



***Mission Statement***

***Provide profitable, quality aviation services***

***Provide opportunity for challenging  
and competitive employment***

***Be economically, socially and  
morally responsible***

**Set # \_\_\_\_\_**

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## Revision Instructions/Highlights

Revision: 8 – Vendor Quality Manual

Revision Date: May 24, 2019

DOM or Rep. *Chris Land* DQA or Rep. *B. Drake*  
 VP Mx *Tom H* SRM# *180*

Review this revision and file in your manual in accordance with the following instructions:

Where **REP** is shown in the Action column, remove the sheet in your manual and replace it with the enclosed page of the same page number; otherwise, Add (**ADD**) or Delete (**DEL**) pages as indicated.

File Revision Instructions/Highlights in the front of your manual and update the Revision Log for this manual.

Action	Page(s)	Highlights
REP	LEP-1	Updated List of Effective Pages.
REP	Foreword-1	Deleted sentence regarding the contact information for QA and Purchasing.
REP	1-01-3	Deleted paragraph E regarding contact information.
REP	1-01-4	Re-issued due to text flow changes.
REP	2-01-1	Updated Table of Contents for Chapter 2.
REP	2-01-3	Replaced "QA" with "Empire" in paragraph A of Component Overhaul/Repair Policy section.
REP	2-01-7	Added "audit" in last sentence of paragraph C of Continued Analysis and Surveillance section. Deleted end of last sentence of paragraph A of Our Quality Standard section.
REP	2-01-8	In Essential Maintenance Providers section, changed reference in first sentence. Removed reference to "every two years." Added statement regarding the risk assessment matrix in Empire's PPM. Deleted paragraph B of the Corrective Action section.
REP	2-01-9 – 2-01-11	Re-issued due to text flow changes.
REP	3-01-3	Deleted last sentence of paragraph C in Tooling and Equipment section.
REP	3-01-4	Deleted "within the last calendar year" from Approved Vendor List paragraph B(3). Grammatical correction in paragraph A of Audit Requirements.
REP	4-01-1	Updated Table of Contents for Chapter 4.
REP	4-01-4	Deleted Empire Quality Standards section.
REP	5-01-4	Added "a mail" before "audit" in the first sentence of paragraph A, and deleted the remaining text in Audit Requirements section.



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<b>Foreword-1</b>	
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## Foreword

We have sent you this manual because Empire Airlines considers you our aviation business partner. Your company provides us with either goods or services that affect our ability to provide a safe, high quality, reliable product to our customers and comply with Code of Federal Regulations (CFRs) Title 14. This manual is designed to aid you in doing business with us and to provide you with a guide to our requirements and expectations.

The Federal Aviation Administration (FAA) has determined that one of the keys to safety in commercial aviation is to ensure that the quality of work accomplished by the air carrier and the work performed by the air carrier's sub-contractors is seamless. That is to say, the same high quality goes into the work whether you do it or we do it.

While not all sections of this manual apply to the type of goods or services you provide us, we ask that you familiarize yourself with those that do. Also, please ensure that your personnel are familiar with those sections of this manual that apply to the work your company does for us.

We consider it extremely important that you join us in communicating problems you encounter in the course of transacting business with us. If you encounter difficulties providing the services or goods requested, please notify us immediately so that we can work together to resolve these issues.

We look forward to working with you.

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## General Information

- A. Empire Airlines is headquartered in Hayden, Idaho. Empire is an FAA certificated cargo air carrier operating under Parts 121 and 135 of the Federal Aviation Regulations. We operate both cargo and passenger aircraft within the continental United States, Alaska and Hawaii.
- B. Our business address (Company Headquarters) is:
- Empire Airlines  
11559 N Atlas Road  
Hayden, ID 83835
- C. Our switchboard telephone number is **(208) 292-3850**. When you call, you will hear a recorded announcement. Either press zero (0) for Operator assistance or the extension of the person to whom you wish to talk.
- D. From time to time, we sub-contract work or engage the services of a variety of vendors. These include:
- Certificated, Part 145, Repair/Overhaul Vendors (repair stations)
  - Non-certificated Repair Services
  - Aircraft Parts Suppliers and Distributors
  - Contract Maintenance Support Facilities
  - Fuel Storage Facilities and Into-Plane Fuel Vendors
  - Aircraft Deicing and Anti-Icing Vendors

## Policy and Procedure Conflicts

- A. Much of the information in this manual is taken directly from the Company's Part 121 Maintenance Policies and Procedures Manual (**PPM**). When we revise this manual or the PPM, we try to ensure that they agree. If a conflict or discrepancy arises, our PPM is the controlling document. A controlled copy of the PPM can be found on any of our transport category aircraft.

## Manual Control

### A. General

- (1) This Vendor Quality Manual (**VQM**) is part of Empire's manual system. The master is maintained by the Technical Library at Empire's principal base of operations in Hayden, Idaho. Each manual set is assigned a library control number that corresponds to an index of assigned manual holders, also maintained by the Technical Library. One English language copy is issued to each Empire Airlines approved maintenance services vendor and/or major parts supplier.
- (2) FAA regulations Part 65.71 and 65.101 state that only persons able to read, write, speak, and understand the English language are eligible to hold mechanic's or repairman's certificates. Vendors supplying goods or services to Empire Airlines, whose personnel are not required to hold one of these certificates, will be expected to translate the necessary material contained in this manual for those employees who require it.

### B. Manual Revisions

- (1) The authority to revise this manual and the responsibility to ensure that it reflects Empire's most current policies and procedures rests with the Director of Quality Assurance. The Director of Quality Assurance revises the VQM from time to time as changes become necessary and confers with the managers of other departments that may be affected by this manual's content before issuing a revision.

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**C. Revision Distribution and Acknowledgment**

- (1) Copies of revisions to this manual are distributed to the manual holder (our vendors) electronically. The revision is considered received and reviewed by the responsible person unless:
- the electronic notice is returned undeliverable, in which case QA is notified of vendor contact discrepancy; or
  - the responsible person responds with questions or comments; or
  - the notice is returned with new contact information.

