturing, and uniform identification requirements. The specification must include all information necessary to produce and conform the part. The specification must be published so that any party may manufacture the part. Examples include, but are not limited to, National Aerospace Standards (NAS), Air Force-Navy Aeronautical Standards (AN), Society of Automotive Engineers (SAE), SAE Aerospace Standards (AS), Military Standards (MS), etc.
- Four Points Aero Services, LLC receives articles or products in order to support the maintenance/alteration functions for which is rated. Each of these articles or products is generally received with shipping/receiving documentation; however, it is in a variety of formats and styles. In addition, the regulatory documentation received explaining the new part status and/or maintenance release certification may also be in a variety of formats, but is generally in the form of FAA Form 8130-3, JAA Form One, or Certificate of Conformance.

I) New/Newly Overhauled:

1 - Packing List / Certificate of Conformance - A copy of the manufacturer's document with conformity and/or certification statement shall remain with the article; the original shall remain with the Four Points Aero Services, LLC purchase order.

2- FAA Form 8130-3 - The original copy shall remain with the article; a copy shall remain with the Four Points Aero Services, LLC purchase order.

3 - JAA Form One - Same as above in II.

4 - Logbook(s) - The original copy shall remain with the article. A copy is not required for Four Points Aero Services, LLC.

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2. Inspection Incoming Materials/Parts FAR 145.211 (i) (Receiving Inspection) (cont.)

J) Repaired:

1 - Packing List / Certificate of Conformance - A copy of the manufacturer's document with conformity and/or certification statement shall remain with the article; the original shall remain with the Four Points Aero Services, LLC purchase order.

2 - FAA Form 8130-3 - The original copy shall remain with the article; a copy shall remain with the Four Points Aero Services, LLC purchase order.

3 - JAA Form One - Same as above in II; however, it **MUST** be prepared and signed by a FAA Certified Repair Station otherwise it is not acceptable.

4 - Logbook(s) - If applicable, the original copy shall remain with the article. A copy is required for Four Points Aero Services, LLC to establish traceability.

Note: A parts supplier Certificate of Conformance (C of C) may not be acceptable. Originals are not mandatory, but preferred; copies are sufficient. The C of C should state the standard that the product has been built to. A C of C that does not state the standard may be questionable.

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3. Suspected Unapproved Parts Program (SUP)

A) Detecting and Reporting Suspected Unapproved Parts: The FAA has issued guidance, information and requirements for the aviation industry to follow when becoming aware of any suspected unapproved aircraft parts. This will prevent the use of such parts in aircraft where the quality could adversely affect airworthiness. All Four Points Aero Services, LLC personnel actively engaged in maintenance operations including the handling of parts, have an obligation to be aware of **SUP** requirements.

B) Essentially, the FAA's **SUP** program endeavors to ensure that any part not meeting the standards of **Part 21** is to be deemed suspected unapproved parts. These parts are to be reported to the FAA in accordance with **Advisory Circular 21-29**, as revised. **FAA Form 8120-11** is to be used for submittal. The form is self-explanatory and can be found in Section VI of this Manual. It is most important to note that any detected **SUP**, **CANNOT** be used in an aircraft or part thereof. A **SUP** is a part that cannot be traceable back to an approved manufacturing process referenced in **Part 21** (Refer to **Advisory Circular 20-62** as revised for identification of replacement parts). These parts will not conform to established industry or U.S. specifications and may not be used on type-certificated products. "It is better to be safe than sorry." Four Points Aero Services, LLC will not use **SUP** and will report these to the FAA as required.

C) Four Points Aero Services, LLC's system for controlling the use of **SUP** is further enhanced by a central policy of management control for proper procedures, properly trained personnel, documentation, ordering system, incoming inspection (receiving check), parts storage and tracking, parts selection by maintenance personnel, and feedback on the performance of parts used. These aspects comprise the central control of Four Points Aero Services, LLC's **SUP** program.

D) Defined in Section IV for Duties and Responsibilities are those **SUP** program requirements for responsibility. Materials Operations personnel, under the supervision of the Manager of Customer Service and Support, will make parts selection based on criteria referenced in **Part 21** and as shown in this manual. Parts selection will only be from suppliers that can show traceability of parts furnished through documentation to the following **Part 21** standards:

- Type Certificate (TC)
- Type Certificate Changes (FAA Approved)
- Supplemental Type Certificate (STC)
- Production Certificate (PC)
- Manufacturing License
- Delegated Option Authority Manufacturing
- Parts Manufacturing Approval (PMA)
- Technical Standard Order (TSO)
- AN, MS, NAS, SAE standards
- FAA approved data for product fabrication

E) In all cases, Four Points Aero Services, LLC will only use parts conforming to these standards.

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3. SUSPECTED UNAPPROVED PARTS PROGRAM (SUP) (cont.)

F) Materials personnel will be trained on receiving inspection requirements involving specifications and documentation to identify SUP as needed.

G) Any articles determined to be **SUP** shall be appropriately tagged with the red, "REJECTED" tag from Four Points Aero Services, LLC's tagging system. The articles shall be isolated from the useable stock in a cabinet marked Quarantined to prevent their use. The Accountable Manager will have FAA Form **8120-11** completed and notify the local FAA Flight Standards District Office in order to facilitate a physical inspection of the article, should the FAA so desire. The disposition of the article will be determined between the Accountable Manager, Manager of Customer Service and Support and FAA.

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4. Cannibalized Parts (Removed with traceability, not yet determined serviceable).

A) Parts that have been removed from another aircraft or engine may be used provided they meet the following criteria.

1. Canned parts will only be used with the operator's prior approval.
2. They must come with documentation for traceability signed by an appropriate FAA certificated person, such as an A&P Mechanic, 145 Repair Station, Part 121 or 135 Operator. It must include a signature, FAA certificate type and number, and date. The documentation must identify the part by part number, and/or model number, and if applicable, serial number.
3. The documents must include the aircraft/engine type, registration number (aircraft), and aircraft/engine serial number the part was removed from. This will show traceability.
4. The documents must include the statement: "removed with no known defects for the purpose of resale, loaner/rental return, maintenance convenience, etc.", (pick one).
5. Four Points Aero Services, LLC must inspect the parts to acceptable criteria, such as the appropriate maintenance manual chapter 5, or other manufacturers' criteria, to at least include a thorough visual inspection.
6. For systems parts (components), functional tests will be performed in accordance with the appropriate maintenance manual requirements at installation.
7. Life limits, overhaul limits, and inspections due times/cycles/dates, will be determined and the aircraft/engine records will be adjusted accordingly.
8. Any additional requirements the operator may have will be complied with.

B) The above listed items 2 and 3 will provide traceability and items 4, 5, 6 and 7 will help determine serviceability.

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5. Preliminary Inspection FAR 145.211 (ii)

This inspection is applicable for all articles that are received for preventive maintenance, maintenance, inspection or alteration.

It consists of a visual inspection of the area to be worked to determine that there are no obvious reasons why the work requested should not be performed without additional repairs (i.e. visually check general condition of the wheel and brake area before replacing a tire.) when performing a required inspection, a preliminary inspection will be accomplished in accordance with the required visual inspection items as stated in the preliminary inspection form **(PIF-001)**. Its purpose is to determine the state of preservation of the aircraft and powerplant(s). In either case, any non - cosmetic discrepancies noted shall be recorded. Preliminary inspection form will be utilized for all articles maintained by the repair station. In all cases the category boxes of the preliminary inspection form **(PIF-001)** will be marked **OK, NO or N/A** applicable to clearly define which areas were inspected. However, all category boxes of the Preliminary Inspection Form **(PIF-001)** will be marked either **OK, NO** or annotated NA as applicable to clearly define which areas were inspected.

