

CIRCLE AIR GROUP, LLC

681 Kenny Street
El Cajon, CA 92020

REPAIR STATION MANUAL

including:

**QUALITY CONTROL SYSTEM
AND TRAINING PROGRAM**

FAA Certificated Repair Station J6YR858K

Manual Number:

Assigned To:

HIGHLIGHTS OF CHANGE

Because of a name change and other significant changes to the repair station and this manual, the manual is being issued as an original.

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PREFACE

This manual was developed and written by CIRCLE AIR GROUP, LLC to meet manual requirements of 14 CFR Part 145. It includes all policy and procedures required for the Repair Station Manual, Quality Control System, and Training Program. It also provides a description of the facilities, equipment, and personnel used in the operation of this repair station.

Housing and facility changes that require Federal Aviation Administration (FAA) approval are described and approved in Appendix A of this manual. The FAA Approved Training Program is contained in Appendix B. The approved list of maintenance functions that may be contracted to outside sources is contained in Appendix C. Approval of these pages is documented by a FAA signature and date on each page of these appendices.

A copy of the FAA Operations Specifications is located in Appendix D. Because this document has its' own revision system, those pages are not included in the Table of Contents/List of Effective Pages for the repair station manual. The CIRCLE AIR GROUP, LLC Capability List is companion to operations specifications, but is a document created by the repair station. Procedures for creating and maintaining this list are found in Section 1 of this manual, but the capability list is included in Appendix D.

Appendix F contains forms designed specifically for, and by, this repair station. FAA Forms are referenced in this manual and used by the repair station, but because they are public forms, they are not included in this appendix.

SECTION 1: GENERAL POLICY AND PROCEDURE

Introduction

To operate as a certificated repair station, the person or organization must have a valid FAA Repair Station Certificate issued in accordance with 14 CFR Part 145. CIRCLE AIR GROUP, LLC has met these certification requirements and been issued certificate number J6YR858K with ratings and operations specifications.

All work performed by this repair station will be accomplished in accordance with current Federal Aviation Regulations and the operations specifications issued under 14 CFR Part 145. This repair station will not maintain or alter any item for which it is not rated, and will not maintain or alter any article for which it is rated if it requires technical data, equipment, materials, facilities or trained personnel that are not available.

Policy and procedures pertaining to specific requirements are described in this manual and will be followed. A copy will be accessible for use by repair station personnel at all times. The Repair Station Certificate and operations specifications issued to the repair station will be available on the premises for inspection by the public and the FAA.

Definitions and Acronyms

The following definitions for terms and acronyms shall apply when referenced in this manual.

Accountable Manager - the person designated by the certificated repair station who is responsible for and has the authority over all repair station operations conducted under Part 145, including ensuring that repair station personnel follow the regulations and serving as the primary contact with the Federal Aviation Administration (FAA).

article - an aircraft, airframe, aircraft engine, propeller, appliance, or component part.

contract maintenance – maintenance functions performed by person(s) or organizations under an agreement with the repair station. This contract may be written, verbal, or implied.

CHDO - the certificate holding district office of the FAA with oversight responsibility of the repair station.

directly in charge - means having the responsibility for the work of a certificated repair station. A person directly in charge does not need to physically observe and direct each worker constantly, but must be available for consultation.

FAA - Federal Aviation Administration

line maintenance - Any unscheduled maintenance resulting from unforeseen events or scheduled checks that contain servicing and/or inspections that do not require specialized training, equipment, or facilities.

RSM – Repair Station Manual. For the purposes of this manual, the RSM includes the repair station manual, quality control manual, and training program combined.

Changes to the Repair Station

Changes to the ratings or location of the repair station require amendment to the repair station certificate. Application for an amendment to the repair station certificate will be made at least thirty days in advance of any proposed change by completing a new Air Agency Application FAA Form 8310-3 and submitting it to the local CHDO with a letter that describes the proposed changes. Unless submitted previously, this letter will include a certification that all “hazmat employees” for the repair station, its contractors, or subcontractors are trained as required in 49 CFR Part 172, Subpart H.

If the repair station changes the location of its facilities or makes changes to existing housing or facilities that could have a significant effect on the repair station’s ability to perform work, those changes will be submitted as a revision to Appendix A of this manual. The revised Appendix A must be approved by the FAA at the time these changes become effective. The Accountable Manager is responsible for ensuring that this is accomplished.

In the event that CIRCLE AIR GROUP, LLC sells or transfers its assets, an amended repair station certificate is required. The new owner is responsible for preparing and transmitting to the FAA, the application for such an amendment.

This repair station certificate is effective until it is surrendered, suspended, or revoked. If this certificate is suspended or revoked, or if we elect to surrender it, the Accountable Manager will be responsible for returning it to the FAA.

Capability List Policy and Procedures

A capability list is used by CIRCLE AIR GROUP, LLC to identify articles maintained by the repair station under the limited ratings. This list is used only for articles identified in Operations Specifications Paragraph A003 as a Limited Rating accepted under a capabilities list. The capability list will identify each article by make and model or other nomenclature designated by the article's manufacturer. It will also include a description of the work functions authorized. The CIRCLE AIR GROUP, LLC Capability List is found in Appendix D of this manual.

The Accountable Manager is responsible for the accuracy of the CIRCLE AIR GROUP, LLC Capability List and ensuring that it is consistent with the repair station ratings. He/she will ensure that this list is kept current at all times and that work is not performed under the repair station limited ratings unless it is identified on this list or otherwise authorized in Operations Specifications Paragraph A003.

Before an article is placed on the capability list, the Chief Inspector will—

- Verify that the article to be added is within the scope of the repair station ratings.
- Perform a self-evaluation to determine that CIRCLE AIR GROUP, LLC has the appropriate housing, facilities, equipment, material, technical data, processes, and trained personnel to perform the work.
- Document the results of the self-evaluation and keep a copy of the documents on file.

The Accountable Manager will review and approve the Capability List Self-Evaluation before establishing or revising the capability list. A current copy of the capability list will be provided to the CHDO as a revision to this manual in accordance with manual revision procedures.

Capability List Self-Evaluation

Self-evaluations will be conducted by the Chief Inspector or his/her designee utilizing the Capability List Self-Evaluation Checklist found in the forms section of this manual. A self-evaluation will be performed before any article is added to the CIRCLE AIR GROUP, LLC Capability List.

The evaluation will be conducted by an individual with an understanding of repair station requirements and knowledge of the maintenance requirements for the article being added to the list. When performing a self-evaluation, the person conducting the evaluation will enter their initials in block next to each question after a positive response can be established. Deficiencies or discrepancies found during this evaluation must be corrected before the question is initialed. When the evaluation has been completed, the Chief Inspector will submit it to the Accountable Manager for review and approval.

Completed Capability List Self-Evaluation Checklists are considered to be part of the capability list and will be retained for a period of not less than two years from the date when the item is either removed from the list, or a new self-evaluation is conducted.

Revising the Capability List

Before adding an article to the CIRCLE AIR GROUP, LLC Capability List (Appendix D), the Accountable Manager will ensure that the self-evaluation was conducted properly and that all deficiencies have been corrected. When this has been accomplished, he/she may add the article to the capability list and approve the revised list following standard manual revision procedures published in Section 1 of this manual. The Accountable Manager will ensure that the CHDO receives each revision with the self-evaluation checklist(s) within five (5) days of the date of revision. Copies may be submitted to the CHDO electronically and as an email attachment. Acceptance of the capabilities list by the CHDO is documented in the same manner used for manual revision acceptance. The capabilities list and subsequent revisions with associated self-evaluation checklists will be retained by the repair station on paper for a minimum of 24 months after its latest revision.

Capability List Periodic Review

To ensure that this list is maintained current, an audit will be conducted at least once each calendar year to verify that the repair station is still qualified to conduct the work. If the repair station loses appropriate housing, facilities, equipment, material, technical data, processes, or trained personnel necessary to perform the work, the Capabilities List will be revised to remove any authorizations that are affected by the change.

Manual Revision and Control

Revisions to this RSM are initiated by the Chief Inspector and must be approved by the Accountable Manager. Each revision will be identified using sequential numbering and a date representing when the revision was initiated. A vertical bar (change bar) is placed in the margin adjacent to revised text to make changes easier to recognize by users. Existing change bars will be removed at the next revision to the page. The Table of Contents and List of Effective Pages are combined into one set of pages that help locate subject text and provide a means of verifying the current revision status of each page. Changes made to the RSM are approved by the Accountable Manager and documented by his/her signature on these pages.

A copy of this manual, and subsequent revisions, will be provided to the FAA Flight Standards District Office (FSDO) that holds the certificate for this repair station. To ensure that all revisions are acceptable to the certificate holding district office (CHDO), they will not be issued until acceptance has been documented by their signature and date in a statement printed or stamped on the Table of Contents and List of Effective Pages. Any approved pages of the revision will be signed and dated as appropriate.

The Chief Inspector is responsible to ensure that revisions are issued for each copy of the RSM. The Revision Log and Transmittal Page is designed to provide a record for each revision and instructions for entering the changes into the manual. A revised Revision Log and Transmittal Page will be included with each new revision. Instructions published on this page are to be followed by the manual holder when inserting the revision into their RSM. When this process is complete, the page is signed and dated at the bottom by person assigned to the manual.