In the case of new contact information, Tech Pubs will update their database and re-send the revision to the correct responsible person, as well as notify QA.

**D. Manual Revision Instructions**

- (1) Upon receipt of a revised manual, the manual holder will destroy the previous revision. Contact Empire Tech Pubs (extension 143) with any questions regarding the revision status of the manual.



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## CERTIFICATED PART 145 REPAIR/OVERHAUL VENDORS (REPAIR STATIONS)

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## CERTIFICATED PART 145 REPAIR/OVERHAUL VENDORS (REPAIR STATIONS)

### Introduction

- A. This chapter describes the relationship of Empire Airlines to its overhaul and repair vendors. This relationship applies only to vendors holding an FAA Air Agency Certificate issued under Part 145 of the CFRs. The vendor is required to comply with applicable CFRs, including but not limited to, Part 21, Part 25, Part 39, Part 43, Part 65, Part 120, Part 121, Part 135, and Part 145. Failure to comply with the applicable regulations may result in ineligibility as an Empire Airlines vendor or the termination of an existing business relationship.

### Work Performance Standards

- A. 14 CFR Part 121.367 (a) requires that all maintenance, preventive maintenance, and alterations performed by the air carrier or by other persons, be performed in accordance with the certificate holder's manual. When transmitting a repair order, Empire Airlines will notify you in writing as to the scope of the work to be accomplished. This work must be done in accordance with repair and overhaul data acceptable to the FAA Administrator and Empire Airlines. The data to be used will be determined by Empire. A discussion of acceptable data is found later in this section under the heading "Work Scope."

### Inspection Policy

- A. Airworthiness compliance and the inspections that support it are the responsibility of the DQA. The satisfactory performance of checks and inspections in accordance with approved procedures may be delegated to those personnel assigned to perform them, but remain the primary responsibility of Empire Airlines. All maintenance performed on Empire aircraft will be subject to "spot checking" under the jurisdiction of the inspection unit, and shall be checked periodically for quality and completeness.
- B. The DQA will maintain a system of continuous analysis of the performance and effectiveness of the maintenance program. Reliability will do performance analysis through the study of premature removals and reported aircraft discrepancies. Tear down reports will be obtained when it is determined by the DQA that the reports may be useful in resolving product improvement problems or securing increases in TBOs.

### Component Overhaul/Repair Policy

- A. Aircraft components and appliances will be overhauled at or before the time listed in the Maintenance Limitations Document. The DOM, through Maintenance Planning, is responsible for scheduling overhaul at or before the applicable time limit. The actual overhaul will be performed at the primary maintenance base for each type of aircraft when possible or by appropriately rated, certificated and approved repair stations or air carriers. Parts deemed BER will not be scrapped or discarded until so authorized in writing by Empire.
- ✘ **Note:** Unless Empire has provided an established specification, all work accomplished by you shall be performed in accordance with current manufacturer's specifications.
- B. Form EA1048 is used for overhaul and repair work of rotatable and non-rotatable components. The entire form is sent to the vendor with the part; the vendor may retain the manila (bottom) copy.
- C. If the intended repair falls under a major repair category, QA must be consulted for repair criteria. Specific repair criteria must be sent with the RO and component.
- (I) Major repairs may include any weld or rivet repairs, fabrication of PSE parts for strengthening, reinforcing or splicing.
- D. Following are instructions to be used in completing forms EA1048. The Empire representative fills out items 1 through 6 and sends the EA1048 out with the components; the repair agency completes the rest. The repair agency may include their own teardown report in addition to or in lieu of completing Empire's teardown report as long as that report contains the same elements of information. The computer-generated version of Form EA1048 may be used in lieu of the printed version of this form.

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## CERTIFICATED PART 145 REPAIR/OVERHAUL VENDORS (REPAIR STATIONS)

### EA1048 Repair Order Instructions

- ① Invoice Address — is to be used as a “ship to” unless an alternate address is provided in the “Return Repair Order with Component To” box.
- ② Return Repair Order with Component To — is to be used if the part is to be returned to an address different than the Invoice Address.  
 **Note:** This requirement will be determined by the Purchasing Department.
- ③ Enter Repair Order Number.  
 **Note:** This is obtained from the Purchasing Department.
- ④ Check appropriate box for rotatable or non-rotatable part.
- ⑤ Component Removal Information — enter the date the component is removed, the A/C “N” number, A/C W/O, non-routine number and 1022 numbers. The person removing the component will enter his or her name, the component name, position, MFG date, P/N, IPC reference and a detailed description of the reason for removal.
- ⑥ Repair Facility Name — enter the Vendor name, address and phone number.  
 **Note:** This requirement will be determined by the Purchasing Department.
- ⑦ Mark the type of action to be taken (i.e. overhaul, repair, calibrate, etc.). Indicate if the component is under warranty and the warranty claim number. Enter the name of the individual to contact and his or her phone and/or fax number (if different from that already printed).  
 **Note:** This requirement will be determined by the Purchasing Department.
- ⑧ Shop Teardown Report — The repair agency will complete the Shop Teardown Report describing their findings, the corrective action, the parts needed for repair/overhaul and reference data (see exception in E.(3) above).
- ⑨ This area is to be used only for fire extinguisher inspections.
- ⑩ The person performing the work and the person completing the final inspection (if applicable, according to Empire’s maintenance program or the ROV’s manual) will enter his or her name and the date.
- ⑪ The person returning the component to service will enter his or her signature, date and the Repair Station number. For in-house repairs, the Empire technician will use Empire’s air carrier certificate number where it says “Repair Station #.” The Empire technician may cross out “Repair Station” and write “air carrier” above it.  
 **Note:** Signing line ⑪ will constitute the Empire-specific requirements for repair/overhaul per the VQM have been reviewed and accomplished when require.

The EA1048 Repair Order you receive may be accompanied by a second page showing important time, cycle and/or calendar information. That information may be supplemented by the inclusion of open maintenance and/or inspection constraints to which the reason for removal may be attributed. It is important that during your receiving inspection, you read, evaluate and accomplish the proper maintenance actions to address the open maintenance items, and that your return to service documentation bears the correct time, cycle and/or calendar information based upon the information provided within this second page of the EA1048 Repair Order.