Note: The preliminary inspection is a visual inspection for obvious defects, performed without disassembly. Inspection for proper documentation, identification, traceability, shipping damage, contamination, state of preservation, life limits, Ad's, service bulletins, functional tests or tear down inspections and FAA approval of new articles.

When performing a the entire preliminary inspection will be accomplished in accordance with the required visual inspection items as stated in the Preliminary Inspection Form (PIF-001) all category boxes of the Preliminary Inspection Form (PIF-001) will be marked OK, NO or annotated NA as applicable. The purpose of the Preliminary Inspection is to determine the state of preservation of the aircraft and power plant(s).

Preliminary Inspection Form will be utilized for all articles maintained by the Repair Station.

In either case, any non-cosmetic discrepancies noted shall be recorded on the Inspection Job Aid Form WO-3.

6. Inspection for Hidden Damage FAR 145.211 (iii)

A) Four Points Aero Services, LLC will, before working on any article for which it is rated that has been involved in an accident/incident/occurrence, thoroughly inspect for hidden damage, which will include the areas next to the obviously damaged area. In the case of any noted damage, a determination will be made to either accept or reject the damage. By utilizing manufacturer's and/or other acceptable/approved data, the article may be approved for return to service as is, or incur an appropriate repair as needed, to ensure the airframe, powerplant or other article, or parts thereof are within specifications. If none of the aforementioned conditions are attainable, then the airframe, powerplant or other article must be rejected.

B) This hidden damage inspection must be recorded as required on the appropriate Item/Discrepancy Form WO-2 along with any discrepancies that may have been discovered.

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7. Shelf Life Parts/ Materials (Items)

A) Four Points Aero Services, LLC has a shelf life monitoring program that is reviewed by the Chief Inspector. This program is comprised of a list of items that have been determined to have a shelf life based upon the recommendations of the manufacturer of the item, and/or as recommended by **MIL-HDBK-695**, as revised. These recommendations have been used as a basis to develop Four Points Aero Services, LLC's Program. If the manufacturer or **MIL-HDBK-695** does not specify a shelf life for items such as paints, greases, adhesives, alodines, various rubber products, etc., the Technician before each use will visually check these items. All shelf life items will be tracked utilizing a computerized work order tracking system. During the receiving inspection, of new shelf life items, the Materials Operations specialist will input the tracking time into the corridor system.

B) The Manager of Customer Service and Support or designee can/will generate a report of all shelf life parts/materials to show compliance. This list will be checked approximately every 30 days to maintain currency. All items in the report, that will exceed their allowable shelf life, before the next inspection period, will be removed from stock. Aircraft batteries will be checked before issue. Any battery not serviced within the previous 30 days will be brought to the attention of an inspector to determine appropriate action.

C) Items that have exceeded allowable shelf life limits will be removed from the useable stock and places in quarantine. The Manager of customer service and support or designee will determine the final disposition of those items.

D) All shelf life parts/ materials Items that have been issued to the technicians shall be returned to materials upon completion of the tasks, or discarded accordingly.

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8. Major Repair and Alterations

A) Major repairs and alterations, when accomplished, will be performed in accordance with **FAR Part 43**. Important to this function will be the requirement to show that the major repair and alteration was accomplished in accordance with approved data. Approved data may be, but not limited to, manufacturer's data, Supplemental Type Certificates (**STC**), Designated Alteration Station (**DAS**) data, and Designated Engineering Representative (**DER**) approved data. In the instance of a major repair, a work order may be used in lieu of **FAA Form 337**. Recording requirements shall be made in accordance with **FAR 43 appendix B**. In all cases, major repairs and alterations must show **APPROVED DATA**.

9. Customer Maintenance/Inspection Requirements

A) Four Points Aero Services, LLC, at times, may be requested to perform maintenance/inspection utilizing customer generated program requirements (i.e. CAMP, CMP, CESCO, etc.). These programs usually provide the data to perform the maintenance/inspection functions and will be accomplished as indicated on the documents.

10. Continuity of Inspection and Maintenance Responsibility

A) Four Points Aero Services, LLC uses the Item/Discrepancy form, maintenance data, verbal/physical turnover and a turnover log WO-4 to provide a continuity of inspection and maintenance responsibility.

B) Technicians and Inspectors record the work performed on the Item/Discrepancy form as well as complete the individual steps referenced in the maintenance signing for the work that has been completed. Any steps not signed for are not complied with. Additionally, when there is a change of personnel performing the work a verbal/physical, or written turnover will be accomplished between the personnel reviewing all that has been accomplished up until that point. If the verbal/physical or written turnover cannot be accomplished, the task will be re-accomplished or re-inspected from at least the point where continuity was lost, as necessary to ensure proper completion of the task. The last step in the turnover process will be to record any information that may assist in for the completion of the remaining inspection and maintenance.

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12. Inspection Procedures

A) Managers and supervisors shall be cognizant of Four Points Aero Services, LLC's Repair Station privileges under **Part 145** as shown on its **Repair Station Certificate and Operations Specifications, and if utilized, Capabilities List**. Originals are maintained in the / Manager's office and may also be posted. They are available to the Administrator.

B) Four Points Aero Services, LLC accomplishes various aircraft inspection programs under **Part 91.409**. These may be the 100 Hour/Annual, Progressive Inspection, Continuous Airworthiness Inspection Program, Approved Aircraft Inspection Program (AAIP), and the Manufacturer's Recommended Inspection Program and any other Inspection Program approved by the Administrator.

C) A Manufacturer's Recommended Inspection Program checklist can be used for inspections, if an Inspector (or a Technician, when supervised) will initial each item on the checklist after completing the inspection of that item. The Inspector (and the Technician when involved) will then sign the Item/Discrepancy Form created for that inspection, also indicating that the entire inspection is complete.

Note: The checklist will not necessarily be saved with the Work Order Package. The signoff on the Item/Discrepancy Form will suffice.

13. Progress Inspections

A) The procedure for performing in progress inspections is as follows:

1. Authorized inspectors will be assigned by the Chief Inspector or Accountable Manager when required to make inspections at various stages of teardown, overhaul and repair of all articles received by the repair station for maintenance.
2. Progressive inspections are accomplished with a frequency determined by the article's applicable manual recommendations, repair station's originated work forms and/or judgment of the Accountable Manager.
3. Progressive Inspections are done to ensure inspections, testing and/or calibration is conducted at various stages while the work is in progress.
4. The assigned inspector will begin the inspection process when the project begins.
5. The inspector will work with the Lead to inspect work performed and check whether tools used are calibrated.
6. The inspector will use the Corridor system to follow the project from start to finish.
7. The Chief Inspector/Accountable Manager will oversee all progressive inspections

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14. Tagging Procedures

A) Tagging and Identification of Parts – Other than Rejected (Four Points Aero Services, LLC Tags)

- WHITE** **IDENTIFICATION TAG P/N PACI-T001:** Will be attached to serviceable articles removed from an aircraft during maintenance pending further disposition. This tag may be completed and signed by the Technician or Inspector.
- GREEN** **REPAIRABLE TAG P/N PACI-T002:** Will be attached to articles having discrepancies and/or other requirements to validate serviceability. This tag may be completed and signed by the Technician or Inspector.
- YELLOW** **GENERAL AVIATION (PART 91) SERVICEABLE TAG P/N PACI-T003:** Will be attached to articles that have been repaired or functionally tested and are approved for return to service. The tag must be signed by an inspector authorized by the repair station for final inspection and maintenance release authority.