A copy of this page will be made and inserted into the manual to provide a record of revision. As subsequent revisions to the manual occur, each Revision Log/Transmittal Page is copied and added to the manual in front of the previous record, creating a revision history.

The original signed Revision Log/Transmittal Page is returned to the Chief Inspector to provide a record for monitoring and controlling the revision status of each RSM. A manual distribution log will be maintained by the Chief Inspector listing all assigned copies of the manual by number and assignment. The original Revision Log/Transmittal Pages will be kept on file with the distribution log and made available to the FAA upon request.

Each supervisor and inspector listed on the repair station roster and the FAA CHDO shall be assigned a copy of this RSM. A current copy of this manual will also be accessible for use by all repair station personnel. To prevent access to information that is not maintained current, no employee may make a copy of the manual or pages from the manual, without clearly identifying them as uncontrolled copies.

The RSM will be maintained current at all times. The individual to whom the manual copy is assigned is responsible for updating their manual, even if the task is delegated. If the Chief Inspector does not receive the signed Revision Log/Transmittal Page within 2 weeks of the revision distribution, he/she will contact the individual responsible for the manual and take whatever action is appropriate to ensure that it is revised or retrieved. Manuals that cannot be revised as current shall be destroyed.

Manual Revision and Control (cont.)*Electronic Format*

A computer program and data file (electronic file) may be used by repair station personnel to access this RSM. Employees will be trained on the computer systems and software programs used for this purpose. This training will be conducted and documented in accordance with the training program procedures found in Appendix B of the manual.

Any employee can access the RSM through the computer system using the workstations in any repair station office or work location. Access is read-only to prevent inadvertent changes to the manual. To ensure currency and consistency, only one current electronic version of the RSM will be available for users and stored in one location on the network file server.

The Chief Inspector is responsible for ensuring that the RSM file is kept current and accurate at all times. Only the Chief Inspector and Accountable Manager will have file access authority for making changes to the RSM. A separate computer file with a different file label will be used for this purpose. When the electronic version of the manual is updated, all employees of the repair station will be notified in writing with a description of the changes. Training will be provided to all employees of the repair station when any significant changes are made to the standard operating procedures or inspection procedures of the repair station.

One paper copy of the RSM and one copy of the electronic file on a removable storage disk will be maintained by the Chief Inspector as backups. In the event that the computer system fails, the paper copy of the RSM will be used for reference by repair station personnel until the computer system is restored. This paper copy of the RSM and the backup electronic file will be controlled and kept current at all times by the Chief Inspector.

A current copy of the RSM electronic file will be provided to the CHDO via email or delivery on an electronic data storage disk. If the CHDO does not have the software program needed to view the file, a licensed copy will be provided by the repair station. Electronic RSM revision files will also be provided with a cover letter signed by the Accountable Manager describing the changes.

The RSM and subsequent revisions are approved by the Accountable Manager through his/her signature on the Table of Contents and List of Effective Pages in the paper copy. To ensure that the current RSM is acceptable to the FAA, revised RSM electronic files will not be issued until they have been accepted or approved by the CHDO.

FAA acceptance or approval of an RSM revision will be documented on paper. For document acceptance, this will be accomplished by their acceptance statement, signature, and date on a paper copy of the Table of Contents and List of Effective Pages. This page will be included in the repair station's paper version of the RSM. For pages that require FAA approval, any pages requiring approval will have an approval statement with an approval signature and date.

Housing and Facilities

This repair station maintains housing and facilities consistent with ratings held for properly performing the maintenance, preventive maintenance, or alterations of articles. Facilities include the following:

- Sufficient work space and areas for the proper segregation and protection of articles during all maintenance, preventive maintenance, or alterations.
- Segregated work areas enabling environmentally hazardous or sensitive operations such as painting, cleaning, welding, avionics work, electronic work, and machining to be done properly and in a manner that does not adversely affect other maintenance or alteration articles or activities.
- Suitable racks, hoists, trays, stands, and other segregation means for the storage and protection of all articles undergoing maintenance, preventive maintenance, or alterations.
- Space sufficient to segregate articles and materials stocked for installation from those articles undergoing maintenance, preventive maintenance, or alterations.
- Ventilation, lighting, and control of temperature, humidity, and other climatic conditions sufficient to ensure personnel perform maintenance, preventive maintenance, or alterations to the standards required by this part.
- Adequate housing for the repair station's personnel, equipment, and material needed to properly perform the work authorized by our ratings.
- Suitable permanent housing to enclose the largest type and model of aircraft listed in the Operations Specifications found in Appendix D of this manual.

A description of the housing and facilities is found in Appendix A of this manual and is FAA approved by the signature and date at the bottom of the page.

Whenever a significant change is anticipated to the location, housing, or facilities that might have a significant impact on the ability of the repair station to accomplish its work, the Chief Inspector will develop a revision to Appendix A. The Accountable Manager must approve this revision before a copy is sent to the FAA CHDO for approval. Standard manual revision procedures will be followed.

Hazardous Materials

CIRCLE AIR GROUP, LLC is not a hazmat employer, as defined under 49 CFR 171.8, and has no hazardous materials training program. As such, the repair station will not perform or directly supervise any job function that directly affects hazardous materials transportation safety and will not perform any of the functions listed in 14 CFR 121.1001 or 135.501 for, or on behalf of any 121 or 135 operator.

Work Away from the Fixed Location

There are times when it may become necessary to perform work at locations away from the repair station. This may be done on a temporary basis (short term or extended) under special circumstance. Work will not be performed outside of the United States of America (U.S.A.) unless it is authorized by the FAA as a special circumstance. If work is to be performed outside of the U.S.A., the repair station will obtain approval from the country where the work is to be accomplished before requesting authorization from the FAA.

Work will not be performed away from the repair station on a recurring basis. Recurring work is considered to be things like engine on wing repairs, nondestructive testing, and fuel cell repairs that are performed as part of everyday business practices. This type of work requires issuance of Operations Specifications paragraph D100, which has not been issued to this repair station.

Work may be performed away from the repair station as a special circumstance when there is a situation that makes it difficult to accomplish the work at the fixed location. An example of this might be an aircraft on the ground at a remote location with a blown tire, failed generator, radio or navigation equipment problems, etc. This will be done only on a short term temporary basis. All work will be accomplished in the same function and manner as at the repair station using the same performance standards and recordkeeping. Before work is initiated, a site evaluation will be conducted to ensure that all necessary personnel, equipment, material, and data are available.

In cases where the work will take more than a day to complete, notification will be made to the CHDO by the Accountable Manager or Chief Inspector in writing (either paper or electronic) before the work is initiated. This notification will identify the work start date, a description of the work to be performed or anticipated, the location at which the work is to be performed, estimated time to accomplish, and the personnel who will be doing the work.

If work is expected to take more than a month to accomplish, or if that extended amount of time is needed relative to a previous request, the Accountable Manager or Chief Inspector will provide the CHDO with a plan on how the project will be performed. This plan will ensure that the materials, equipment, and personnel are adequate to perform the work and will include:

- Controlling of parts, equipment, tools, and required forms, etc.;
- Identification of qualified personnel and inspectors for the work required;
- Verification that the scope of the work is within the repair station ratings;
- Evaluation of the housing and facilities available;
- Length of time the project is expected to take; and

This plan must be approved by the CHDO in writing and may include terms or conditions that must be met. This document becomes part of the work order and is retained with those records.

Any work performed for an air carrier under this special circumstance will be accomplished in accordance with the air carrier's programs, or programs and procedures acceptable to them. The air carrier will be informed of all work that is contracted out and will have the right to inspect all work performed by the repair station or its' contractors.

All work performed away from the fixed location will be accomplished to the same standards as the repair station. Before work is initiated, a site evaluation will be conducted to ensure that all necessary personnel, equipment, material, and technical data are available. The Chief Inspector is responsible for ensuring that these steps are followed.