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**CERTIFICATED PART 145 REPAIR/OVERHAUL VENDORS (REPAIR STATIONS)**

**EA1048 Repair Order Form Sample**

This document must be filled out and returned with the component

## Repair Order

**VENDOR — Send Invoice To:**

**1**

EMPIRE AIRLINES  
11559 N Atlas Road  
Hayden, ID 83835  
(208)292-3850  
Fax (208)292-3851

**Return Repair Order with Component To:**

**2**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Return Via \_\_\_\_\_ Account No. \_\_\_\_\_

**REPAIR ORDER NUMBER**

**3**

ATA \_\_\_\_\_

GL Code \_\_\_\_\_

Date Issued \_\_\_\_\_

Rotable **4**

Non-rotable

**→→→ Components received without this document will not be processed for payment ←←←**

**5 Component Removal Information**

Date Removed \_\_\_\_\_ A/C N # \_\_\_\_\_ TAT \_\_\_\_\_ W/O ID / Log Page # \_\_\_\_\_ 1022 # \_\_\_\_\_

Removed By \_\_\_\_\_ STA \_\_\_\_\_

Component Name \_\_\_\_\_

Position \_\_\_\_\_

P/N \_\_\_\_\_

Part S/N \_\_\_\_\_

Reason for Component Removal \_\_\_\_\_

**6** Vendor: \_\_\_\_\_

\_\_\_\_\_

Phone \_\_\_\_\_ ID: \_\_\_\_\_

**7 Evaluate and Advise for Indicated Procedure:**

Overhaul       Repair       Calibrate  
 Bench Check       Certify/Recertify       Hydrostatic Test  
 Warranty (Warranty Claim # \_\_\_\_\_)       TSR: \_\_\_\_\_  
 Other (Explain \_\_\_\_\_)

Contact \_\_\_\_\_ • Phone (208) 292-3850 ext. \_\_\_\_\_ • Email \_\_\_\_\_

**8 Shop Teardown Report**

All work must be accomplished using the Original Equipment Manufacturer's Repair/Overhaul Manual or other EA approved standard. If an Empire Airlines Engineering Order is supplied with this Repair Order, work must also be documented on the Engineering Order.

**General Condition of Component when Received**

**Description of Findings:**     Confirmed Failure     Unconfirmed     Not Applicable     Recharge/Reweigh

**Description of Corrective Action:**     Overhauled     Repaired     Bench Checked

Modification, AD/SB # (include Method of Compliance) \_\_\_\_\_

P/N - S/N Changes # \_\_\_\_\_

**Parts Required for Repair/Overhaul**

Part Number	Quantity	Description

**9 For Fire Extinguisher Use Only**

Item	Quantity	Description				
		Maintenance	Recharge	1 Year	6 Year	12 Year

**Reference Data:** Manual \_\_\_\_\_ Date or Revision # \_\_\_\_\_ (as applicable)

Vendor W/O # \_\_\_\_\_

Work Performed By **10** \_\_\_\_\_ Date \_\_\_\_\_

Final Shop Inspection By \_\_\_\_\_ Date \_\_\_\_\_

The component identified above was repaired/overhauled in accordance with accepted or approved maintenance manuals or procedures and current FAA regulations, and is approved for return to service.

Signed **11** \_\_\_\_\_ Date \_\_\_\_\_ Repair Station # \_\_\_\_\_

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**CERTIFICATED PART 145 REPAIR/OVERHAUL VENDORS (REPAIR STATIONS)****Communication**

- A. It is imperative that Empire Airlines maintain open and clear lines of communication with vendors performing repairs and overhaul of its aviation products. You are encouraged to contact us immediately if you require additional work instructions, clarification of work instructions, or encounter problems while effecting repairs, modifications or overhaul of equipment.

**Vendor Selection**

- A. As a general rule, certificated Part 145 repair stations are selected by Empire Airlines' Purchasing department based upon their capabilities, pricing, turn-time, and ability to respond to Aircraft On Ground (AOG) emergencies. If selected, the Purchasing department will request that the vendor be qualified by the Company's Quality Assurance department and added to its Approved Maintenance Provider List, known as the NEMP.

**Approved Maintenance Vendors (Non-Essential Maintenance Provider List)**

- A. In order to do business with Empire Airlines, the Quality Assurance department must approve each maintenance provider with whom the Company does aviation-related business. In each case, the Director of Quality Assurance exercises authority to approve these providers. To be eligible for initial consideration, each Part 145 Repair Station, must have and be able to produce, proof of the following:
- An FAA issued Air Agency Certificate
  - An Operations Specification detailing the work for which it is rated
  - A Capabilities List if required by CFR Part 145
  - An FAA approved Drug and Alcohol Prevention Plan

**FAA Certification, Ratings and Capabilities**

- A. Each FAA Repair Station Facility must have an FAA Air Agency Certificate, FAA issued Operations Specifications, and a Capabilities List for all limited ratings that identifies those airframes, powerplants, propellers, components, and appliances that it is approved to repair, modify or overhaul.
- B. The approval must be supported by having the necessary experience, facilities, technical data, tooling, replacement parts, and quality system to perform a repair, modification or overhaul that ensures the return of a quality, airworthy part.
- C. Each Empire Airlines vendor will be requested, from time to time, to provide recent copies of their Air Agency Certificate, Operations Specifications, and Capability List.