B) Tagging and Identification of Rejected Parts (Four Points Aero Services, LLC Tags)

- RED** **REJECTED TAG P/N PACI-T004:** Will be attached to rejected articles. This tag may be completed and signed by the Technician (as directed by an Inspector) or Inspector.

C) Tagging and Identification of Parts for Air Carriers

- YELLOW** **AIR CARRIER SERVICEABLE TAG P/N PACI-T005:** When required by a Certificated Air Carrier, will be attached to parts that have been repaired or functionally tested and are approved for return to service. The tag must be signed by an inspector authorized by the repair station for final inspection and maintenance release authority.

D) Do Not Operate / Equipment Lock out Tag P/N LO-001

1. This tag is used to inform any person entering the cockpit of an aircraft that there is maintenance in progress, and indicates that the aircraft it is not ready for service. The “**Equipment Lock out Tag**” will be installed by the lead technician, on the fuselage, next to the main entrance door. This tag will be conspicuously placed so that it will be visible to any person entering the main door of an aircraft that is down for maintenance. Upon completion of the work being performed and approval for return to service, an inspector will remove the Equipment lock out Tag.

Note: All tags may be found in the Referenced Forms Manual

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15. Handling Of Articles (Rejected)

A) All rejected articles will be identified by the use of the **Red - Rejected Tag**. The Technician (as directed by an Inspector), or Inspector will enter the required information on the tag and attach it to the rejected article. The article will be brought to the stores department where it will be secured in the rejected parts locker. Each rejected article will be disposed of in the appropriate manner rendering the article unusable. The rejected parts locker will be checked and purged quarterly, unless warranty consideration dictates otherwise.

B) Some methods that may be utilized to render articles unusable may be but are not limited to are: sawing, cutting, mauling, bending and drilling.

C) The final disposition will be the responsibility of the Manager of Customer Service and Support or any designated authorized personnel.

D) Note: Some items will be kept longer, until the quantity is great enough to dispose of in a cost effective manner.

Note: Rejected articles will be returned to the customer at their request. The rejected article, with the customer's permission, will be rendered unusable, if the customer does not wish the article rendered unusable, this will be noted on the Item/Discrepancy Form, and will become the customer's responsibility.

16. Handling Of Articles (Airworthy)

A) Some articles may come from other certificated sources in which case these articles will be identified by various tags (**i.e. Serviceable, FAA Form 8130-3, JAA Form One etc.**) as used by those sources. It shall be the responsibility of the individual that withdraws an article from stock to check the article involved for proper documentation to verify its airworthiness.

Note: These procedures are in addition to the required Receiving Check.

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17. Establishing and Maintaining Current Technical Data: 145.211 (v)

A) The technical data used to perform maintenance/alterations are comprised of, but not limited to, maintenance manuals, illustrated parts catalogues, wiring diagrams, service bulletins, service letters, structural repair manuals, component maintenance manuals, Federal Aviation Regulations, Airworthiness Directives, Advisory Circulars, Type Certificates, Supplemental Type Certificates, other FAA approved data, Air Carrier General Maintenance Manuals, Operator supplied data, etc. and any other data acceptable to the administrator.

B) The technical data is obtained from a variety of sources which include, but are not limited to, manufacturers or their licensees, Operators, FAA, Designated Engineering Representatives, Designated Airworthiness Representatives, and Computerized Maintenance Organizations.

C) The technical data required for the repair, alteration, preventative maintenance, overhaul of an article will be maintained in a current status for a specific article prior to its return to service. This includes all Maintenance and Overhaul Manuals, Service Bulletins etc. All current data will be available on Four Points Aero Services, LLC.'s shared M:Drive and available to all technicians.

D) The Accountable Manager has the primary responsibility for the current revisions;

E) Procedures for establishing and maintaining current technical data are as follows:

1. All new and current technical data is maintained in either CD, DVD, or on-line. The CD's and DVD's are all kept in the Inspection Department at Four Points Aero Services, LLC. It may also be copied into a PDF Format and maintained on the M:Drive.
2. All technical data subscriptions are kept current.
3. Any component manuals specific to repair or overhaul of articles authorized by the repair station are all maintained as described above.
4. All uncontrolled manuals or documents in the repair station must be identified as "for reference only" and segregated from controlled manuals or documents.

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18. Test Equipment Equivalency Determination

A) In instances involving the use of equivalent equipment and/or apparatus, the determination of equivalency for such equipment is the primary responsibility of the repair station. The basis of equivalency for equipment or apparatus as it relates to products being maintained must meet the manufacturer's standards and specifications with all respects regarding tolerance and accuracy. The term equivalency means equivalent to that recommended by the Original Equipment Manufacturer (OEM). For determining equivalency, a comparison should be made between the technical data of the special equipment or test apparatus recommended by the manufacturer and those proposed by the repair station. A finding of equivalency can only be made based upon an evaluation of a technical data file. The technical data file may include, but is not limited to, drawings, specifications, instructions, photographs, templates, certificates and reports. (The special equipment or test apparatus may look different, be made of different materials, be a different color, etc. However, as long as the tool is functionally equivalent, the tool may be used.) Reverse engineering alone without data, drawings, testing or reports is not considered to be an equivalent method of manufacturing for special equipment or test apparatus for aviation products.”)

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19. Calibrating Measuring and Test Equipment FAR 145.211 (viii)

A) This repair station will utilize a tracking system via computer to ensure that all precision equipment is maintained within specified tolerances. Records of the test and calibration certificates of the equipment along with the intervals used will be found in the file cabinet in the inspection office. All equipment shall be identified in order that the record log will reflect the last calibration date and the next re-calibration date of the item. The computerized tracking system will be updated as required to reflect and insure currency.

B) All repair station personnel before using calibrated tools and test equipment, are responsible for checking the equipment to see if it has a current calibration label attached. Any piece of calibrated equipment found in the repair station without a current calibration label attached or has reached its' respective due date for recalibration shall be immediately removed from service and routed to the appropriate department which will ship the unit out for recalibration.

C) Precision equipment shall be calibrated at regular intervals as established based on stability, purpose and degree of usage. Intervals as established by the manufacturer or twelve calendar months shall be the calibration interval. Ref AC 145-9 Pg 53 Para 4-12(c)

D) Calibrated equipment will be calibrated at a regular calendar month interval of 12 months or as established by the manufacturer. Ref AC 145-9 Pg 53 Para 4-12(c)

E) Each piece of precision equipment will be marked with the manufacturer, model number and serial number. An attached label will indicate the last calibration due date.

F) Each month the Chief Inspector or Accountable Manager or an employee designated by the Chief Inspector or Accountable Manager will review the precision equipment calibration log and notify the manager / supervisor of the supply department to route the equipment to a qualified vendor for recalibration.

G) After calibration, the precision equipment will be routed back to the inspection office to be checked for proper labeling and verification of the proper calibration certificate. The Chief Inspector or Accountable Manager or designee will then update the calibrated equipment computerized tracking system and file the calibration certificate in the calibrated equipment log / files.

H) Standards used to calibrate precision equipment must be traceable to National Institute of Standards and Technology by a certificate from the testing facility, standards as recommended by the manufacturer or other national authority. Ref AC 145-9 Pg 53 Para 4-12(c)

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19. Calibrating Measuring and Test Equipment FAR 145.211 (viii)(Continued)

I) During normal daily operations, there are four points at which tools and test equipment can be checked for proper labeling and current calibration. Therefore, it is the responsibility of all the personnel involved at these points to ensure that this is accomplished.