SECTION 2: ORGANIZATION AND PERSONNEL

General

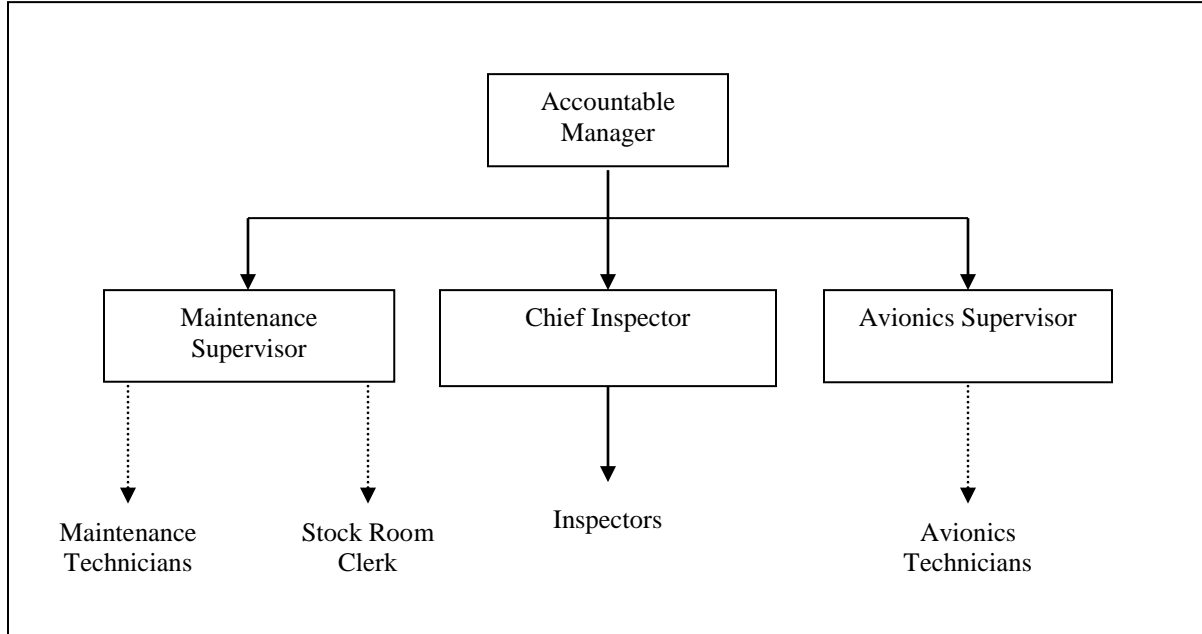
This section contains policy and procedures that relate to personnel issues of the repair station. It includes a description of key positions in the repair station but may not describe other positions that do not directly affect the quality control system.

Employees will be hired based on their skills, knowledge, and experience. Initial qualifications will be evaluated through a review of employment history, training records, and certifications. Job assignments will be made based on the employee's qualifications. Qualifications for specific positions are defined later in this section.

All employees performing maintenance or other safety-related functions for an air carrier or commercial operator certificated under 14 CFR Part 121 or Part 135 are included in the repair station's FAA-approved anti-drug program.

Organizational Structure

This organization chart identifies (by title only) each position that relates to the operation of the repair station. Administrative and support positions are not identified. Only those positions that are enclosed in a box have authority to act on behalf of the repair station.



Personnel Duties and Responsibilities

Accountable Manager

The Accountable Manager is the person designated by the repair station with responsibility and authority over all repair station operations. All duties of the Accountable Manager may be delegated to any qualified assistant as he/she deems necessary. However, such delegation does not relieve the Accountable Manager of the overall responsibilities. The Accountable Manager is responsible for:

- providing adequate equipment, materials and competent, qualified personnel, as necessary, pertinent to the operation of the repair station, in order that it may comply with all applicable Federal Aviation Regulation and manufacturer's recommendations.
- ensuring that all repair station housing, facilities, and equipment are properly maintained.
- directing, planning, and laying out details of inspection standards, methods, and procedures used by the repair station in complying with all applicable Federal Aviation Regulations and manufacturers' recommendations.
- ensuring that repair station personnel are trained in accordance with the Personnel Training Program found in Appendix B of this manual.
- maintaining a current roster of all management, supervisory, and inspection personnel.

Maintenance Supervisor

The Maintenance Supervisor reports to the Accountable Manager and is responsible for the operations of the Maintenance Department. All duties of the Maintenance Supervisor may be delegated to any qualified assistant as he/she deems necessary. However, such delegation does not relieve the Maintenance Supervisor of the overall responsibilities. The Maintenance Supervisor is responsible for:

- ensuring that technicians have the appropriate technical data available during the performance of maintenance, preventive maintenance and alteration activities.
- ensuring that work performed for Part 121, 125, 129 and 135 operators is done in accordance with their requirements and procedures.
- making work assignments based on qualifications of employees.
- training and supervising technicians in proper work procedures and practices.
- ensuring that shop equipment and tools are maintained in good working order.
- ensuring that the shop premises are maintained in a clean and orderly manner.
- ensuring that all maintenance or alteration processes are accomplished properly and documented on the maintenance forms as set forth in this manual.
- maintaining an inventory of stock and spares as required for the work being performed.

Avionics Supervisor

The Avionics Supervisor reports to the Accountable Manager and is responsible for the overall operations of the Avionics Department. Duties of the Avionics Supervisor may be delegated to any qualified assistant as he/she deems necessary. However, such delegation does not relieve the Avionics Supervisor of the overall responsibilities. The Avionics Supervisor is responsible for:

- List responsibilities... (to be added, if applicable).

Chief Inspector

The Chief Inspector reports to the Accountable Manager and is responsible for the operations of the Inspection Department. All duties of the Chief Inspector may be delegated to any qualified assistant as he/she deems necessary. However, such delegation does not relieve the Chief Inspector of the overall responsibilities. The Chief Inspector is responsible for:

- directing all personnel assigned to the inspection department.
- ensuring that all inspections are properly performed on all completed work before it is released to the public and that the proper inspection records, reports and forms used by this repair station are properly executed.
- maintaining all repair station records in accordance with the procedures of this manual.
- maintaining current copies of pertinent FAA specifications, Airworthiness Directives, and other technical data used by the repair station.
- ensuring calibration of inspection tools and precision test equipment.
- the proper execution of Malfunction and Defects Report, Form 8010-4 or Service Difficulty Report, Form 8070-1, when required.
- the proper execution of Forms FAA-337, and the maintenance release pertinent to all items released to service by the repair station.
- the final acceptance of all incoming material including new parts, supplies and the airworthiness of articles on which work has been performed outside the station.
- the Preliminary, Hidden Damage, Inspection Continuity and Final Inspections of all items processed by the repair station.
- ensuring that rejected and unserviceable parts, after proper marking, are returned to the owner or, with his permission, are mutilated or disposed.

Personnel Qualifications

Supervisors

Supervisors will be technically qualified and possess a working knowledge of the overall job functions of the repair station. He/She will be certificated under 14 CFR part 65 appropriate to the work assigned. The Accountable Manager is responsible for verifying this before assignment of a supervisor and must also meet these qualification requirements.

Repairmen

Repairman certificated under 14 CFR 65 for this repair station may perform, supervise and return to service work for the repair station under the ratings and limitations of their certificate. He/she may not supervise or return to service any work functions that are not specified on the certificate.

To be qualified for any ratings under a repairman certificate, a candidate must have a minimum of 18 months of practical experience in the procedures, practices, inspection methods, materials, tools, machine tools, and equipment generally used in the maintenance duties of the specific job. He/She must be familiar with and understand the policy and procedures of this manual and meet all other requirements of 14 CFR 65.101.

Each person who holds a repairman certificate shall keep that certificate within the immediate area where privileges of the certificate are exercised. When the holder of a repairman certificate is relieved of their duties, the certificate shall be returned to the CHDO.

Inspection Personnel

The Chief Inspector will select inspection personnel based on an individual's qualifications and training. To be an inspector, an individual must be an employee of the repair station and have:

- completed an FAA approved training course for A&P mechanics, which includes inspection procedures, and be certificated under Part 65.
- completed company training covering the applicable Federal Aviation Regulations and current RSM procedures in accordance with Appendix B.
- at least 4 years of aircraft maintenance experience and hold an Inspection Authorization.
- the ability to read, write, speak, and understand the English language.
- a thorough understanding of the inspection methods, techniques, and equipment used to determine the airworthiness of the article, including visual inspection aids.

Before assignment as an inspector with the authority to approve an article for return to service, the Chief Inspector will determine that all of the above requirements have been met. This will be documented and maintained in the inspector's personnel records. Recurrent training will be conducted in accordance with the Training Program in Appendix B to ensure that proficiency is maintained. The Chief Inspector must also meet these personnel qualifications.

Qualification to Accomplish Required Inspection Items (RII)

Certain items of maintenance, if not performed properly or if improper parts or materials are used, could result in a failure, malfunction, or defect, endangering the safe operation of the aircraft. Air Carriers certificated under 14 CFR parts 121, some 135 Air Carriers, and 91 subpart K (part 91K) operators are required to identify and perform inspections of these items to verify the proper performance of maintenance on its aircraft. These required inspection items (RII) are typically part of their FAA-approved maintenance program. Each person who performs RII inspections must be trained, qualified, and authorized by the certificate holder. Initial and recurrent training in accordance with the certificate holder's program is required. Before any inspector is authorized to perform RII inspections, the Chief Inspector will ensure that these requirements are met by:

- verifying that all applicable training has been completed and properly documented.
- coordinate with the certificate holder to ensure that their requirements have been met.
- identifying RII authorization on the personnel roster describing the type of inspection authorized and the name of the customer(s).

Personnel Training

CIRCLE AIR GROUP, LLC has developed and written a training program for the repair station that is contained in Appendix B of this manual. This training program is maintained by the Accountable Manager and includes all policy and procedures of the FAA Approved Training Program. FAA approval is documented by a signature and date on each page of the program.

Documentation for accomplishment of training will be retained with the employee's personnel records in accordance with procedures of the training program.

Refer to Appendix "B."

Personnel Roster and Records

Personnel Roster

The repair station will maintain a roster of all management, supervisory and inspection personnel, including identification of individuals responsible for approving articles for return to service and RII authorizations. The Accountable Manager is responsible for ensuring that this roster is kept current and will revise the roster within five business days after any change in personnel or work assignments that could affect the accuracy of the roster.