**I Drug and Alcohol Prevention Program (US-based Repair Stations only)**

- A. CFR Part 121 requires that: "the air carrier not knowingly use any person to perform nor shall any person perform a safety sensitive function while having a prohibited drug in his or her system." These requirements are found in 14 CFR Part 120.31, 120.33. This requirement applies to repair and overhaul facility personnel performing these functions for the air carrier and specifically persons performing maintenance.
- B. No employee performing safety sensitive functions is allowed to report for duty or remain on duty while having an alcohol concentration above the allowable legal limit in their system. These requirements are found in 14 CFR Part 120.37, 120.39.
- C. Each repair and overhaul vendor is expected to have (and provide Empire proof of) an approved FAA Drug and Alcohol Prevention Plan meeting these requirements. Only vendors with a plan, issued by the Drug Abatement Branch of the Office of Aviation Medicine, are considered eligible to perform work for Empire Airlines. A vendor's A449 Ops Spec is sufficient for this requirement.
- D. Certificated Aircraft Maintenance Organizations (AMO) and repair and overhaul facilities located in and certificated by the civil aviation authorities in foreign countries, that are eligible to work on our equipment by virtue of bi-lateral agreements, are not required to have Drug and Alcohol Prevention Plans.

## **CERTIFICATED PART 145 REPAIR/OVERHAUL VENDORS (REPAIR STATIONS)**

### **Hazardous Material Requirements**

- A. Empire Airlines is a “Will Carry” operator as defined by our FAA-issued Operations Specification A055.
- B. In accordance with 14 CFR Part 121.1005 (e), Empire Airlines is required to ensure each repair station performing work for, or on its behalf is notified in writing of Empire’s policies and operations specification authorization permitting or prohibition against the acceptance, rejection, handling, storage incidental to transport, and transportation of hazardous materials, including company material. This notification requirement applies only to repair stations that are regulated by 49 CFR parts 171 through 180.
- C. This notification is applicable to all persons described in 14 CFR Part 121.1001 (a) and the definitions found in 121.1001 (b) apply.
- D. Empire Airlines’ policy is to comply with the Hazardous Materials requirements found in 14 CFR Parts 121.1001 through Part 121.1007 inclusive. Therefore, the repair station is expected to meet those requirements applicable to its own operations. Acceptance of this manual shall constitute your notification by Empire Airlines as required above.

### **Vendor Qualification**

- A. We classify our certificated repair and overhaul vendors into two categories:
  - Nonessential Maintenance Providers
  - Essential Maintenance Providers

While each performs similar functions and provides similar services, the qualification process is different in several respects. However, both are measured against the same quality standard.

### **Continuing Analysis and Surveillance**

- A. CFR Part 121.367 requires that air carriers, certificated under this part, establish and maintain a system of continuing analysis and surveillance to evaluate the quality and regulatory compliance of its operations and those with whom they do business. The most common method of accomplishing this is to conduct audits of its vendors to ensure compliance with FAA and air carrier requirements.
- B. We employ two kinds of audits to evaluate our business partners. The first is referred to as a “mail-out” audit. As the name implies, a “Vendor Audit Survey Form” and “Component Repair/Overhaul Checklist” are sent to the vendor electronically or by other means. The vendor is expected to complete the survey form and conduct an internal audit of their quality system, accurately and honestly answering the questions contained in the checklist. Based on the completeness and adequacy of the vendor’s response, the Director of Quality Assurance may grant conditional acceptance to the Company’s Approved NEMP List. Within six months of being added to the list, Empire will conduct an on-site audit to verify the vendor’s compliance with our quality standard.
- C. Also as the name implies, during an “on-site” audit an auditor, employed by the Company or its representative, will arrange to conduct an audit of your repair station at your place of business. A vendor doing business with Empire agrees to submit to an on-site audit of their operations and quality system at any reasonable time, with or without prior notice. In most cases, we will provide several weeks notice prior to arriving at your facility. As a general rule, an unannounced audit will only be conducted in the event that the Director of Quality Assurance deems it necessary.

### **Our Quality Standard**

- A. Empire Airlines is a Sustaining Member of the Air Carrier Section of the Coordinating Agency for Supplier Evaluation, Incorporated (C.A.S.E.) and has adopted this organization’s 1A Standard as its own. This Standard was developed by the organization to aid its members in determining the ability of a repair station vendor to comply with Federal Aviation Regulations.
- B. Vendors audited by qualified auditors, employed by sustaining members of the organization, who meet the Standard, may be so designated by being added to the C.A.S.E. Register. A vendor must

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## **CERTIFICATED PART 145 REPAIR/OVERHAUL VENDORS (REPAIR STATIONS)**

meet all of the requirements of the Standard to qualify for addition to the Register. There are no exceptions.

- C. Empire Airlines' D90 Operations Specification allows us to accept an audit performed by a qualified auditor, of another sustaining member, as its own. A vendor that meets the Standard may not need to be audited by us in order to qualify for addition to the Company's Approved Vendor List. The advantage to the vendor is that compliance with the Standard and addition to the Register may significantly reduce the number of on-site audits performed by its customers.

### **Nonessential Maintenance Providers (NEMP)**

- A. Normally, a repair station performing component repair or overhaul (considered nonessential maintenance) will first be audited using the mail-out audit. If the responses are appropriate and satisfactory, the repair station may be added to the Nonessential Maintenance Provider List. This will be followed by an on-site audit within six calendar months. Once on the list, a vendor may expect to receive an on-site audit every two calendar years (not to exceed three years). This audit may be conducted by Empire Airlines' personnel or qualified C.A.S.E. auditors on our behalf.

### **NEMP List**

- A. While it is desirable to be totally compliant with its requirements, not all vendors are able to meet every requirement of the C.A.S.E. 1A Standard. *This does not mean that you are automatically ineligible to do business with Empire Airlines.* The Director of Quality Assurance reserves the right to waive requirements that cannot be met by a vendor and do not affect on the quality of work and/or the airworthiness of the finished product. *Conversely, a vendor listed in the C.A.S.E. Register is not automatically eligible for approval to the Empire Airlines Approved Vendor List.* The Director of Quality Assurance reserves the right to deny approval of any vendor for any reason that he believes may adversely affect the quality of the product received from a vendor.

### **Essential Maintenance Providers**

- A. In accordance with FSIMS 8900.1, Vol 3, Section 6, Part D091, an air carrier is required to treat certain repair and overhaul facilities as "Essential Maintenance Providers." The use of these providers must be approved by the FAA and are then listed in the air carrier's operations specifications. In order to obtain approval, Empire Airlines is required to perform an on-site audit of the provider's capabilities and the effectiveness of their quality system. The results of the audit must be presented to the FAA for their review, prior to approval and addition to our D091 Operations Specification. A recurrent audit will be conducted based on a determination using the risk assessment matrix in Chapter 5 of Empire's PPM.