1. Equipment **Issue** from the tool room - parts/tool room personnel.
2. Equipment **Receipt** - Technician.
3. Equipment **Use** - Technician.
4. Equipment **Return** to the tool room - parts/tool room personnel.

J) Any discrepancies discovered during this process **must** be addressed using the tagging procedures and personnel notified.

K) Four Points Aero Services, LLC has the option of accepting the use of certain tools and test equipment, which is personally owned by its employees. All employees who own equipment requiring calibration and perform maintenance/alteration functions shall provide a list of that equipment to their supervisor. This list will be forwarded to the Chief Inspector or Accountable Manager who will have the Master Inventory updated. An audit will be accomplished annually under the direction of the Chief Inspector or Accountable Manager to ensure that the list remains current. Any employee who performs maintenance/alterations and wants to use their equipment, which requires calibration, shall advise their supervisor. Their supervisor will make a determination whether to have the employee's equipment calibrated. The decision is based upon the need for the equipment and whether Four Points Aero Services, LLC already has an ample amount of the same or equivalent equipment to perform it's functions. If it has been determined that the employee's equipment will be utilized, then it must be incorporated into Four Points Aero Services, LLC's equipment calibration program.

L) Any equipment requiring calibration and owned by an employee which, has been determined not to be utilized by Four Points Aero Services, LLC, must be removed from the facility. It is the responsibility of each employee to abide by Four Points Aero Services, LLC's policy for the control of tools and test equipment for employee owned tools.

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19. Calibrating Measuring and Test Equipment FAR 145.211 (viii)(Continued)

M) At no time will any person be permitted to utilize tools and test equipment, which are out of calibration.

N) A master inventory list of tools and test equipment is maintained by the Accountable Manager or designee. The list is formulated from a computerized tracking database and may be accessed from any computer with the electronic work order system access. **Note:** Four Points Aero Services, LLC does not have Electronic Recordkeeping authorizations therefore a hard copy will be kept in the Chief Inspectors log / file.

O) Each piece of equipment is identified on the list by: Control Number, Description, Serial Number, and last Calibration Date. The next due Calibration date may be on the tag from the calibration vendor.

P) Standards used to calibrate tools and test equipment must be traceable to the National Institute of Standards and Technology (NIST) or to a standard provided by the equipment manufacturer. In a situation where equipment is manufactured in a foreign country, then the standard of the country of manufacture may be used. In this case, however, the standard for the country of manufacture must be accepted by the administrator prior to use.

Q) A Certificate of Calibration will be scanned on Four Points Aero Services, LLC's M:Drive for convenience as a backup in the event of loss of the original documentation. Additionally, hard copies will be kept on file for each item of inspection and test equipment listed on the master inventory. The certificate may be presented / received in a variety of formats depending upon the agency used. However, all certificates of calibration must have a statement as to the condition of the unit when it was received by the calibration agency. In addition, the Certificates of Calibration must identify the standard(s) used for calibration of the unit along with the NIST number, if applicable.

R) Once a month, the Chief Inspector or Accountable Manager will review the master inventory and develop a list of equipment requiring calibration for the following month. The list will be issued to the Materials Department who will arrange for the equipment to be collected and sent out for calibration.

S) Calibration intervals may vary depending upon the recommendations of the equipment manufacturer and the history of the reliability of the equipment. The standard interval is 12 months. The Chief Inspector or Accountable Manager will monitor the reliability, purpose, and degree of usage and the frequency of repairs of the equipment and will decrease, as necessary, to the calibration intervals based upon this information.

T) At no time will any person be permitted to utilize tools and test equipment that is out of calibration.

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20. Correcting Deficiencies FAR 145.211(ix)

A) Any employee that finds a deficiency in the quality of any work performed will bring it to the attention of the assigned Inspector. In the event that the Inspector or another employee finds a deficiency, the Inspector will ensure that the deficiency is corrected, before the final inspection is completed. If the Inspector believes that the deficiency may be repetitive, the Inspector will bring it to the attention of the Chief Inspector or Accountable Manager for a determination of appropriate corrective action.

B) Any deficiency found after the final inspection of an article is completed will be brought it to the attention of the Chief Inspector or Accountable Manager for a determination of appropriate corrective action.

21. Establishing and Maintaining Proficiency of Inspection Personnel: 145.155, .157, .161, .211

A) Inspection positions will be based on previous relevant training, job experience, years of experience as well as previous inspector experience on the same or similar work experience with this company or with other repair facilities with the same or relevant ratings. All job experience, including "temporary inspector" can be used in the evaluation, if documented on the Employment Summary Form Four Points Aero Services, LLC I-TM02.

B) Procedures for establishing and maintaining proficiency of inspection personnel are as follows:

1. All candidates will initially receive specific inspector training on duties and responsibilities from the Chief Inspector. This is in addition to becoming familiar with the Quality Control Procedures, operational procedures of the Repair Station Manual for Four Points Aero Services, LLC. as well as all applicable regulations. The proficient use of MTE for required tests and inspections on articles the CRS is rated for or will be utilized in their assigned area of responsibility.
2. At the end of this training the prospective inspectors will be tested on their inspection systems knowledge through tests (i.e.; written, practical or oral or a combination there of) that demonstrates adequate knowledge to perform the inspection function.
3. Only those candidates that satisfactorily meet the established requirements will be utilized as temporary, alternate or designated inspectors or are selected to fill open positions on a full time basis.
4. If the candidate is to be authorized to return articles to service and/or sign maintenance releases or perform RII inspections they must also be certificated per FAR part 65 and have additional training as required to qualify for each specific authorization.
5. The candidate's ability to read, write and understand the English language must meet the requirement of Requirements TABE (Tests of Adult Basic Education).
6. The person selected will be added to the appropriate roster(s).

C) Recurrent training will be accomplished IAW Four Points Aero Services, LLC's Training Program.

D) Proficiency review and any required training resulting from the review will be conducted on the job and recorded on the employees OJT training record Four Points Aero Services, LLC I-TM01 by the employee's supervisor.

Note: For additional information see Four Points Aero Services, LLC I-TM-001 Training Manual.

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22. Final Inspection and Approval For Return to Service FAR 145.213

A) When Four Points Aero Services, LLC approves for return to service an article after maintenance, preventive maintenance or alteration has been performed, it will have a qualified and authorized Inspector make the final determination of airworthiness by reviewing the work order package to ensure each item was inspected **(Part 145.213(a)(b))** and that all required paperwork has been completed. The certification stamp used for return to service on the work order will be as follows:

I certify that with respect to the maintenance
performed under items(s) _____
this aircraft/engine is approved for return to service.

Signed _____ Date _____
Four Points Aero Services, LLC. CRS 4PTR190C

B) Prior to approval for return to service, the Inspector will determine that the article had its appropriate preventive maintenance, maintenance, or inspection requirements completed in accordance with the particular maintenance inspection program that it is under **(i.e. a Part 91.409 Program, or a Part 135.411(a)(2) Program or a Part 121 Program.)** These programs alert the maintenance/inspection personnel to the appropriate paperwork comprising the dossier as identified in the work package to determine that all work has been completed as per operators 135 requirements.

C) The Inspector performing a Final Inspection will use the appropriate Final Inspection Checklist (Form FIC-001, FIC-001A...) as a guide. This form is used as a guide prior to the final release and return to service of an aircraft, to ensure that the work order, aircraft records, and all information as related to the maintenance event is accounted for, and all components accessed during the maintenance event are reinstalled/replaced and secured and all areas accessed are returned to their original configuration. When conducting the final inspection using (Form FIC-001, FIC-001A...) it is required that all blocks of the form be initialed by the technician /inspector whether N/A or YES as applicable to clearly define which areas were inspected.