This personnel roster will contain the following information:

- the individual's legal name and title or position;
- any certificates held by the individual by type and number;
- inspection and return to service authorizations or limitations;
- a sample of the signature, initials, and inspector stamp used on work documents.

This roster will be maintained in paper format to accommodate a sample of each individual's signature and initials. The roster will be kept in the Accountable Manager's office and available for review by the FAA and repair station employees at any time. A sample of the form can be found in Appendix E of this manual.

Personnel Records

The repair station will also maintain employment summaries for each person whose name appears on the roster. The summary must contain enough information to show compliance with the experience requirements appropriate for the position held. Employment summaries will be maintained by the Accountable Manager in his/her office and will contain the following:

- Legal name, present title, and scope of current position;
- Total years of experience and the type of work performed;
- Employment history, including name of previous employer and length of employment by month and year; and
- Type and certificate number of any certificate held, along with any ratings or limitations.
- Records of training.

SECTION 3: QUALITY CONTROL SYSTEM

Introduction

This section contains quality control policies and procedures. The purpose of the quality control (QC) system is to ensure the airworthiness of the articles on which the repair station performs work. Revisions to the Quality Control System will be accomplished in accordance with standard manual revision procedures found in Section 1.

One required element of the quality control system described in 14 CFR 145.211 is the establishment and maintenance of inspection personnel proficiency. Policy and procedures related to this are published in Section 2 of this manual.

Other required elements of the quality control system pertain to currency of technical data and calibration of test equipment. Policy and procedures regarding technical data, equipment and tools can be found in Section 4 of this manual.

Appendix E of the RSM contains samples of all necessary standard forms and an explanation of how to complete those forms.

This section describes the following:

- the system and procedures for inspection of incoming raw materials.
- the system and procedures for preliminary inspection.
- the system and procedures to inspect for hidden damage.
- the system and procedures for qualifying and surveilling non-certificated persons.
- the system and procedures for performing final inspection.
- the system and procedures for correcting repair station deficiencies.

Inspection Systems

Initiating Work Orders

Before work is initiated by the repair station, the Maintenance Supervisor will assess the scope of work requested by the customer and verify that the repair station has the capability to accomplish the work. To ensure this, the Maintenance Supervisor will:

- 1) verify the customer request by interview, if necessary, and ensure that the description of work on the work order is clear and concise.
- 2) review the repair station ratings and operations specifications to verify that the work required is within the authority of the repair station.
- 3) verify that required parts and materials are available.
- 4) verify that all required technical data is available and current.
- 5) verify that the repair station has all tools and equipment necessary to perform the work.
- 6) verify that the repair station housing and facilities are adequate.
- 7) verify that the repair station has qualified personnel to perform the work.
- 8) review documents and use available resources to determine if any incoming article may have been involved in an accident.

Inspection Systems (cont.)

Receiving Inspections

An Inspector authorized to perform receiving inspections will check all incoming parts and materials to ensure that they conform to purchase orders, are authentic replacement parts, conform to acceptable technical standards, and are properly identified. Proper identification and marking of parts varies according to the production approval that applies.

Acceptable forms of documentation may include:

- FAA Form 8130-3, Authorized Release Certificate, Airworthiness Approval Tag;
- European Aviation Safety Agency (EASA) Form 1, Authorized Release Certificate;
- Transport Canada Form 24-0078, Authorized Release Certificate;
- Joint Aviation Authority (JAA) Form 1;
- shipping tickets, packing slips, purchase orders, material certifications, and/or certificates of conformity.

The person performing the receiving inspection will ensure that:

- FAA Parts Manufacturer Approval (PMA) parts are marked per [14 CFR part 45](#), § [45.15](#).
- Parts produced under an FAA Technical Standard Order Authorization (TSOA) are marked per part [21](#), §§ [21.603](#) and [21.607](#).
- Standard parts (i.e., bolts and nuts) and raw materials (i.e., sheet metal and welding rods) have certification statements or other evidence that they conform to established industry or U.S. Government specifications.
- Used parts have an approval for return to service by a FAA-certificated person (i.e., air carrier, repair station, mechanic).
- Parts with a specified replacement time, inspection interval, or related procedures are permanently marked with part number and serial number (or equivalent) per part 45, or dispositioned IAW [14 CFR 43.10](#), Disposition of Life-Limited Parts.

To assist in making this determination, procedures found in Advisory Circular (AC) 20-62 Eligibility, Quality, and Identification of Aeronautical Replacement Parts, may be used.

Shelf-life items will be identified and the manufacturer's expiration date will be clearly marked on the part, material, and/or container, along with the purchase date and purchase order number before being placed into stock.

Incoming parts and materials will also be inspected for shipping damage, corrosion, rust or other deterioration. Any material, part, or component failing to meet the incoming inspection will be clearly labeled with a discrepancy tag stating the reason for rejection. The Chief Inspector will decide how to correct any discrepancies or how to dispose of an item.

If a discrepancy makes the airworthiness status of the part unclear, the part will be quarantined and the shipper contacted to determine the part's status or obtain adequate documentation. If the status can not be verified, the part will be considered to be a Suspected Unapproved Part (SUP) and procedures for Suspected Unapproved Parts found in Section 4 will be followed.

Inspection Systems (cont.)

Preliminary Inspection

All articles to under-go maintenance will be given a preliminary inspection, upon receipt, to determine the state of preservation (functional test if appropriate) and to note any obvious defects. Before work begins, an evaluation will be made of the customer requested work scope to identify the required maintenance or alteration actions to be taken and verification that the repair station is properly rated to do the work. Applicability of Airworthiness Directives (A.D.), Service Bulletins (S.B.), airworthiness limitations, and life limited parts will also be evaluated.

Qualified inspectors are responsible for accomplishing preliminary inspection on the complete assembly and on all individual units during the disassembly and cleaning process in accordance with the work scope and work order. This includes any inspections or tests necessary to verify reported conditions, identify obvious damage, determine overall condition, and to identify any possibility that a specific hidden damage inspection will be required. Nondestructive testing will be employed as necessary to supplement visual inspection and will only be accomplished by persons appropriately trained and qualified to do that work.

If additional work items are discovered that were not requested by the customer, the customer will be contacted. Any additional requirements not added to the requested work scope will be evaluated by the Chief Inspector to determine if the article can be approved for return to service without that work accomplished. If this evaluation concludes that return to service cannot be properly accomplished, the article will be returned to the customer.

Accomplishment of this inspection will be indicated by the Inspector initialing and dating the blocks at the top right side of the work order. Any findings that require corrective action will be written as a discrepancy on the work order or supplemental worksheet.

Hidden Damage Inspection

Prior to the commencement of any work, all units or components that have been involved in an accident will be given a searching inspection for hidden damage by a qualified inspector. This inspection will include areas adjacent to the obviously damaged member or components.

Accomplishment of this inspection, if required, will be indicated by the Inspector initialing and dating the blocks at the top right side of the work order. If this inspection is not required, a line will be drawn through them or they will be marked as "n/a." Any findings that require corrective action will be written as a discrepancy on the work order or supplemental worksheet.

Inspection Systems (cont.)

Continuity of Inspection Responsibility

As work progresses, inspections that are accomplished will be documented on the appropriate work order documents so that final inspection to determine airworthiness can be completed without re-inspection or disassembly. It is the responsibility of each inspector who performs these inspections to ensure that the inspection is properly documented.

In the event that a work process or inspection is interrupted before its' completion, the person performing that work will provide a thorough pass-down to the person assuming the work. This pass-down may either be in writing, or verbal. If this cannot be accomplished, that work will stop until the same person can resume. When operating with different shifts, a pass-down log will be used with a detailed description of work in progress at each shift change.

Final Inspection and Return to Service

A qualified inspector certificated under Part 65 will inspect each article on which the repair station has performed maintenance or alterations and intends to return to service. All qualified inspectors authorized to approve an article for return to service are employees of the repair station who understand the inspection methods, techniques, and equipment used to determine the airworthiness of the article, and the mechanical and visual inspection aids appropriate for the article inspected. Persons authorized to return articles to service are listed on the repair station personnel roster with a description of what their authorizations include.

Before approving an article for return to service, the inspection department will inspect the article and documents to verify that:

- all work was accomplished in accordance with the work scope requested by the customer;
- each task was accomplished or properly cleared with the technician's signature or initials;
- each required inspection was satisfactorily completed and properly recorded.

After this has been accomplished, the article may be returned to service by entering a description of the work performed, the date of return to service, and an authorized signature on the work order as described on Appendix E of this manual. This may also be accomplished by making an entry in the owner or operator's aircraft maintenance records that complies with the requirements of 14 CFR Part 43. If any work performed could appreciably affect the flight characteristics of the aircraft, an operational check will be performed and logged by an appropriately rated pilot.

FAA Form 8130-3 may be used to certify components and parts as airworthy with respect to the work performed. Block 12 of this form will clearly state the general scope of work performed and reference the principal document used for technical data. The customer will receive the original FAA Form 8130-3 along with a signed copy of the work order. Instructions for the use of this form are detailed in FAA Order 8130.21, as revised.