### **Corrective Action**

- A. The results of on-site audits will be reported to you in writing. Findings (or discrepancies) that do not comply with Federal Aviation Regulations and/or our quality standard will result in a Corrective Action Response form being sent to you. You are requested to determine the root cause and take corrective action that will prevent a recurrence of the finding. We ask that you correct the finding promptly and return the completed response form within the requested time period. If you will require additional time to correct the finding, please contact the auditor who sent the report. If the finding is unclear to you, please contact the auditor who performed the audit.

### **Work Scope**

- A. Vendors performing maintenance repair and overhaul services for the Company are expected to accomplish these in accordance with maintenance practices that are either approved by or acceptable to the FAA Administrator and Empire Airlines' Director of Quality Assurance. This includes the use of approved data, airworthy replacement parts, and approved/accepted instructions for continued airworthiness (ICA) when performing the work. In most cases, we will request that the repair or overhaul be accomplished in accordance with the manufacturer's recommendations.
- B. Empire Airlines will identify the approved and/or accepted data and instructions to be used in the repair or overhaul. These instructions will also include the identification of all Airworthiness Directives

**CERTIFICATED PART 145 REPAIR/OVERHAUL VENDORS (REPAIR STATIONS)**

(ADs) and Service Bulletins (SBs) the Company wants the vendor to comply with during the service visit. Should we inadvertently fail to instruct the vendor to accomplish an applicable AD during the visit, the vendor agrees to notify the Company prior to commencing the work.

- C. The Director of Quality Assurance must approve any variance from the work instructions provided by the Company prior to the commencement of work. Such variances may include (but are not limited to) repair schemes developed by the vendor, repair schemes developed by a Designated Engineering Representative (DER) or Organization Designation Authorization (ODA), other FAA approved field repairs, or the application of any Supplemental Type Certificate (STC).

**Use of Approved Data**

- A. As noted above, all technical repair and overhaul data used by the vendor to comply with the requested work scope must be either approved by or acceptable to the FAA and may include:
- The Manufacturer's Component Maintenance Manual
  - Supplemental Type Certificate data
  - Airworthiness Directives
  - Service Bulletins
  - Original Equipment Manufacture's drawings or blueprints
  - Empire Airlines supplied data (typically Engineering Orders – EOs)
  - Vendor-developed data (submitted to and approved by Empire's DQA)
- B. On a limited basis, Empire Airlines may be able to provide applicable technical data to the vendor who is unable to procure it. Requests for such data should only be made when the vendor has exhausted all reasonable attempts to obtain the data from commercially available sources.
- C. Component Maintenance
- (1) Airworthiness limitations may require adherence to a specific revision level to be used when repairing or overhauling fuel system components. Empire will adhere to all elements of the CMM as specified in the Critical Design Configuration Control List (CDCCL). Any deviations from the CMM specified in the CDCCL, including use of later revisions to those CMMs, must be approved by the FAA Oversight Office. Deviations from CMMs specified in the CDCCL may involve an AMOC to an AD.

**Major and Minor Repairs and Alterations**

- A. Major repairs are defined in 14 CFR § 1.1 as:
- (1) A major repair is a repair—
- (a) that, if improperly done, might appreciably affect weight, balance, structural strength, performance, powerplant operation, flight characteristics, or other qualities affecting airworthiness; and
  - (b) that is not done according to accepted practices or cannot be done by elementary operations.
- B. Major alterations are defined in 14 CFR § 1.1 as:
- (1) A major alteration is an alteration not listed in the aircraft, aircraft engine or propeller specifications—
- (a) that might appreciably affect weight, balance, structural strength, performance, powerplant operation, flight characteristics, or other qualities affecting airworthiness.
  - (b) that is not done according to accepted practices or cannot be done by elementary operations.
- (2) Federal Aviation Regulation Part 43, Appendix A, expands this definition by listing specific items, which are major alterations or repairs.
- (3) The Director of Quality Assurance must approve all major alterations or repairs prior to the accomplishment of such alteration or repair.

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## **CERTIFICATED PART 145 REPAIR/OVERHAUL VENDORS (REPAIR STATIONS)**

### **Work Performance Recording**

- A. You may use your own forms to record maintenance performed on Empire aircraft, powerplants and components in accordance with your approved procedures. You are instructed to supply Empire with the originals of all documentation, including the name of the person(s) performing the actual maintenance procedures.
- B. Maintenance entries must be made in accordance with the requirements of CFR Part 43.9 and must contain the following information:
  - A description (or reference to data acceptable to the Administrator) of work performed,
  - The date of completion of the work performed,
  - The name of the person performing the work if other than the person returning the item to service; and,
  - If the work performed on the aircraft, airframe, aircraft engine, propeller, appliance, or component part has been performed satisfactorily, the signature, repair station certificate number by the agency approving the work.
- C. The signature constitutes the approval for return to service only for the work performed. In addition to the entry required by this paragraph, major repairs and major alterations shall be entered on a form, and the form disposed of, in the manner prescribed in Part 43 Appendix B by the person performing the work.
- D. Records of maintenance performed are expected to be clean and legible and must include all of the information required as stated above.
- E. Work being accomplished for Empire Airlines will be accomplished in accordance with OEM specific requirements of Empire Airlines approved standards.