It will not necessarily be used in conjunction with smaller inspections (i.e. Post Flight, daily, weekly, servicing of consumables, etc.). In all instances, the inspector's signature on each Item/Discrepancy Form **(WO-2)** will indicate that the final inspection related to that item is complete.

D) When acceptance has been determined for the above, the Inspection Department will approve the article for return to service/unless work has been accomplished in accordance with the Accepted Inspection found within Chapter 5 section 11 of this RSM/QCM.

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22. Final Inspection And Approval For Return To Service (cont.)

E) The following methods will be used to complete the records required for a final inspection and approval for return to service:

| | |
|--|--|
| Part 43 100 Hour/Annual | Approval for return to service (Part 43.11 - Maintenance Record Entries and Part 145.213(a)) |
| Part 91.409 Inspection Programs | Approval for return to service (Part 43.11 - Inspection Records conducted under Parts 91, 125, 135.411(a)(1) and 135.419 (Aaip) and Part 145.213(a)) |
| Part 135.411 | Approval for return to service (Part 135.443 and the Operator's Continuous Airworthiness Program requirements) |
| Part 121 | Approval for return to service (Part 121.709 and the Operator's Continuous Airworthiness Program requirements) |
| Major Repairs FAA Form 337 | Approval for return to service (Part 43 Appendix B) Concerning Major Repairs, the Work Order may be used in lieu of the FAA Form 337 (Part 43 Appendix B) |
| Major Alterations FAA Form 337 | Approval for return to service (Part 43 Appendix B) Concerning major alterations only the FAA Form 337 is to be used. |

Note: When Four Points Aero Services, LLC approves for return to service a major repair/alteration, the authorized Inspector will sign off in box 6 & 7 using signature and the Repair Station's alpha numeric identifier (CRS No.).

F) Entries will be made in the aircraft logbook pertinent to the major repairs/alterations, in accordance with **Part 43.9**. The original **FAA Form 337** will be provided to the aircraft owner or operator with a copy forwarded to AFS 750 aircraft registration branch of the FAA within **48 hours** of approval for return to service provided no further approvals are required by the FAA. Four Points Aero Services, LLC will only utilize approved data for complying with any Major Alteration/Repair.

G) In addition to the maintenance record, Four Points Aero Services, LLC work order package provides a Maintenance Record Supplement that may be used to provide an aircraft or engine maintenance record entry to the owner/operator. This record would be an additional method of compliance with **Part 43.9(a)** or **43.11(a)**. It will not replace the record provided by the work order package. The maintenance entry may also be typed or written on paper, on a sticker, or directly in the logbook. The maintenance entry may also be on a customer-supplied form such as a CAMP card, CMP card, etc.

Four Points Aero Services, LLC

REPAIR STATION/QUALITY CONTROL MANUAL

22. Final Inspection And Approval For Return To Service (cont.)

H) In all cases, the approval for return to service certification will include the appropriate statement from the following list:

- **MAINTENANCE RECORD ENTRY (FAR 43.9)**

Model No.: _____ Registration No.: _____ Serial No.: _____
Date: _____ Hours: _____ Landings/Cycles: _____

The aircraft/airframe/engine/propeller identified above was repaired and inspected in accordance with current regulations of the Federal Aviation Administration and with respect to the work specified in work order(s) _____ except as otherwise noted is approved for return to service only for the work performed.

Authorized Signature: _____

for
Four Points Aero Services, LLC.
8601 Lemmon Ave.
Dallas Texas 75209
FAA CRS 4PTR190C

Four Points Aero Services, LLC

REPAIR STATION/QUALITY CONTROL MANUAL

22. Final Inspection And Approval For Return To Service (cont.)

• **GENERIC EXAMPLE**

| (MTR) | | | | | | | | | | | | | |
|---|-------------|--------------------------|-----------------|---------------------------|--------------|----------------------|-----------------------|-----------------------|------------------------|-----------|---------|-----------|-----------|
| Four Points Aero Services, LLC. 8601 Lemmon Avenue Dallas, TX 75209 Maintenance Transaction Report | | | | | | | | | | | | | |
| This Maintenance Transaction Report Is To Be Solely For (Check One) | | | | | | | | | | | | | |
| <input checked="" type="checkbox"/> Airframe Entries <input type="checkbox"/> Eng. #1 Serial No. <input type="checkbox"/> Eng. #2 Serial No. <input type="checkbox"/> APU Serial No. <input type="checkbox"/> Freon Serial No. <input type="checkbox"/> AD/SB | | | | | | | | | | | | | |
| Aircraft Identification Status | | | | | | | | | | | | | |
| A/C Serial # | A/ U it No. | /C Reg N . | D te Mo/Day/Yr) | City ID | Total A/C Hr | Total A C anding | Total Eng Hours No. 1 | o. 2 | Total Eng Cycles No. 1 | N . | U Hr | A E nts | Freon Hrs |
| 650 x | xx x | Nxxxx | Xx/xx/xx | Xx | xxx.xx | Xxxx | | | | | | | |
| Component Changes, Inspections, Service Bulletins, or Airworthiness Directives Accomplished | | | | | | | | | | | | | |
| Transaction No. | Type | Item Name | Pos | Installed Vendor Part No. | Mod Level | Installed Serial No. | Removal Reason | Installed Part Status | TB O | CS N CS O | TSN TSO | CS N CS O | Hrs |
| 1 | 1 | Starter Generator | L/H | XXXXXXXX-XX | | XXXX | U | N | | | | | |
| 2 | | | | | | | | | | | | | |

| | | | |
|--|--|---|---|
| <p>Type Transaction 1. Component Change 2. Inspection Accomplished 3. Service Bulletin Accomplished 4. Airworthiness Directive Accomplished 5. Other</p> | <p>Detail Method Of Compliance Under Comments Below</p> | <p>Removal Reason (Enter One) W – Worn To Limits S – Scheduled U – Unscheduled C – Convenience N – Other (Note Below)</p> | <p>Installed Part Status N – New R – Repaired S – Serviceable O – Overhauled</p> <p style="font-size: small;">If Overhauled Part Enter Overhaul Agents Name Under Comments</p> |
|--|--|---|---|

| | |
|---------|---|
| Ref No. | <i>This Space For Other Maintenance Comments Including, Test Or Calibration Dates, Removed Serial Nos., Etc.</i> |
| 1 | Example: Removed L/H Starter Generator P/N XXXXXXXX-XX and Replaced as noted above Removed S/N XXXX |

Repair Facility: **Four Points Aero Services, LLC.** - Certified Repair Station No: **4PTR190C** Work Order No: XXXXXXXX
 Work Performed By: **Four Points Aero Services, LLC.** - Certificate No: **4PTR190C** Date: xx/xx/xx
 I certify that the above stated maintenance and/or inspection was performed in accordance with the current regulations of the
 Federal Aviation Administration
 Other (Specify) _____ and the aircraft identified above is presently approved for return to service
 Work Inspected By: Signature <Inspector Name> Certificate No: **4PTR190C** Date: xx/xx/xx

Note: Only signatures of authorized representatives of the repair station, as identified in Four Points Aero Services, LLC.'s Roster will be used on maintenance releases.

REPAIR STATION/QUALITY CONTROL MANUAL

22. Final Inspection And Approval For Return To Service (cont.)

- **MAINTENANCE RECORD ENTRY (FAR 43.11) 100-HOUR AND/OR ANNUAL INSPECTIONS CONDUCTED UNDER FAR FAR 91.409(a) and/or 91.409(b)**

Model No.:_____ Registration No.:_____ Serial No.:_____
Date:_____ Hours:_____ Landings/Cycles:_____

I certify that this aircraft/airframe/engine/propeller has been inspected in accordance with a _____ inspection including the scope and detail of FAR Part 43 Appendix D, as applicable, as required by FAR 91.409() and is determined to be in an airworthy condition. Pertinent details are on file at this Repair Station under work order(s) _____.