Only FAA-approved technical data will be used to accomplish and approve major repairs or major alterations for return to service. If a major alteration is accomplished, a FAA Form 337 will be completed and provided to the customer. A copy of this form will be forwarded to the FAA and a maintenance record entry will be made in the appropriate maintenance log. For major repairs, a maintenance release may be used as the record in accordance with 14 CFR Part 43, Appendix B, but FAA Form 337 will be completed if requested by the customer.

Recordkeeping System and Procedures

Detailed records of work performed by the repair station will be maintained in a work order file retained by the Chief Inspector. These files contain all documents used to record inspections, repairs, alterations, and any other work performed. Documents that may be contained in the work order file include, but are not limited to:

- Incoming and Preliminary inspection records and documents,
- Maintenance planning records and references,
- Engineering Orders,
- Documentation of interim steps, particularly in-process inspections,
- Job traveler
- Manufacturer's inspection and procedures checklists
- Discrepancy and Corrective Action record sheets
- Component removal and installation sheets
- Parts lists
- Records (tags) for parts,
- Return to Service documents and FAA forms (e.g., Form 337, Form 8130-3).

Instructions for competing forms used by the repair station can be found with a sample of each form in Appendix E of this manual. FAA forms used by the repair station will be completed in accordance with instructions provided for those forms. Specifically, FAA Form 337 will be completed in accordance with the instructions of AC 43.9-1 and FAA release Form 8130-3 will be completed using FAA Notice 8130.21, as amended.

Maintenance record entries for an air carrier will be completed in accordance with the air carrier's procedures. These entries may include the use of forms specifically required by the air carrier. When work is accomplished for an air carrier, the repair station work order will specify the air carrier certificate number and the work order file will contain copies of all forms used.

As work steps are completed, the person performing the step will initial, and sign or stamp the appropriate place on the document for that work item. Inspectors indicate the acceptance of the work or inspection performed by placing their initials, signature or stamp next to the technician's on the work order document.

If correction to a written entry needs to be made on a form or record, a single line will be drawn through the text and initialed by the person making the correction. For items on forms that are determined to be non-applicable, the block or space used to document completion will have "n/a" written in the space with the initials of the person making that determination. Qualified inspectors are the only persons authorized to determine what work items are "n/a."

All records of work performed by the repair station and records of work performed for the repair station by contractors will be retained by the Chief Inspector for no less than two years following completion of the work. These records are located in the Chief Inspector's office and available for inspection by the FAA or National Transportation Safety Board (NTSB) upon request.

Reports of Failures, Malfunctions, or Defects

Serious defects or recurring unairworthy conditions discovered by repair stations and air carriers must be reported to the FAA. These defects or conditions are not covered or contemplated by a manufacturer's Instructions for Continued Airworthiness (e.g., repair, maintenance or overhaul manuals), Service Bulletins, service letters, Airworthiness Directive, and/or other data acceptable to or approved by the Administrator.

The Chief Inspector is responsible for the proper and timely filing of reports on serious defects and recurring unairworthy conditions. These reports will be made to the CHDO within 96 hours of discovery. For general aviation aircraft, FAA Form 8010-4 Malfunction or Defect Report will be used and instructions of Advisory Circular (AC) 20-109, as revised, will be followed.

If the customer associated with the discovered defect is a Part 121, 125, or 135 operator, CIRCLE AIR GROUP, LLC may submit a FAA Form 8070-1 Service Difficulty Report (SDR) to the FAA on their behalf. Instructions to do so must be in writing from the customer and their operator's manual must be followed. Instructions for completing the form are found on the back of the form.

An SDR filed on behalf of an air carrier satisfies repair station reporting requirements and will be the only report filed. A copy of the SDR will be provided to the certificate holder. CIRCLE AIR GROUP, LLC will maintain a record of customer instructions to file reports on their behalf and copies of all such reports.

Contract Maintenance

At times, the repair station may wish to contract out certain maintenance functions to other FAA certificated facilities and non-certificated sources. This may become necessary when the repair station does not have adequate housing, facilities, materials, personnel, or equipment needed to perform the work. Examples may include plating, heat treatment, special NDT or inspection, or the maintenance or alteration of components or sub-assemblies. It may also become necessary to contract to another facility because of workload or emergency situations.

Contract maintenance is considered to be work contracted to an outside source when CIRCLE AIR GROUP, LLC is performing the return to service. When services are provided by other certificated repair stations or persons and they perform the return to service for the article involved, it is not considered to be contract maintenance. In this case, the agency or person providing the approved work is considered to be a supplier or vendor. No maintenance function will be contracted to an outside source unless this repair station holds the necessary rating to perform the work and the associated maintenance function is approved by the CHDO.

This repair station will not provide an approval for return to service for repairs made by a contractor if theirs is the only work performed on the product. Contractors will only be used to perform work in the support of repairs being performed by the repair station.

The repair station may only contract maintenance functions to outside sources if those functions are approved by the FAA. The list of approved contract maintenance functions for this repair station is found in Appendix C of this manual. It is categorized broadly, such as specialized services or components of articles for which the repair station has the overall rating. Proposed changes to the list of Approved Contract Maintenance Functions (Appendix C) will be made using manual revision procedures of the RSM, but must be approved by the CHDO. FAA approval will be indicated by their signature and date on each page of the approved contract maintenance functions list.

If the FAA approves the contracted maintenance function, the repair station can determine who will perform the maintenance. The Chief Inspector is responsible for maintaining a current list of contractors with the name of each outside contracted facility, the maintenance function(s) contracted to them, and the type of certificate/ratings held by that facility (if any). When this list is revised, the CHDO will be notified within 10 days either in writing, or in an email message.

Before a contractor may be used or added to the list, the repair station will:

- verify that the maintenance function is approved by the CHDO for the repair station.
- determine that the contractor is qualified to perform the work.
- ensure that the receiving inspector is qualified to determine acceptability of an article after contract maintenance has been performed.

If a maintenance function is contracted to another FAA certificated repair station, the repair station performing the work is responsible for approval for return to service of maintenance performed on each article. However, CIRCLE AIR GROUP, LLC is responsible for determining that the contractor repair station is properly rated and qualified to perform the work.

Contract Maintenance (cont.)

Items received from a certificated facility will be processed into the repair station through the repair station's receiving inspection. This inspection must verify that the work was performed in the manner requested by the purchase order and equivalent to this repair station's standards. A thorough review will be made of the maintenance record to ensure it adequately describes the work performed and/or references the document used to perform the work.

Before a non-FAA-certificated facility or person may be used or added to the List of Contractors, the Chief Inspector will perform an audit of the repair facility to ensure that it has adequate personnel, housing, and equipment to perform the work. This audit will be conducted at least once each 12 calendar months, or within the past 12 months of any work performed by them for the repair station. Records of those audits will be maintained in the Chief Inspector's office for a minimum of two years. Audit checklist Form A-100 will be used when performing these audits. A sample of this checklist and instructions for using it can be found in Appendix E.

When work is performed by a non-certificated maintenance source, the Chief Inspector will ensure that:

- the non-certificated maintenance source follows a quality control system equivalent to the system followed by the repair station.
- the repair station remains directly in charge of the work performed.
- all work has been performed satisfactorily and that the article is airworthy.

The repair station is responsible for approval of return to service for any article on which work has been performed by a non-certificated contracted maintenance source. Before approval for return to service of any maintenance performed by that source, the work will be verified by test and/or inspection to ensure that it was performed properly and that the article is airworthy. These tests or inspections must be performed by a person authorized by the repair station and certificated under 14 CFR Part 65. All records of inspections or tests performed to determine airworthiness of the article will be kept on file with the work order for a minimum of two years.

Maintenance contracts established with non-certificated maintenance sources will include provisions to ensure that the FAA may make inspections and observe work being performed at any time. This repair station will not return to service any article on which a maintenance function was performed by a non-certificated person, if those inspections are not permitted.

Work Performed for Air Carriers (under parts 121, 125, 129, and 135)

When the repair station performs maintenance, preventive maintenance, or alterations for a certificated air carrier that has a Continuous Airworthiness Maintenance Program (CAMP), all work must be conducted in accordance with the air carrier's manuals and programs. To ensure compliance with this requirement, the repair station will:

- obtain from the air carrier, information, manuals, and procedures necessary to perform the work and ensure that it is available to repair station personnel.
- verify that the repair station has adequate personnel, facilities, and equipment necessary to perform the work.
- ensure that personnel assigned to perform the work currently participate in a drug and alcohol abatement program acceptable to the air carrier.
- ensure that personnel assigned to the work have been trained as required by the air carrier and, if applicable, have received RII authorization from them.
- comply with applicable sections of 14 CFR Part 121, 125, 129 or 135, as appropriate.
- follow the operator's FAA-approved programs and applicable sections of its' manuals.
- acknowledge receipt of policy and operations specification authorizations or prohibitions regarding hazardous materials (when applicable).

The Chief Inspector is responsible for ensuring that these requirements are met. Standard policy and procedures of the RSM will be followed when they do not conflict with the air carrier's manuals and procedures. If there is any question as to what technical data is to be used at any time during performance of work, it will be brought to the attention of the Chief Inspector, or his/her designee for resolution with the customer.