### **Required Inspection Items (RII)**

- A. Certain maintenance tasks require that a qualified and authorized person inspect work performed and countersign its proper accomplishment. Generally, Empire Airlines personnel will accomplish this inspection and sign off its accomplishment. Usually, your personnel will not be asked to perform this function.
- B. It will be the responsibility of Empire Airlines to anticipate and identify any maintenance tasks that will require RII inspections. You will be notified in advance if Empire Airlines contemplates the need to qualify representatives of your company to perform RII inspections, and if it becomes necessary to authorize vendor employees to perform RII tasks. The following steps will be adhered to:
  - The vendor will be asked to supply a list of persons to be considered as RII candidates. The list will include their names, FAA certificate number and type, a sample of the individual's signature, a sample of the individual's initials, and if applicable, an imprint of the individual's inspection stamp.
  - The candidates must receive instruction from Empire Airlines on its RII program and be given a record of training accomplishment. All candidates must meet the requirements expected of Empire personnel prior to being authorized as RII Inspectors.
  - The Director of Quality Assurance will make a determination of the candidate's qualification and familiarity with the Company's RII program based upon training records generated by Company's Maintenance Training Department.
  - When satisfied that the candidate has received adequate training and can demonstrate a thorough familiarity with the program, the Director of Quality Assurance may confer RII status upon the candidate using the process identified in the Company's PPM.

### **Defect Reporting**

- A. As a certificated repair station, your company is expected to comply with 14 CFR § 145.221 (a) which says, "Each certificated domestic repair station shall report to the Administrator within 96 hours after it discovers any serious defect in, or other recurring unairworthy condition of, an aircraft, powerplant,



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or propeller, or any component of any of them. The report shall be made on a form and in a manner prescribed by the Administrator, describing the defect or malfunction completely without withholding any pertinent information.

- B.** In accordance with 14 CFR § 121.307 (b), Empire Airlines is required to report any other failure, malfunction, or defect in an aircraft that occurs or is detected at any time if, in its opinion, that failure, malfunction, or defect has endangered or may endanger the safe operation of an aircraft used by it.
- C.** Should you find it necessary to report a serious defect or condition described above, you are expected to notify Empire Airlines immediately.

**Heavy Maintenance (Letter Checks)**

- A.** Companies performing heavy maintenance for Empire Airlines are considered “substantial maintenance” vendors and the aforementioned instructions and expectations for this category of repair facility generally apply.
- B.** However, due to the enormity of the work scope, Empire Airlines will enter into a contract with vendor. This contract may specify different or additional terms for the completion of the work requested.
- C.** The contract may also specify the use of Empire paperwork, vendor paperwork, or a combination of both to record the accomplishment of the work requested.
- D.** It is Empire Airlines’ practice to have a representative on-site during the performance of heavy maintenance. Typically a Maintenance Lead Mechanic or an Inspector of the Quality Assurance department will be on-site during the performance of heavy maintenance to interpret and oversee the work being accomplished.
- E.** If necessary, the Director of Quality Assurance will ask that the vendor provide a list of senior, experienced mechanics to be considered for Required Inspection Item (RII) authorization on behalf of Empire. Should this be necessary, the Director of Quality Assurance will ensure that these persons have been instructed in Empire’s RII policies and procedures.

**Training Requirements**

- A.** In accordance with 14 CFR Part 121.375, Empire Airlines or each person performing maintenance or preventive maintenance functions for it will have a training program to ensure that each person (including inspection personnel) who determines the adequacy of work done is fully informed about procedures and techniques and new equipment in use and is competent to perform his duties. Empire Airlines will ensure that each certificated or non-certificated provider and their subcontractors have a program capable of providing adequate training to ensure that each provider employee meets these requirements.

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## NONCERTIFICATED REPAIR SERVICES

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**NONCERTIFICATED REPAIR SERVICES**

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## NONCERTIFICATED REPAIR SERVICES

### Introduction

- A. Occasionally, it becomes necessary for Empire Airlines to engage the services of facilities that are not certificated by the FAA. As examples, machine work and metal plating are two services that are not typically performed by FAA certificated repair stations under Part 145 of the Federal Aviation Regulations. In these cases, Empire bears the responsibility for the quality of the work performed.

### Work Specifications

- A. Non-certificated vendors who are contracted to do specialty work may not have the necessary technical data to accomplish the work requested. However, in some cases, the vendor may employ an accepted industry standard or specification for other clients. The Director of Quality Assurance may instruct you to employ that standard or specification to accomplish the work requested.
- B. Usually, the vendor does not have the technical data required and we will provide the technical data, drawings, and work instructions necessary to produce an airworthy component prior to commencement of the work.

### Work Performance

- A. As the work requested does not require a certificated airman to do the work, Empire Airlines assumes responsibility for the airworthiness of the products or services provided. All work must be performed in accordance with the written instructions and other data provided the Company.
- B. If no military or commercial standard or specification is called for, the vendor is expected to employ the best industry practices to accomplish the work requested.
- C. Vendor employees are expected to have the necessary knowledge and training to accomplish the work to the highest quality standards when performing the work requested. When the work requires a technician's skill level to be established by training, testing, and certification, the vendor will be expected to be able to produce supporting documentation of such qualification upon request.
- D. Only materials meeting the specifications requested by Empire will be used and the vendor is expected to be able to provide product certifications or test results from a reliable source to establish the acceptability of raw materials used. Typically, Empire will supply all such materials.

### Tooling and Equipment

- A. The vendor is expected to have the necessary tooling and equipment to perform the work requested. When the work calls for operations that require precise measurement, only equipment that has been calibrated and has been determined to be accurate, will be employed in the performance of the work. If you are unsure whether a tool requires calibration, contact the Director of Quality Assurance for a determination.
- B. Empire Airlines would prefer that the non-certificated vendor have a formal calibration program of its own to ensure the accuracy of all of its equipment. In the event that the vendor does not, he or she will be expected to be able to produce a current calibration certification from a calibration laboratory, qualified to work on the required tooling and equipment and ensure its accuracy. Calibration must be traceable to the National Institute of Standards and Technology (NIST).
- C. The frequency with which the equipment is calibrated must meet or exceed the Empire Airlines standard for that piece of equipment.
- D. If the accuracy of a precision tool or equipment is suspect, or if the equipment has been damaged, it must not be used to perform work for Empire Airlines.

### Work Acceptance

- A. Since your company is not an FAA certificated Repair Station, it will be necessary for Empire Airlines to inspect and accept all work performed by you. Depending on the type of work performed for us, it may be necessary for us to supply a certificated mechanic representative to witness the work while it is being performed.