Authorized Signature:_____

for
Four Points Aero Services, LLC.
8601 Lemmon Ave.
Dallas Texas 75209
FAA CRS 4PTR190C

22. Final Inspection And Approval For Return To Service (cont.)

- **MAINTENANCE RECORD ENTRY (FAR 43.11) INSPECTIONS CONDUCTED UNDER FAR 125, 135.411(a)(1), 135.411(a)(2) and 135.419**

NOTE: The Operator's manual must be referenced for any entry associated with these types of operations.

Four Points Aero Services, LLC

REPAIR STATION/QUALITY CONTROL MANUAL

- **DISAPPROVE FOR RETURN TO SERVICE**

Model No.: _____ Registration No.: _____ Serial No.: _____
Date: _____ Hours: _____ Landings/Cycles: _____

I certify that this aircraft/airframe/engine/propeller has been inspected in accordance with a _____ inspection and a list of discrepancies and unairworthy items dated _____ has been provided to the aircraft owner or operator. Pertinent details are on file at this Repair Station under work order(s) _____.

Authorized Signature: _____

for
Four Points Aero Services, LLC.
8601 Lemmon Ave.
Dallas Texas 75209
FAA CRS 4PTR190C

- **AIRWORTHINESS RELEASE OR AIRCRAFT MAINTENANCE LOG ENTRY (FAR 135.443 & 121.709)**

NOTE: Must be accomplished in accordance with the Operator's approved Continuous Airworthiness Maintenance Program.

- **INSPECTION PROGRAM SELECTION ENTRY FAR 91.409(e)(f)**

NOTE: Must be accomplished in accordance with the Operator's approved Continuous Airworthiness Maintenance Program or other Program as selected by the operator.

REPAIR STATION/QUALITY CONTROL MANUAL

23. Capability List FAR 145.215

Four Points Aero Services does not utilize a Capability List

24. Contract Maintenance FAR 145.217

A) Contracted Maintenance Functions List

1. The Chief Inspector/Accountable Manager will ensure that the Contracted Maintenance Function List is maintained.
2. The FAA must approve the list **before** those functions may be contracted. The FAA may give verbal approval of an addition to the list. In those instances, the Chief Inspector/Accountable Manager will ensure that the revised list is prepared and sent to the FAA for written approval no later than the end of the next business day.
3. When utilizing a certificated vendor to perform a maintenance task, the work performed by that vendor will be Returned to Service (RTS) by the certificated vendor performing the work for which it was contracted. Four Points Aero Services will not Return to Service any work performed by the certificated vendor, however, Four Points Aero Services will Return to Service the entire aircraft per work performed under its' Certificated Repair Station CRS 4PTR190C.

B) Contractors List

1. The Chief Inspector or Accountable Manager will ensure that the Contractors List is maintained. The list will be available to the FAA and the FAA may request a current copy of the list during normal business hours.
2. The Chief Inspector or Accountable Manager must approve the list **before** those contractors may be used. The Chief Inspector or Accountable Manager may give verbal approval of an addition to the list. In those instances, the Chief Inspector or Accountable Manager will ensure that the list is revised within three business days.
3. The list will be separated into two categories, certificated and non-certificated contractors.
 - a. For certificated contractors, the following information will be included: name of certificated person (agency), certificate type, number and ratings held.
 - b. For non-certificated contractors, the name, address and maintenance functions they may perform will be included.

Four Points Aero Services, LLC

REPAIR STATION/QUALITY CONTROL MANUAL

24. Contract Maintenance FAR 145.217 (Continued)

C) Contracted Maintenance/Requirements FAR 145.217

1. Four Points Aero Services, LLC will not contract a maintenance function to any source unless the function to be contracted is on the Contracted Maintenance Function List and the contractor is on the Contractors List. If the need arises to contract a function not on the list or to utilize a contractor not listed, the Accountable Manager will be contacted to arrange for the addition, if appropriate.
2. Any work performed for this Repair Station by a certificated or non-certificated source will be inspected to determine that all requirements have been met. The sources must allow the FAA accessibility to inspect the facilities, and product.
3. In the case of a Certificated source, the Inspection Department shall rely on the return to service tag and other records accompanying the article as appropriate, which ensures that the article is airworthy with respect to the work performed by that certificated source. This will not waive the approval for return to service function by Four Points Aero Services, LLC under **Part 145.213** when further maintenance (i.e. installation, etc.) is required. Four Points Aero Services, LLC will, prior to further maintenance (i.e. installation, etc.), inspect the article for condition and perform any pretest required to verify its serviceability before installation. It will further perform a functional check, if required, and approve that article for return to service after completion of maintenance.
4. In the case of a Non-Certificated source, the Inspection Department will ensure that the source has all data required to perform the work for the function being contracted. The inspection department will also perform a review of all of the non-certificated source's work in progress and/or at completion. This will ensure that all required specifications set forth by Four Points Aero Services, LLC have been met, before Four Points Aero Services, LLC approves the article for return to service. This review will include, but is not limited to, visual inspection for condition, preservation, obvious defects and testing as necessary, both before and post installation.
5. Four Points Aero Services, LLC shall audit all its Non-Certificated sources at least once a year. Certificated sources may be audited at the discretion of the Accountable Manager predicated on the quantity of contract work and the criticality of the articles forwarded to those sources. The records of these audits will be maintained by the Accountable Manager and are located in the Accountable Manager's office.
6. All vendors will be entered in Corridor and will be listed as:
 - a. Approved – C for Certificated Contract Vendors
 - b. Approved for Non Certificated Contract Vendors

Four Points Aero Services, LLC

REPAIR STATION/QUALITY CONTROL MANUAL

25. Performance Records And Reports FAR 145.219

A) The following Four Points Aero Services, LLC forms comprise the performance records and reports that are required under FAR Part 43 (145.219). These performance records and reports are required to be kept for at least two years after the work for which it applies is completed. In completing these forms, the person making the entries must show that there is a brief description of the work performed, or reference thereto, (i.e. maintenance manual, work card, etc.) and the name of the Technician that performed or supervised the work and the Inspector of that work. In addition, before the filing of these records, an Inspector will ensure that all such records are complete with the required information. These records will be retained in paper format and filed in numerical order. These records will be secured in the Inspection Records Office. The performance records and reports may be scanned and stored electronically and saved on the M Drive of the computer system as referenced in Operations Specifications A025.

Work Order Form - WO-1

Item/Discrepancy Form – WO-2 – Quantity as needed with each Work Order.

Certification Approving for Return to Service and Item/Discrepancy Form – (When Work Order is used)

Preliminary Inspection Form - PIF-001 - Kept with work order package

FAA Form 337 - Copy Only (When Applicable)

Customer Supplied Maintenance/Inspection Cards/Forms - Copy Only

Contractor Supplied Work Records - Copy Only

FAA Approved Supplemental Data - A Reference Thereto (When Applicable)

Manufacturer's Work Performance Data (When Applicable, a Reference Thereto)

Ssuspected Unapproved Parts - FAA Form 8120-11- Copy only

B) WORK ORDER FORM

1. Four Points Aero Services, LLC will initiate a Work Order (**Form WO-1**) for any maintenance/alteration requested of it only if in accordance with its authorizations as shown on the Repair Station Operations Specifications. If Four Points Aero Services, LLC is to work on a product that is not listed in it's OPS Specs, or Capability List if utilized, all references to the Repair Station will be blacked out and the product will be released using an A&P Mechanic. Only supervisory personnel are authorized to issue a Work Order and only in accordance with the above.