Correcting Repair Station Deficiencies

The correction of deficiencies is an integral part of a repair station's improvement process, and could include revisions to procedures that may not be working properly. If a deficiency in repair station policy or procedures is discovered, corrective action will be taken to remedy the problem. Corrective action would be appropriate in two situations under this repair station's system:

- Prior to the work being approved for return to service; and,
- After the work has been completed and approved for return to service.

Whenever an inspection or work scope determines that a maintenance step or function has been accomplished incorrectly, the work will be repeated and inspected to ensure proper completion. The Chief Inspector will review this work process to ensure that the improper work was not the result of a deficiency in facilities, equipment, tooling or material.

If it is discovered that an improper maintenance, preventive maintenance or alteration action was approved for return to service, the repair station will immediately rectify the situation with the customer. Additionally, the Accountable Manager will determine whether the incident should be reported to the FAA under the Voluntary Disclosure procedure contained in AC 00-58.

Any deficiencies discovered in repair station policy or procedures will immediately be brought to the attention of the Accountable Manager. A thorough review of the problem will be performed and improvements to the procedures will be developed to correct the deficiency. The RSM will be revised to incorporate the corrected policy and procedures.

SECTION 4: TECHNICAL DATA, EQUIPMENT, AND MATERIALS

General

This repair station will not perform maintenance, preventive maintenance, or alterations unless it has the proper technical data, equipment, tools, and materials necessary to perform the work.

Technical Data

At a minimum, the following documents and data will be current and accessible when the relevant work is being done under the Repair Station Certificate:

- Airworthiness directives,
- Instructions for continued airworthiness,
- Maintenance manuals,
- Overhaul manuals,
- Standard practice manuals, and
- Service publications (service bulletins, etc.).

Technical data may be obtained through a variety of different sources including manufacturer's subscriptions services, technical publications companies, and various internet websites. The repair station will maintain a library of frequently used technical publications obtained from these or other sources. At times, the repair station may borrow publications, but is always responsible to ensure that the technical data used is current.

All work conducted by the repair station will be accomplished in accordance with current technical data applicable to the scope of work being performed. The repair station will not approve for return to service any article unless the maintenance, preventive maintenance, or alteration was performed in accordance with applicable approved technical data or data acceptable to the FAA.

CIRCLE AIR GROUP, LLC will ensure that all applicable technical service publications are available before accepting work to be performed under the repair station certificate ratings. Applicable technical publications and data will be located on the premises and under the repair station's control when the work is being done.

The Chief Inspector is responsible to ensure that the technical data is maintained in a current condition at all times and will periodically check the revision status of all technical publications. Any publication that is found to be out-of-date will be marked "for training only." Any technical data that is borrowed or rented will be checked to ensure that it is current before being used.

Tools and Equipment

CIRCLE AIR GROUP, LLC will use the tools and equipment recommended by the manufacturer of the article being maintained, or an equivalent acceptable to the FAA. Tools and equipment will be stored properly and maintained in good working order.

The repair station does not need to have tools and equipment for functions that it is authorized to contract out, pursuant to the Approved Contract Maintenance List found in Appendix C of this manual. Tools and equipment may be leased, rented, or borrowed, but must be located on the premises and under the control of the repair station when the work is being performed. Before any rented, leased, or borrowed tool or equipment is used, it will be inspected to ensure that it is in good working order and within calibration requirements, if applicable.

Equivalent and Fabricated Special Tools

Repair stations may at times produce an equivalent special tool as a substitute for one specified by the manufacturer. These equivalent tools must be capable of performing all necessary tests and functions with a level of accuracy equal to or better than the recommended tool. In order to accomplish this, the manufacturer's standards and specifications must be known in all respects. This repair station will not use or fabricate equivalent special tools or equipment unless all of these conditions are met. All documentation will be kept on file and available to the FAA upon request for the design, manufacture, and calibration of all equivalent special tools.

Calibration Policy and Procedures

Precision tools and test equipment used by the repair station to determine the airworthiness of articles during maintenance, alteration, or inspection may be subject to periodic checks and calibration. Measuring tools and equipment (MTE) used for this purpose must be calibrated according to the procedures and at the intervals prescribed by the manufacturer of the tool or equipment. All calibration standards used will be traceable to the National Institute of Standards and Technology (NIST) standards. Foreign equipment may be calibrated to the standards of the country of manufacture if approved by the FAA in writing.

No person may use any tool or equipment to determine the airworthiness of any part unless it has been appropriately calibrated and labeled to indicate calibration status. This label will identify, at a minimum, the date calibrated and the calibration due date. When it is impractical to apply a calibration label directly to an item, the calibration label may be affixed to the item's container. Precision tools and measurement equipment that do not require periodic calibration will have a label marked NCR (No calibration required). Tools or equipment may be used until the last day of the month when calibration is due.

Contractors will be used for calibration of measuring and test equipment. The Chief Inspector will ensure that any contractor used follows a documented calibration system consistent with the standards of NIST. These standards require them to produce a calibration certificate or record for each item of equipment including:

- the name of the person who performed the calibration;
- a description or identification of the item;
- the date of calibration;
- the date next calibration is due;
- the standard used to perform the calibration;
- the method used to perform the calibration;
- the results of the calibration
- any calibration actions taken.
- the certificate or report number.

The Chief Inspector is responsible for the calibration system and will retain all calibration certificates or records for at least two years. He/She will maintain a current list of calibrated equipment by name, model or part number, serial number, date of last calibration, and next calibration due date. Employee owned measuring and test equipment that is used in the facility will be included in the calibration system.

New precision tools and measurement equipment will be evaluated for calibration requirements before being placed into service. Measuring and test equipment that require calibration will be marked "REFERENCE ONLY" or removed from service until calibration is accomplished. These tools and equipment may be used for troubleshooting purposes when an airworthiness determination is not involved and the equipment calibration status is clearly marked.

Some tools and equipment used during a repair process like ovens, plasma welders, etc. need to be calibrated or checked to ensure that the process is accomplished accurately. This equipment will also be maintained in the manner described above.

Maintenance of Servicing and Support Equipment

Equipment such as hydraulic mules, oxygen service carts, and nitrogen bottles may at times be used to service and maintain aircraft. This type of equipment commonly uses gauges, meters, regulators, or other devices to control or monitor pressures and flow rates applied to aircraft systems. To ensure that aircraft systems are not damaged or contaminated when this equipment is used, this equipment must be maintained and checked periodically.

Servicing equipment will be maintained in accordance with the equipment manufacturer's recommendations. Gauges or indicators used to determine the airworthiness of the aircraft will be checked in accordance with the standards of the NIST. If the service system was fabricated locally, a maintenance program will be developed by the repair station for that equipment.

Other support equipment such as jacks and tow bars will be maintained in good working order. Equipment that is damaged or no longer functions properly will be repaired or replaced.

Segregation and Identification of Parts

All articles undergoing maintenance and parts stored within the facility will be identified or segregated relative to their serviceable status. This may be accomplished using identification tags, or by clearly marking the area in which they are stored. Shelf-life and time limited parts will be clearly labeled with the expiration date or serviceable limit.

Articles undergoing maintenance will be identified to ensure that the in-progress status of that article can easily be determined. This may be accomplished by tagging the article, or attaching a tag to the tray, bin, or shelf where the article is held. Any article or parts that are rejected during the maintenance or alteration process will be identified with a red tag bearing a description of the discrepancy found. The final disposition of the article or part will be determined by the Chief Inspector. Procedures for the use of identification tags and samples of those tags can be found in Appendix E to this manual.

Serviceable spare parts and articles will be stored in a separate area away from repairable and unserviceable items. Areas where spare parts and articles are stored will either be identified in Appendix A, "Description of Housing and Facilities," or clearly marked with a sign or tag.

Suspected Unapproved Parts

A Suspected Unapproved Part (SUP) is a part that is suspected of not meeting the requirements of an "approved part." This can be a part that, for any reason, a person believes is not approved. Reasons may include findings such as different finish, size, color, improper (or lack of) identification, incomplete or altered paperwork, or any other questionable indication. This includes parts that have been intentionally misrepresented, including counterfeit parts.

Acceptable methods for identifying approved parts can be found under Receiving Inspection procedures found in Section 3 of this manual and in Advisory Circular (AC) 20-62 Eligibility, Quality, and Identification of Aeronautical Replacement Parts or Advisory Circular (AC) 21-29.

CIRCLE AIR GROUP, LLC will report suspected unapproved parts using FAA Form 8120-11, Suspected Unapproved Parts Notification Form and the procedures found in FAA Order 8120.16, as revised.

APPENDIX A: DESCRIPTION OF HOUSING AND FACILITIES

This repair station will not change the location of its housing without written approval from the FAA. In addition, no changes will be made to the housing or facilities that could have a significant effect on the repair station's ability to perform the maintenance, preventive maintenance, or alterations under the repair station certificate and operations specifications without approval from the FAA.

This appendix is used to identify the location and provide a general description of the housing and facilities for the repair station.

Note: This is where you need to identify the location of the repair station and provide a description of the facilities. It could include a text description or text with drawings to show buildings and spaces involved. If an area of the facility is not related to the repair station operations, mark-off or shade that area and label it as "Not Part of the Repair Station."