### **NONCERTIFICATED REPAIR SERVICES**

- B.** If this option is chosen, the mechanic will have adequate knowledge of the process to inspect and accept the work being done. The mechanic may perform inspections throughout the process, and at the end of the process, to ensure that the work or product is airworthy and suitable for installation on an airworthy aircraft.
- C.** Some processes do not require in-process inspection and monitoring. For example, machine work done to manufacture owner/operator-produced parts allowed by Federal Aviation Regulations may consist of making metal shims. These products will be subjected to a receiving inspection by an Empire Airlines Quality Assurance Inspector to determine dimensional accuracy and that certifications of the raw stock, used to fabricate the part, meet the requirements.
- D.** The Director of Quality Assurance will determine the process to be used to qualify the part for installation on a Company aircraft, engine, propeller, or component.

### **Approved Vendor List**

- A.** As with all vendors of aviation-related goods and services, the Director of Quality Assurance will approve the addition of non-certificated vendors to the Approved Vendor List. Only requirements of the Empire Airlines Quality Standard associated with the quality of workmanship and the ultimate airworthiness of the aircraft will be considered as criteria for approval.
- B.** These will include, but are not limited to:
  - (1)** Technical Data Control – must have the ability to ensure that the technical data to which the work is accomplished is current, complete, and meets Empire’s requirements.
  - (2)** Shelf Life Program – must have the ability to ensure that all consumable materials used in the work process have not exceeded their recommended shelf life or expiration date.
  - (3)** Calibration Program – must have the ability to ensure that all tools and equipment used to perform precision processes are in good shape, have been calibrated, and the calibration was done with standards traceable to the National Institute of Standards and Technology (**NIST**).
  - (4)** Training Program – must be able to establish that the persons doing the work are qualified, knowledgeable, and capable of performing the processes requested by Empire Airlines based upon training, industry certification, or resume of work experience in the specific process being performed.
  - (5)** Capability – must be able to demonstrate that the company has the necessary facilities and tooling to perform the task requested.

### **Audit Requirements**

- A.** In order to qualify for addition to the Empire Airlines Approved Vendor List, each vendor that provides aviation-related goods or services must submit to an audit of their operations and quality systems. Non-certificated repair vendors will be asked to permit an audit every two years (not to exceed three years). In order to minimize the impact on your production processes, Empire will generally arrange a visit in advance and will advise you of the areas to be audited.
- B.** Notwithstanding the above paragraph, you agree through acceptance of the work submitted by Empire Airlines to allow the FAA access to your facility at any time to perform surveillance.

### **Training Requirements**

- A.** In accordance with 14 CFR Part 121.375, Empire Airlines or each person performing maintenance or preventive maintenance functions for it will have a training program to ensure that each person (including inspection personnel) who determines the adequacy of work done is fully informed about procedures and techniques and new equipment in use and is competent to perform his duties. Empire Airlines will ensure that each certificated or non-certificated provider and their subcontractors have a program capable of providing adequate training to ensure that each provider employee meets these requirements.



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**AIRCRAFT PARTS SUPPLIERS AND DISTRIBUTORS**

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**AIRCRAFT PARTS SUPPLIERS AND DISTRIBUTORS**

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## AIRCRAFT PARTS SUPPLIERS AND DISTRIBUTORS

### Introduction

- A. The success of Empire Airlines depends on a continuous source of quality, airworthy parts and components, allowing us to provide uninterrupted service to our customers. We may obtain these parts from the manufacturers, other airlines, distributors or suppliers.
- B. The airworthiness of these parts is important to us. By definition, airworthy means that the article is safe for flight and meets type design (the specifications of the product, under which approval was granted during certification).
- C. As with all of the products we buy, Empire Airlines expects our sources of aviation parts and components to employ a quality system that ensures their acceptability, value, and suitability for the purpose for which they were purchased.

### Acceptance Criteria

- A. The acceptability of aircraft parts and components is a complex issue, about which much has been written. The most current revision of FAA Advisory Circular 20-62, *Eligibility, Quality, and Identification of Aeronautical Replacement Parts*, provides a means of determining the quality, eligibility and traceability of aeronautical parts and materials intended for installation on US type-certificated products, and to enable compliance with the applicable regulations. This document will help you understand Empire's criteria for parts acceptance.
- B. As a simple overview, we require that parts or components purchased from suppliers, distributors, airlines, or other entities meet certain criteria. They must:
  - Conform to the order, in specifications and number.
  - Be in an airworthy condition or capable of being restored to an airworthy condition, using repair or overhaul techniques approved by or acceptable to the FAA.
  - Be acceptable for installation on the type-certificated product for which they were purchased.
  - Be accompanied by adequate documentation of their traceability to an FAA approved source and establish conformity to FAA approved design data; or, for standard parts, establish conformity with established industry or US military specifications, as ordered.
  - They must have been subjected to the scrutiny of an acceptable quality system.

### Identification of Acceptable Replacement Parts or Components

- A. The following means of identifying replacement parts or components will be accepted by Empire Airlines:
  - An Airworthiness Approval Tag such as FAA Form 8130-3, EASA Form 1 (previously known as JAA Form 1), Transport Canada Form 1 (previously known as TC Form 24-0078), when properly executed, will provide us with adequate documentation that the part or component meets the production approval holder's design and manufacturing requirements.
  - A Part 145 Repair Station, or Part 121 Air Carrier with an approved Continuous Airworthiness Maintenance Program, may use their own tag or one of the previously described Airworthiness Approval Tags, to return a part to service after maintenance or alteration. All information required by FAA Order 8130-21 (as revised) must be present on the certificate holder's tag for that tag to be acceptable.
  - A Certificate of Conformity indicating that standard parts meet the standard to which they were produced.

### New Parts and Components

- A. New parts and components are generally purchased from the Type Certificate Holder, a supplier or distributor, or another airline from their surplus stock. Parts may be purchased directly from a subcontractor to the airframe/engine manufacturer when accompanied by a written authorization

### AIRCRAFT PARTS SUPPLIERS AND DISTRIBUTORS

from the Type Certificate Holder or Production Approval Holder allowing direct shipment. A bill of lading and Certificate of Conformity must accompany the part.