REPAIR STATION/QUALITY CONTROL MANUAL

25. PERFORMANCE RECORDS AND REPORTS FAR 145.219 (cont.)

3. Particular attention must be made to the work order line that indicates type operator by applicable FAR Part and the type inspection program. This is necessary because Four Points Aero Services, LLC may have to accomplish specific operator requirements relating to the maintenance, alteration and recording requirements that apply to each Operator's Program.
4. In all cases, a brief description of the work performed or reference thereto will be made, and when inspection is required a brief description of that inspection. Concerning names, signatures, type of certificates, certificate numbers and date of completion of work, these requirements will be made in accordance with **Part 43.9, 43.11, 91.417** and other entries as required by **Part 121, 125, 127, and 135** maintenance programs.
5. The owner/operator (customer) may receive a copy of the work order record. The original copy of the work order record will be retained in the Repair Station records for a period of at least two years.
6. The work order must be supplemented by the Item/Discrepancy Form (**WO-2**), as appropriate, for the purpose of recording maintenance/alteration operations.
7. A qualified and authorized Inspector will make the final determination for airworthiness after maintenance/alteration and before approving the article for return to service, by reviewing the work order package to ensure that all work and required paperwork has been completed.

C) WORK ORDER CONTINUATION FORM

1. The work order continuation form (WO-1A) will be used to supplement the Work order form and provides additional space to list work requested by the customer. The work order continuation form can also be used to list additional discrepancies found during the work process.
2. The work order continuation form shall be supplemented by the item/discrepancy form (WO-2) as appropriate, for the purpose of recording maintenance/alteration operations.

D) DISCREPANCY ITEM CONTROL SHEET

1. The Discrepancy Item Control Sheet (PA-004) is used to account for all Item/Discrepancy Forms opened against a Work Order. The completed **Discrepancy Item Control Sheet** will become part of the work order package.

REPAIR STATION/QUALITY CONTROL MANUAL

25. Performance Records and Reports FAR 145.219 (Cont.)

E) ITEM/DISCREPANCY FORM

1. The Item/Discrepancy Form (**WO-2**) is used to record scheduled items and discrepancies work found during those operations or as reported to us.
2. The Item/Discrepancy Form is also utilized to indicate an Inspector's final airworthiness determination before releasing the article to service. The procedure to perform this function will be to complete an Approval for Return to Service statement as indicated in the section of this manual titled "Final Inspection and Approval for Return to Service" on the next open Item/Discrepancy Form.
3. In cases where the work order remains open, (such as when parts are ordered against it for a service bulletin, AD, etc., that is due in the near future, or when a customer requests a weekly or monthly Work Order be used) an approval for return to service statement can only be entered on the open Item/Discrepancy Form when all required work has been accomplished. This procedure will continue until the work order is fully closed ensuring that the aircraft is not approved for return to service with incomplete maintenance.
4. In other cases where the work order needs to be closed and there is incomplete maintenance, the Inspector will note in the corrective action block on the Item/Discrepancy Form that the item has been transferred to another work order and will include the item number.
5. Any maintenance that has been completed shall be approved for return to service as outlined above, paying particular attention to the incomplete maintenance being entered on another Item/Discrepancy Form.

F) COMPONENT REMOVAL AND INSTALLATION LOG

1. The Component Removal and Installation Log (**CRI-001**) is used to track when any parts/components are removed, relocated, disconnected and also when parts/components are either reinstalled/replaced, returned to original configuration or reconnected this log is to be used on all aircraft as stated above. This form is to be filled out in its entirety; it will be the lead technicians or inspectors responsibility to ensure this form is being utilized and that its content is complete during work in progress as well as work completion.

G) PRE-MAINTENANCE INSPECTION FORM

1. The Pre-maintenance Inspection Form (**PIF-001**) will be used to accomplish a required visual inspection for an aircraft/powerplant as it enters preliminary inspection. The form will remain with the Work Order package until such time as the aircraft is approved for return to service.

REPAIR STATION/QUALITY CONTROL MANUAL

25. Performance Records and Reports FAR 145.219 (Cont.)

H) MAJOR REPAIR AND ALTERATION FORM

1. Major repairs/alterations shall be recorded on **FAA Form 337**. In the instance of a major repair, a work order may be used in lieu of **FAA Form 337**. Recording requirements shall be made in accordance with **Part 43 appendix B**. In all cases, major repairs and alterations must show **APPROVED DATA** and the required logbook entries will be made in accordance with **Part 43.9**.

I) CUSTOMER SUPPLIED MAINTENANCE/INSPECTION CARDS/FORMS

1. Four Points Aero Services, LLC, when utilizing customer supplied maintenance/inspection cards/forms, will keep a copy of the completed documents as a record of the work performed. The instructions for completing these records will be as required by the customer's program or the self contained instructions therein.

J) CONTRACTOR SUPPLIED WORK RECORDS

1. Four Points Aero Services, LLC requires that its contractors provide a record of work performed.
2. In the case of a certificated source, these are supplied as a function of their certification requirements. They must include at least the information required by **Part 43.9** and **Part 145.219(a) (b)**, as appropriate. **(i.e. 8130-3, Serviceable Tag, Work Order, Approval for Return to Service, etc.)**
3. In the case of non-certificated sources, Four Points Aero Services, LLC will specify to the contractor, the instructions and specifications of work to be performed and the appropriate records showing accomplishment of this work. Four Points Aero Services, LLC will retain copies of all of the above records with the original provided to the customer.

K) FAA APPROVED SUPPLEMENTAL DATA

1. In certain cases when Four Points Aero Services, LLC performs maintenance/inspection, it may require that FAA approved data be utilized for the performance of that work. **(i.e. Airworthiness Directives (ADs), Supplemental Type Certificates (STCs), FAA Form 8110-3, FAA Form 337, etc.)** When required, all records must show a reference to that appropriate FAA approved supplemental data used.

L) MANUFACTURER'S WORK PERFORMANCE DATA

1. In certain cases when Four Points Aero Services, LLC performs maintenance/inspection, it may require that manufacturer's work performance data be utilized for the performance of that work. **(i.e. Service Bulletins, Manufacturer's Instructions or any other acceptable data)** Unless FAA approved, this data may be used **only** in cases other than a major repair or alteration; however, it may also be used as a basis for FAA approved data as referenced above.

REPAIR STATION/QUALITY CONTROL MANUAL

25. Performance Records and Reports FAR 145.219 (cont.)

M) SUSPECTED UNAPPROVED PARTS FORM

1. When a Suspected Unapproved Part is detected; Four Points Aero Services, LLC will utilize **FAA Form 8120-11** for reporting those Suspected Unapproved Parts to the FAA.

N) MALFUNCTION OR DEFECT REPORT

1. This Repair Station will report to the Certificate Holding District Office within **96 hours** after it discovers any serious defect in, or other recurring unairworthy condition of an aircraft airframe, powerplant, propeller, or any component thereof. The report will be made on **Federal Aviation Administration Form 8010-4, Malfunction or Defect Report**, describing the defect or malfunction completely, without withholding any pertinent information and will be submitted by the Chief Inspector /Accountable Manager.
2. In any case, where the filing of a report under the preceding paragraph might prejudice the Repair Station, it will be referred to the Administrator for a determination as to whether it must be reported. If the malfunction or defect could result in an imminent hazard to flight, the Repair Station will use the most expedient method to inform the Administrator.