To demonstrate compliance with 14 CFR 145.103, his description should include a description of:

- *the amount of space (square feet);*
- *electrical power, high-pressure air, etc.;*
- *the type of structure, including the ability to enclose the type of aircraft involved;*
- *the environmental system, if relevant (heating, air conditioning, etc.);*
- *lighting.*
- *receiving inspection area;*
- *location of equipment;*
- *avionics repair area, or other specialized repair areas;*
- *records storage area;*
- *parts and tool storage;*

Realize that if you get too detailed about locations of equipment, you may need to revise this appendix if the equipment is moved. However, the location of equipment or areas may be significant for work functions that require clean or segregated areas.

Be sure to include the location(s) of the repair station (address).

APPENDIX B: PERSONNEL TRAINING PROGRAM

General Description

The purpose of this training program is to ensure that each person who performs work for the repair station is fully informed about procedures, techniques, and new equipment in use and is competent to perform his or her duties. The intent of this program is to provide competent personnel for the proper performance of our maintenance program.

All maintenance and service personnel will receive initial and recurrent training on the procedures and techniques necessary to perform their duties. Specialized training may be conducted for individuals based on a training needs assessment. On-the-job training may be conducted for non-certificated mechanics in conjunction with their supervised work activities. A training needs assessment will be conducted for each employee.

In-house training will be performed to ensure all personnel are familiar with and use the procedures outlined in this manual with respect to the duties to which they are assigned and authorized to perform. Vendor provided and/or on-the-job training will be provided for personnel to become familiar with procedures and techniques on aircraft that are maintained by the repair station.

All maintenance personnel will receive some form of training every 12 months. This training will include review and reinforcement of company policies and procedures. It may also include training on aircraft, engines, shop safety, or other technical subjects. Training methods may be in the form of classroom, seminars, on-the-job training, self-paced instruction through various media, or any combination thereof.

It is the responsibility of the Accountable Manager to assign all training and ensure that all maintenance personnel are adequately trained to perform their assigned duties. He/she will keep this training program current with the needs of the repair station and maintain training records for each employee assigned to perform work under the ratings of the repair station certificate.

Trainer Qualifications

To ensure quality of training, each instructor must be qualified with knowledge and background applicable to the subject material being taught. General training on repair station policy and procedures may be conducted by anyone selected by the Accountable Manager who is thoroughly familiar with the repair station/quality control manual.

Training on specific subjects like ground handling and service operations, parts receiving inspections, or record keeping will be conducted by someone who is knowledgeable and qualified to perform those functions. Training on any subject areas that involve return to service processes for aircraft, or aircraft parts, will be conducted by a qualified individual who is appropriately certified and rated to do that work.

APPENDIX B: PERSONNEL TRAINING PROGRAM

Initial Training

Initial training will be provided within the first week after a person is hired and begins work. This training will include an overview of repair station policies and procedures, applicable federal aviation regulations, safety policies, aircraft ground service operations, recordkeeping and documentation. In addition, other training may be conducted based on a training needs assessment for the individual. This additional training may include, but is not limited to human factors, aircraft systems, specific skills (e.g.: avionics, composite repair, aircraft run-up and taxi), skills upgrade task-specific training, hazardous materials, or Environmental Protection Agency and Occupational Safety and Health Administration regulations familiarization.

Recurrent Training

Recurrent training is education occurring on a repetitive basis that is designed to provide maintenance personnel with the information and skills necessary to maintain our standard of competence. This training may also be used to accommodate the introduction of new aircraft, aircraft modifications; new or different ground equipment; new procedures, techniques, and methods; or other new information.

All company maintenance and service personnel will receive recurrent training on an annual basis. This training will be conducted at least once each twelve calendar months to review current repair station policies and procedures. Other recurrent training may be conducted based on an employee's training needs assessment. In addition to a review of repair station policy and procedures, recurrent training may also include:

- a) review and updates pertaining to regulatory and certificate requirements,
- b) refresher/update training for particular tasks or skills (including remedial),
- c) maintenance human factors,
- d) tools, test equipment, including ground support equipment,
- e) materials and parts,
- f) records and recordkeeping,
- g) specific hazardous material, OSHA and EPA requirements,
- h) computers and computer programs,
- i) shop safety,
- j) facility security, and
- k) any other continuing education or training.

APPENDIX B: PERSONNEL TRAINING PROGRAM

Specialized Training

Specialized training focuses on competence in specific tasks or areas of responsibility. This training might be provided as either initial or recurrent training. It may not be limited to maintenance subjects, but instead may include management skills training for new supervisors, computer skills, or other training necessary because of a change in an individual's duties and responsibilities. Most commonly, this type of training will be aircraft specific training provided by the manufacturer of the aircraft, or some other contractor. Specialized training is determined and scheduled based on the individuals training needs assessment.

On-The-Job Training

This type of training can be used to raise an employee's level of competence to that level required by the individual's duties and responsibilities. On-the-job training is conducted by company personnel with the knowledge and skills necessary to properly accomplish the tasks being taught. Aircraft maintenance functions will be taught by a certificated mechanic. On-the-job training is determined and scheduled based on the individuals training needs assessment.

Any company employee may receive on-the-job training, but this will be commonly used for non-certificated personnel. In that application, the training will be designed to document experience requirements necessary to obtain authorization to test for a mechanic certificate. All work performed by non-certificated mechanics during this training will be supervised by a certificated mechanic.

Human Factors Training

Human factors training will be provided during initial training and may be included in recurrent training based on the individual's training needs assessment. This training will be selected by the Accountable Manager from programs available over the internet and will be self-directed by the trainee.

APPENDIX B: PERSONNEL TRAINING PROGRAM

Training Needs Assessment

A determination of training needs will be made by the Accountable Manager for each employee of the repair station based on company needs and the employee's capabilities. Appropriate training will be selected for personnel, including maintenance provider personnel, based on an assessment of training needs. This assessment is a reflection of the required knowledge, skills, and ability to properly accomplish a given task or function and the current capability of those who would be assigned the task or function.

To determine overall training needs of the repair station, the Accountable Manager will consider the types of work being performed or planned, and identify the knowledge and skills needed. This will include a review of the CIRCLE AIR GROUP, LLC Operations Specifications and customer contracts. From this, he/she will determine the expected scope of work and the relevant experience needed of each technician that will be assigned to perform maintenance, preventive maintenance, or alteration tasks.

During an employee's initial training, a competence-based assessment will be made of the employee's previous training and experience to help identify his/her capabilities and skills in relation to specific tasks he/she will be expected to perform. As part of this process, an on-the-job assessment will be made for both certificated and non-certificated personnel by that individual's supervisor or the Accountable Manager. This, along with an interview will be used to determine the capabilities of the employee. An examination may also be used.

CIRCLE AIR GROUP, LLC will provide training to employees when individual employee knowledge or skill deficiencies are identified. Training will also be provided when significant changes are made to their work scope, or when changes are planned such that the knowledge, skills, or experience render the employee unable to perform work properly. A new training needs assessment will be performed for each employee on an annual basis during their annual recurrent training.

Whenever CIRCLE AIR GROUP, LLC hires a new employee or transfers an employee to a new task assignment, an assessment of the individual's skill level and qualifications will be documented. CIRCLE AIR GROUP, LLC may accept previous employer training records or certifications, use a formal written examination, an on-the-job assessment, or other appropriate means to determine if any training is required to perform the assigned tasks.

APPENDIX B: PERSONNEL TRAINING PROGRAM

Air Carrier and Required Inspection Item (RII) Training

CIRCLE AIR GROUP, LLC may perform work for 14 CFR parts 121, 125, 129, and 135 operators. For these operators, regulations may require that certain items are inspected following maintenance, alterations, or repairs which could result in a failure, malfunction or defect endangering the safe operation of the aircraft if not performed properly. These items are referred to as Required Inspection Items (RII). Required Inspection Items must be inspected by authorized individuals who are delegated by the air carrier and properly trained to inspect RII items.

Individual operator training requirements (initial, recurrent, or specialized) are defined by the air carrier (operator). This training will be conducted by the operator or an individual delegated by them. The Accountable Manager will work with each operator to schedule the appropriate operator training for CIRCLE AIR GROUP, LLC personnel. This will be included as part of the individual's training needs assessment.

It is the responsibility of the operator to ensure that each person who performs work for the air carrier is properly trained. It is the responsibility of the repair station to ensure that all work performed by the repair station for an air carrier is performed in accordance with that air carrier's programs and procedures.

Training Records

The Accountable Manager will maintain training records for each employee assigned to perform work under the ratings of the repair station certificate. These records will include a completed Repair Station Training Record (Form T100) for initial training and completed copies of that form for each year of recurrent annual training. Training records may also include, but are not limited to copies of:

- required inspection item (RII) training (air carrier forms),
- air carrier training records (air carrier forms),
- certificates issued for factory training,
- any documents that show specific qualifications or competencies,
- employee training records from previous employers.

All training records will include the name of the person being trained, type of training received, the date(s) that the training was conducted, the length (hours) of training, and the signature of the person approving the training. Personnel training documentation will be managed and updated by the Accountable Manager, or delegate, as required. Training records will be retained for each repair station employee for at least two years beyond that person's employment with CIRCLE AIR GROUP, LLC. Employee training records will be made available to the FAA upon request.