- B. An airline serviceable tag or an FAA 8130-3 form must accompany new stock purchases from another airlines' surplus stock. This tag or 8130-3 establishes that the part or component has been received by the airlines through its quality system.
- C. New parts and components supplied by a distributor or manufacturer should be accompanied by form 8130-3 (or other acceptable documentation proving traceability) indicating traceability back to the entity holding production authority or an airlines tag establishing that it has been through their quality receiving system and found acceptable.

### Repaired or Overhauled Parts

- A. Parts that have been returned to service after repair or overhaul must be presented with documentation that identify the scope of the work performed. A properly executed FAA Form 8130-3 (or equivalent) or a serviceable tag from the facility that performed the work must accompany the part.
- B. If a serviceable tag is used, it must identify the name, address, and certificate number of the agency. It must include a statement that says in effect, "The work was performed in accordance with 14 CFR, Part 43 and in respect to that work, the item(s) are approved for return to service." It must also indicate the date and be signed by the person returning it to service.

### Used Parts

- A. Empire Airlines may purchase used parts in serviceable or unserviceable condition. An FAA Form 8130-3 should accompany used parts and the status identified in block 12 as "used," "inspected," "tested," etc.
- B. The Director of Quality Assurance will make a determination as to what work must be accomplished prior to the use of the part. Parts delivered to Empire with adequate documentation of their serviceability may be treated as continued time parts. Parts with questionable serviceability may be sent to a certificated repair station for bench test, repair, or overhaul as appropriate.

### Accreditation

- A. Empire Airlines encourages all of its parts distributors and suppliers to seek voluntary accreditation under the guidance of FAA Advisory Circular 00-56 (entitled "Voluntary Industry Distributor Accreditation Program"). This program maintains a database of accredited distributors and suppliers meeting the quality standard of the AC. When possible, accredited vendors will be given preference over non-accredited vendors. The Aviation Suppliers Association maintains the database for the FAA; we encourage you to contact them regarding accreditation.

### Audit Requirements

- A. Empire Airlines does not currently conduct audits of its distributors and suppliers of aircraft parts. However, we reserve the right to audit any vendor for any reason. Failure to allow an audit of the vendor's operation and quality system may result in disqualification as an Empire Airlines vendor.





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**CONTRACT MAINTENANCE SUPPORT FACILITIES (ON-CALL MAINTENANCE)**

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## **CONTRACT MAINTENANCE SUPPORT FACILITIES (ON-CALL MAINTENANCE)**

### **Introduction**

- A. Due to the geographic nature of Empire Airlines operations, it is impractical to provide a full staff of maintenance technicians at each of the airports into which it flies. Since it is impossible to predict when an aircraft system may fail, it is necessary to occasionally employ the services of local technicians to repair the failed system and return the aircraft to service.
- B. Sometimes, it will only be necessary for a licensed technician to inspect the aircraft in order to properly defer maintenance until repairs can be effected at a Company maintenance facility. The following sections describe our requirements for these personnel.

### **Certification**

- A. Each FAA Repair Station may perform maintenance on our aircraft for which it is rated in accordance with its approved Repair Station Manual and Quality Control Manual (**RSM/QCM**).
- B. Each individual, who works on Empire Airlines' aircraft, must hold an FAA issued mechanics license or repairman's certificate with the appropriate ratings.
- C. Copies of repair station, mechanic or repairman certificates will be requested and must be provided to Empire Airlines' Maintenance Control prior to the initiation of any work.

### **Drug and Alcohol Prevention Plan**

- A. Each facility or individual contracted to work on Empire Airlines' aircraft must be covered by an FAA approved Drug and Alcohol Prevention Plan. A copy of the program cover sheet with a stamp and/or signature indicating program acceptance by the FAA Office of Aviation Medicine, Drug and Alcohol Enforcement Branch, will be requested by Empire Airlines' Maintenance Control prior to the performance of any work.

### **Scope of Work**

- A. Normally, on-call maintenance will only be requested to accomplish non-critical, minor maintenance tasks. On-call maintenance providers will not perform scheduled or critical maintenance unless qualified, specifically trained, and contracted to do so by Empire Airlines.

### **Empire Maintenance Control**

- A. Maintenance Control is responsible for arranging the repair of Company aircraft and will contact qualified personnel in an emergency. All instructions for the repair of the aircraft will be communicated to the maintenance technician in the field electronically, or by any other practical means. Maintenance Control will serve as your resource center and will offer suggestions on the most expedient way to accomplish the necessary maintenance.

### **Work Standards**

- A. All work must be performed in accordance with FAA approved or accepted Instructions for Continued Airworthiness using technical data acceptable to Empire. All data will be transmitted to the technician or facility by email or another similarly expeditious manner.

### **Paperwork**

- A. Since on-call maintenance repairs are in response to pilot reports of inoperative or malfunctioning systems, the discrepancies are made in the Company's Flight and Maintenance Log. Correction of these discrepancies must therefore be recorded in that log.
- B. Since you are probably not familiar with Empire Airlines' policies and procedures regarding entries made in this log, it is important that you make no entries without the assistance of the Company's Maintenance Controller. He will give you step-by-step instructions on how and where to make these entries to ensure that they are accomplished in accordance with these policies and procedures.

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**CONTRACT MAINTENANCE SUPPORT FACILITIES (ON-CALL MAINTENANCE)**

**Audit Requirements**

- A. Generally, Empire Airlines' Quality Assurance department will conduct a mail audit of the various "on-call" maintenance providers at a particular airport.

**Training Requirements**

- A. In accordance with 14 CFR Part 121.375, Empire Airlines or each person performing maintenance or preventive maintenance functions for it will have a training program to ensure that each person (including inspection personnel) who determines the adequacy of work done is fully informed about procedures and techniques and new equipment in use and is competent to perform his duties. Empire Airlines will ensure that each certificated or non-certificated provider and their subcontractors have a program capable of providing adequate training to ensure that each provider employee meets these requirements.