O) TECHNICAL RELIABILITY /TECHNICAL INTERRUPTION SUMMARY REPORTS

1. When Four Points Aero Services, LLC discovers the occurrence or detection of a failure, malfunction or defect in an aircraft operated under a Continuous Airworthiness Maintenance Program, it will notify the certificate holder of such occurrence or defect so as to enable the certificate holder to report the MRR/MIS to the FAA.

Four Points Aero Services, LLC

REPAIR STATION/QUALITY CONTROL MANUAL

26. Correcting Deficiencies FAR 145.211(ix)

A) The Chief Inspector /Accountable Manager are responsible for Four Points Aero Services, LLC Inc.'s Internal Self Evaluation and Surveillance Program. The chief inspector is designated as the back-up position. The following describes Four Points Aero Services, LLC's Program and Procedures.

1. The Internal Self Evaluation and Surveillance Program is intended to thoroughly monitor Four Points Aero Services, LLC compliance with its Repair Station Manual. The collective quality systems described in the RSM guides the repair station in complying with Federal Aviation Administration regulatory requirements, Owner/Operator specifications, and applicable industry standards.
2. The Internal Self Evaluation and Surveillance Program will be accomplished through the use of continuous planned periodic quality evaluations of the different functional areas of the repair station, using standard's checklists. Specialized checklists will also be developed for any unique operational areas and updated and revised as conditions dictate. The evaluations will be performed by the Chief Inspector /Accountable Manager and/or trained, qualified, and independent evaluator(s), [i.e. Quality Monitoring evaluator(s)]. The evaluator(s) will work closely with the technicians and manager in the area being evaluated.

B) Quality Monitoring System Procedure:

1. Four Points Aero Services, LLC will maintain a quality monitoring system that is independent of the maintenance repair process, including part and product and their release to service inspections.
2. The Quality Monitor reports directly to the Chief Inspector/ Accountable Manager. The Quality Monitor is responsible for ensuring that the QM program is accomplished according to the objectives and guidance established by the Chief Inspector /Accountable Manager, the accomplishment of QM evaluations, providing support to responsible technical managers for the development of solutions to evaluation write-ups (findings, concerns or observations), and the completion of QM evaluation status reports for management's review.
3. The Accountable Manager or designee will develop an annual plan for QM evaluations to be conducted during the following calendar year. The plan will contain a brief description of each evaluation area, and a schedule for the completion of each evaluation. The evaluation plan will include the routine periodic evaluations of each area/subject and follow up evaluations of any area that previously required corrective action. The basic goal of the QM program is to monitor compliance with FAR Parts 43, 65, 121, 135 and 145.

REPAIR STATION/QUALITY CONTROL MANUAL

26. Correcting Deficiencies FAR 145.211(ix) (Continued)

4. The independent evaluation system is a process of sample evaluations of all aspects of the repair station's ability to carry out all maintenance to the required standards. It represents an overview of the complete maintenance system and does not replace the need for mechanics to ensure that they accomplish maintenance to the required standard nor does it replace any associated inspection/quality control system. Independence should be established by ensuring that evaluations are not carried out by the personnel responsible for the function, procedure or article being evaluated.
5. The process of sample evaluations may be carried out once per year as a single exercise or subdivided over a year period IAW a planned evaluation program. All applicable FAR 43 and 145 § should be checked at least once per year against each primary product line.
6. When an area is common to all product lines (e.g.; receiving, parts handling and parts storage – “stores”) a sampling based on random selection of parts should be used for the evaluation. A repair station maintaining airframes and engines as product lines would need to carry out three evaluation sample checks each year with the particular product type changed each year, if so rated and authorized in the Ops Specs.
7. An article should be selected from each primary product line from each separate work area and a sample evaluation accomplished once per year.

REPAIR STATION/QUALITY CONTROL MANUAL

26. Correcting Deficiencies FAR 145.211(ix) (Continued)

A) Evaluation Procedures and Reports

1. The annual QM evaluation program will be conducted using specific check lists designed to review a product type's systems, procedures, manuals; interviews with personnel and observation of work in progress. The following are subject areas of the evaluation that apply to all products types (i.e.; ratings) maintained by Four Points Aero Services, LLC:

| Chapter | Self Evaluation Area/Subject |
|----------------|---|
| I | GENERAL |
| II | HOUSING AND FACILITIES |
| III | PERSONNEL – Organizational Chart |
| IV | OPERATING RULES – Privileges & Limitation of the RS Certificate |
| V | QUALITY CONTROL SYSTEM/GENERAL |

REPAIR STATION/QUALITY CONTROL MANUAL

26. Correcting Deficiencies FAR 145.211(ix) (Continued)

A) Any unexplainable write-ups (findings, concerns, positive or negative observations) found during each evaluation will be documented on a Nonconformance Write-up form Four Points Aero Services, LLC I-F026 and be also included in a report to the responsible manager of each technical area evaluated, Accountable Manager and their manager. Positive observations will always be documented and reported. In addition, any unresolved write-ups [findings, concerns or observations (positive or negative)] will be also included in a quarterly report to the responsible manager and the accountable manager.

B) All rectification actions will be documented on the QM Nonconformance Write-up Form (Four Points Aero Services, LLC I-F026), attaching additional sheets as required to make a complete documentation package. Those write-ups (findings, concerns or observations) that will require long term solutions (i.e.; 30 days or more) developed by the responsible manager(s) and accepted by the accountable manager, will be documented by the QM function in a corrective action plan - complete with interim corrective actions, permanent fixes with timetable and milestones established for each action required.

C) Quarterly status reports on all evaluation write-ups (findings, concerns or observations) will be created by the responsible managers that were evaluated during this planning period. Reports and results are to be presented in a quarterly Quality System Review meeting with the accountable manager.

D) Corrective Actions:

1. The responsible technical manager(s) are responsible for coordinating the development and implementation of corrective actions that are satisfactory to the QM evaluator, whenever problems are identified through QM evaluations. On long term problem rectification, the solution implementation schedule will be developed by the responsible technical area manager with the assistance of the evaluation team, approved by the accountable manager and progress monitored by the QM function.
2. Corrective actions will be derived from an analysis of the problem's extent and "root" cause to be sure that all affected activities or parts are identified, (use worksheet on the back of non compliance form number Four Points Aero Services, LLC I-F026). Then and only then will any - immediate action required be taken, interim action required be determined and the development and implementation of a permanent solution be initiated. All long term permanent solutions (>30 days) will be accompanied with a plan and timetable and be approved by the accountable manager before rectification is initiated, if not deemed critical, (i.e. Finding).

Note: Self Disclosure is to be accomplished on each "Finding" in acc/w current regulatory requirements using guidance provided by the latest issue of AC 00-58, Voluntary Disclosure Program

REPAIR STATION/QUALITY CONTROL MANUAL

26. Correcting Deficiencies FAR 145.211(ix) (Continued)

1. The implementation of corrective actions will be monitored and reviews of progress or lack of it at the accountable manager's staff meetings, as required. Corrective action implementation and/or rectification will be verified through the use of special follow-up evaluations.
2. The accountable manager will be responsible for ensuring that:
 - The objectives of the annual evaluation plan are met
 - The results of all evaluations are met by responsible technical managers as soon as possible after they are documented.
 - All problems are appropriately addressed.
 - All rectifications to problems are implemented in a timely and cost effective manner.

Note: These records are confidential internal documents that are the property of Four Points Aero Services, LLC. Records of evaluations, corrective actions and results will be made available for FAA review at Four Points Aero Services, LLC.'s business address during normal working hours. These records will be kept for 2 years.