APPENDIX B: PERSONNEL TRAINING PROGRAM

Training Record Form T100

This form is used to document all initial and annual recurrent training on repair station policy and procedures. It may also be used to record specialized, on-the-job, or other forms of recurrent training.

One or more lines may be used to enter each type of training conducted along with the date(s) that the training was conducted, the hours or length of training, the final grade or result of the training, and the signature of the Accountable Manager for training approval.

SAMPLE OF FORM T100

Employee Name:

Type of Training	Date of Training	Hours of Training	Grade or Result of Training	Training Approval

APPENDIX C: APPROVED CONTRACT MAINTENANCE FUNCTIONS

Note: Insert a list of contract maintenance functions to be approved. Maintenance functions are a step or a series of steps in the process of performing maintenance, preventative maintenance, or alterations which result in approving an article for return to service.

APPENDIX D: OPERATIONS SPECIFICATIONS

Current operations specifications for this repair station are inserted behind this page, but are not included on the List of Effective Pages for this manual. That document has its' own revision system and is included here for convenience and reference only. When referencing the operations specifications pages that follow, you need to ensure that they are current by referencing the original master copy, or by verification with the FAA.

APPENDIX D: CAPABILITY LIST

Capability List

Limited Rating	Manufacturer	Model or Part Number	Work Functions/Limitations	Approval Date

APPENDIX E: FORMS

This section includes samples of forms and instructions for using those forms. It includes all forms used to process work through the repair station and documentation of return to service. Instructions for completing forms are either published on the page containing a sample of the form, or on the page preceding the form.

Work Order Worksheet

The work order worksheet is used to identify the customer and article received by the repair station for work and provides space to list tasks to be accomplished. One work order worksheet will be issued for each job. Supplemental worksheets will also be issued when there are more than five work tasks associated with the job. A description of this form and instructions for its use are provided later in this Appendix.

The work order worksheet and supplemental worksheets may be used to document return to service for an article being maintained if all of the content required by 14 CFR 43.9 is provided. The aircraft total time is only required for return to service after an inspection.

Instructions for completing this form:

- 1) Enter the customer name, billing address, and contact numbers in the space provided at the top left corner of the form.
- 2) Enter the product or aircraft identification information and time in the blocks at the top center area. If the article is an aircraft, use the registration number on the first line, otherwise enter a description of the item.
- 3) Obtain a unique work order number from the work order log and enter it in the block at the top right of the form. The blocks below are for entering the dates when the work was accepted (opened) and when all work is completed (closed).
- 4) Preliminary Inspection is required for all work and documented in the space below the work order dates. The date that the inspection was accomplished and the initials of the person performing that inspection are entered in these blocks. If a Hidden Damage inspection is required, it is documented in the space below the preliminary inspection blocks.
- 5) The numbered Job Description/Discrepancy blocks are used for recording a description of work to be accomplished or discrepancies to be corrected.
- 6) Corrective action or work accomplished is recorded in the block to the right of the Job Description/Discrepancy block. This includes a detailed description of the work accomplished, the date that work was completed, and the signature of the person performing the work. The blocks above the signature and date are used to record required inspection item (RII) action. The middle box is checked when the item is identified as RII and the inspector initials the block to the right when that inspection is accomplished. (see RII requirements in Section 2)

APPENDIX E: FORMS

Sample of the Work Order Worksheet

APPENDIX E: FORMS

Supplemental Worksheet

The supplemental worksheet is used to provide additional space to list tasks to be accomplished. It is formatted in much the same manner as the work order worksheet, but only provides enough information at the top of the page to identify it with the work order.

Instructions for completing this form:

- 1) Enter the customer name, the product name or aircraft registration number, and the work order number in the spaces provided at the top of the page.
- 2) Make entries in the Job Description/Discrepancy and Result/Corrective Action blocks as instructed for the work order worksheet.

Sample of the Supplemental Worksheet

APPENDIX E: FORMS

SERVICEABLE Tag (Yellow)

This tag may be issued after a repair or inspection when the article is approved for return to service. This tag does not meet the requirements of 14 CFR Part 43 Appendix B for recording major repairs or alterations and will not to be used for that purpose.

Instructions for completing this tag:

- 1) Enter the work order number associated with the part and item number, if used, on the first line at the top of the tag.
- 2) Enter information identifying the part, part time and/or cycles (when applicable), aircraft registration and serial number, and customer name in the spaces provided.
- 3) Check the appropriate block describing the work performed and enter details of the work performed in the space provided for "remarks."
- 4) Enter the date and signature of the person approving the article for return to service in the spaces provided at the bottom of the tag.

Sample of the "SERVICEABLE" Tag

WO#: _____

N#: _____ ***SERVICEABLE***

Tach/Hobbs: _____

Part description: _____

Part Number: _____ Serial Number: _____

Circle one only: INSPECT/OH/REPAIR

Remarks: _____

Signature: _____ Date: _____

APPENDIX E: FORMS

REPAIRABLE Tag (Green)

This tag is used to identify articles that are not considered airworthy, but may be repairable. If a repair is accomplished, the tag may be discarded when a return to service entry is made for that article. If the part is rejected, a "rejected" tag is then attached.

Instructions for completing this tag:

- 1) Enter the work order number associated with the part and item number, if used, on the first line at the top of the tag.
- 2) Enter information identifying the part, part time and/or cycles (when applicable), aircraft registration and serial number, and customer name in the spaces provided.
- 3) On the "remarks" line, enter a description of the condition of the part and any instructions related to the repair of the part.
- 4) Enter the date and signature of the person creating the tag at the bottom.

Sample of the "REPAIRABLE" Tag

WO#: _____
N#: _____ *REPAIRABLE*
Tach/Hobbs: _____
Part description: _____
Part Number: _____ Serial Number: _____
Remarks: _____

Signature: _____ Date: _____

APPENDIX E: FORMS

REJECTED Tag (Red)

Parts that are determined to be non-repairable or have reached their life-limit will have a red "Rejected" tag attached to the part, or will be destroyed. The tag will clearly identify the part and the reason for rejection. Rejected parts are either returned to the owner, or mutilated to render the part incapable of being reworked to appear to be airworthy.

Instructions for completing this tag:

- 1) Enter the work order number associated with the part and item number, if used, on the first line at the top of the tag.
- 2) Enter information identifying the part, part time and/or cycles (when applicable), aircraft registration and serial number, and customer name in the spaces provided.
- 3) Identify the cause for rejection and/or removal along with any additional remarks.
- 4) Enter the date and signature of the person rejecting the part in the spaces provided at the bottom of the tag.

Sample of the "REJECTED" Tag

WO#: _____
 N#: _____ ***REJECTED***
 Tach/Hobbs: _____
 Part description: _____
 Part Number: _____ Serial Number: _____
 Reason: _____

 Signature: _____ Date: _____

APPENDIX E: FORMS

CONTROL Tag (White)

When a part or component is removed from the aircraft to facilitate work, a "Control" tag (white) may be used to identify that part and its' installed location. Typically, these parts are considered to be "serviceable, as removed" and are not directly involved in the work being accomplished other than to facilitate access to the work area.

Instructions for completing this tag:

- 1) Enter the work order number associated with the part and item number, if used, on the first line at the top of the tag.
- 2) Enter information identifying the part, part time and/or cycles (when applicable), aircraft registration and serial number, and customer name in the spaces provided.
- 3) Enter a description of the installed location of the part on the remarks line.
- 4) Enter the date and signature of the person approving the article for return to service in the spaces provided at the bottom of the tag.

Sample of the "CONTROL" Tag

WO#: _____

N#: _____

CONTROL

Tach/Hobbs: _____

Part description: _____

Part Number: _____ Serial Number: _____

Remarks: _____

Signature: _____ Date: _____

APPENDIX E: FORMS

This repair station maintains a roster of all management, supervisory and inspection personnel that includes identification of individuals responsible for approving articles for return to service and RII authorizations. A sample of the roster format is provided below. Information is filled in the appropriate blocks and a sample of the stamp (if used), initials, and the individual's signature are provided.

Roster of Supervisory and Inspection Personnel

Name and Title	Certificate (type/number)	Return to Service Authorizations	Stamp	Initials	Signature

APPENDIX E: FORMS

Capability List Self-Evaluation Checklist

Addition

Amendment

Deletion

Manufacturer:	Model/Part Number:
Description:	Application:
Work to be Performed:	
Limitations:	

Item	Question	Yes/Initial
1	Does the repair station have the necessary rating to do this work that includes the authorization the use of a capability list?	
2	Does the repair station have adequate housing needed to perform this work?	
3	Does the repair station have adequate equipment and facilities needed to perform this work?	
4	Does the repair station have the special tools/test equipment recommended by the manufacturer, or equivalent tools available to perform this work?	
5	Does the repair station have the materials necessary to perform this work?	
6	Does the repair station have applicable technical data to perform this work?	
7	Are the repair station processes adequate for the performance of this work?	
8	Does the repair station have trained and qualified personnel appropriate for the tasks involved?	

Accountable Manager Approval (signature):	Date:
FAA CHDO Acceptance (PI signature):	Date: