

CASE ACS General Session Minutes

Fall Conference – 2008 LAX, CA

Monday October 20th, 2008
Opening Session

0715 Call to Order by George Worley, American Airlines, ACS Chair

George Worley:

- Announced his retirement from American Airlines and subsequent departure from the CASE organization.
- Announced open positions to be filled during the conference;
 - **ACS Chair**
 - **Membership Committee Chair** – Open due to Mike Zikoski assuming other responsibilities within FedEx
 - **Standards and Procedures Committee Chair**
Open due to Patrick Thatcher assuming other responsibilities within Ryan
 - All interested parties were instructed to contact the Chair of the Audit and Compliance Committee; Ken Shadursky, to formally be considered and presented to the membership for a vote.
- Reviewed agenda, stressing the importance of participation as this was going to be an unusually busy conference.
- Signature rosters were circulated and members notified that in order to receive credit for the upcoming SMS presentation members must be present as indicated by the roster.
- George, with his pending retirement stressed American Airlines continued support of the CASE organization through Kurt Gustafson.
- Craig Metzinger, Continental Airlines, was announced as leading the Parts Pool coordination meeting and will determine the 2009/2010 audit responsibility for participating members.

Roll Call – Quorum Present:

51 of 56 sustaining members present representing a voting quorum.

Gene Swan, Evergreen:

- Motioned to accept minutes from the spring 2008 ATL conference.
- Second by Bill Mato, JetBlue.
- Vote to accept: unanimous

Committee Chair Presentations:

NOTE: Committee Chair Presentations were omitted at this conference due to two FAA presentations.

Short discussions were lead broaching the topics of:

- Facilities operating multiple locations under authority of one (1) regulatory certificate:
 - These types of operations are becoming more prevalent in the industry

- A&C committee is working to establish new guidance regarding whether these operations should be assigned separate allocation numbers, reducing the burden on any one member who should be allocated a vendor who operates under these circumstances.
- An A&C Alert is currently posted on the A&C website, urging members to exercise due diligence in preparing for audits.
- Further guidance will be issued by the A&C committee shortly.

0810 Presentation by FAA

Representatives Don Arnette and Amer Younossi offered a 4 hour presentation on Safety Management Systems and the upcoming guidance to be published by the FAA. The presentation is available via the CASE website.

1215 Adjourned for lunch

1450 Reconvened

FAA CASE representatives Frank Wiederman and Ken Kerzner, AFS-330 Branch Manager presented the results of the investigation and report recently released by the Office of the Inspector General (OIG), and they:

- Reiterated the importance of CASS as required by 14 CFR 121.373 and validating the performance of maintenance;
- Reiterated the manual requirements called out in 14 CFR 121.369.
- Stressed that FAA cannot prevent the OIG from performing surveillance of FAA; OIG is tasked with oversight of regulatory agencies by Congress.
- Reviewed, briefly, reports of OIG from 2001, 2003, 2005 and most recently 2008.
- Pointed out that these reports consistently resounded the same theme: *lack of consistent oversight of air carriers and air carriers' maintenance programs, as well as poor oversight of contractors performing maintenance on behalf of air carriers*; the word "deficient" was used to describe the current systems in place.
- Stressed the value and importance of establishing and maintaining Airworthiness Agreements (or other types of quality agreements that are contractual in nature) with vendors who provide contract maintenance services, as tools to drive quality and compliance with individual air carriers' CAMPs, especially with vendors involved in the performance of Substantial Maintenance.
- Discussed OIG and FAA efforts to redefine "essential" maintenance as a hybrid of critical, critical component, and substantial maintenance items that will require vendors performing tasks identified as such to be included in the air carrier Ops Specs D091, just as Substantial Maintenance Providers currently are.
- Stressed that CASE and individual air carriers can help by validating implementation and effectiveness of corrective actions resulting from audit activity.

1600 Adjourn

1700 Convene Level IV Candidate Interview

Discussion of Level IV candidate; Dave Allison, Delta Air Lines; and ground rules for conducting the interview:

- Allow candidate 10-15 minutes for presentation/introduction
- Round-robin questioning
- Interview limited to 60 minutes
- Vote immediately followed the interview and confirmed the candidate's knowledge and ability. He will be presented to the membership for vote.

Wednesday, October 22nd, 2008
Closing Session

0800 Call to Order by George Worley

George confirmed the revocation of two level III qualifications, but indicated specific information could not be discussed in general membership, and also iterated that CASE cannot discuss auditor standing with prospective employers who are screening candidates.

Committee Business Presentations:

Fuel Committee – Chair: Richard Boucher, SkyWest Airlines

- Chair position remains open and no candidates came forward, so Richard volunteered to remain in position
- Richard discussed errant transmittals and has developed a preliminary plan to ensure accurate transmittal submission
- Reviewed numerous Service Bulletins that have recently been issued by Velcon and agreed to keep suppliers up to speed regarding these Service Bulletins
- Global Fuel Standard update:
 - Ann Koury, DESC, confirmed standard is scheduled for release in the 4th quarter of '08 or first quarter of '09
 - Last ATA meeting confirmed ATA will no longer support the Global Initiative and that the G-16 will petition ATA and inquire why they have retracted their support
- Craig Metzinger, Continental Airlines, asked for an update regarding the status of fifth edition elements indicating not all manufacturers have developed conversion data and ATA 103 allows 1 year following installation of fifth edition elements to convert.
 - NOTE: Richard Boucher agreed to contact Velcon for clarification
- Richard spoke to the apparent lack of commitment from the membership regarding the fuel standard and implored all in attendance to recommit
- The new ATA Spec 103 is scheduled for release in third/fourth quarter of '09. Bill Battisti iterated that ATA does include Air Carrier members but indicated that even with this involvement revisions have been made that are not in the best interest of Air Carriers.
- A brief discussion took place to raise awareness of fuel auditors that the high level test does not necessarily test the sensing device, rather the audible warning.

- Richard Boucher thanked membership for support; however, stressed the need for more air carrier members to support the 2A initiative and committee work.

Newsletter Committee – Chair: Glenn Bolton, Lynden Air Cargo:

The Newsletter committee did not hold formal meetings at this conference in order to allow attending member reps to participate in other committee activity. Issue 24 is scheduled for publication by late November and will include articles summarizing the IG report and suggested courses of action to provide suppliers with regarding compliance to the new requirements of the CACS-7.

Training Committee – Chair: Bob Radawiec, Atlantic Southeast Airlines

- Bob thanked committee for hard work during a busy conference.
- Verbally described revisions to the critique form for use at upcoming training.
- Next training scheduled for Jan 18th in the typical 3-day format:
 - 1A Monday
 - P&P Tuesday
 - 3A and Database Wednesday
 - Level III/IV meeting is also scheduled for Tuesday, time TBD.
 - Location: DFW Embassy Suites.
- Bob emphasized the value of having Level IV participation and input during training sessions.

Database Committee – Chair: Gene Swan, Evergreen

- The committee identified over 20 existing duplicate records for vendors and worked to clean up the database.
- Gene also met with the Fuel Committee and worked to establish uniformity in regard to operator/facility/airport naming in order to eliminate duplicate entries and transmittals. Also discussed moving toward establishing one common allocation per city.
- Discussed the importance of prioritizing your vendors in order to ensure an equitable allocation.
- Gene is working with Christy and Jerry Frederick in order to get the email addresses for the GM straightened out; specifically the address used for submission of certificate packages. The address certs@caseinc.org has been established and is to be used going forward for submitting cert packages. This address was not to be posted on the website in order to prevent phishing sites from obtaining and spamming the address.
- Discussed issue of suppliers that are operating multiple facilities under one certificate, and how, going forward, these facilities should be handled; i.e., one allocation, multiple allocations, etc.
- Discussed issue of involving vendors who operate very large operations/ops specs and the possibility of assigning these facilities to multiple air carriers in order to spread the burden of large, multi-day audits.

Note: An ad-hoc committee was established to address these last two issues going forward.

Membership Committee – Chair: Glenn Delaney, Kalitta Charters II, LLC

- New Applicants: 10-12
 - Only one attended the conference; Continental Micronesia.
- New Associate member, Mongolian Air was also in attendance.
- Glenn detailed plans to streamline the membership application process. He will also ensure potential members understand the qualification audit expenses will be the prospective members’ responsibility.

Audit & Compliance Committee – Chair: Ken Shadursky, UPS

- John Stevens, Alaska Air, outlined the new member auditor activity reporting procedure and form to be available for use during this year’s reporting period, December/January. This is to be a form accessed via the website for easy submission.
- Ken Shadursky quickly reviewed committee activity since the Spring 2008 Conference and also stressed that all members be aware of the new 2 year (4 training session) recurrent training interval required to maintain qualification.

Roll Call – Quorum Present:

- 51 total votes present establishing a quorum to continue with the various voting actions involving revisions to the Policy’s and Procedures manual and committee and section positions that need to be filled.

Standards & Procedures Committee – Chair: Rex Graft, Comair

Proposed Changes to P&P with Voting Record:

Item	Motion	Second	Opposed	Abstain	Outcome
1	Clarify the FAA acceptance of Policy section.				
	A. Changes to this Policy Statement are accessible to the Manager, Aircraft Maintenance Division; AFS-300, FAA - Washington, D.C. Should the Manager determine that a need for a change to this statement exists, the Manager shall notify the ACS chair. Formal acceptance of each revision to this statement is not required.				
	Unknown	Unknown	Unknown	Unknown	Carried
2	Add to 1-1-0 a new paragraph 9, renumbering the rest of the section.				
	F. No sustaining member shall have more than one representative as a voting member of any one standing committee.				
	Unknown	Unknown	Unknown	Unknown	Carried
3	Add distributors to the definition of “Vendor” in 1-2-0, para. 2.Z. and add NOTE: regarding separating vendors that have multiple locations under one certificate into separate allocation numbers;				

	VENDOR – An organization that provides overhaul/repair/maintenance/servicing/ distribution of aircraft, components, or appliances.				
	Dave Allison Delta	Glenn Bolton Lynden Air Cargo	0	0	Carried
	NOTE : If a Repair Station includes multiple sites covered by a single authorizing certificate, each physical location will be given its own allocation number and will be audited individually. Only the capability codes which apply to a specific location will be listed even if the authorizing certificate lists additional capabilities.				
	Ken Shadursky UPS	Craig Metzinger Continental	0	0	Tabled
4	In 2-0-0, delete NOTE: in front of para. 3 concerning the DOD and add Appendix 3. (ref. P&P)				
	Gay Bastian SkyWest	Glenn Bolton Lynden Air Cargo	0	0	Carried
5	Create a new form to standardize Annual Activity Reports. Re-write 2-1-0, para. 1.B.12) to read as noted below. Add reference to the new form in 2-3-1, p. 10, para. 7.E.				
	12) Annually provide the Audit and Compliance committee chair with a completed Annual Activity Report (CACS-11). E. For a member’s auditor(s) to retain their Level III or Level IV authorization, that member’s representative must file an Annual Activities Report (CACS-11) for the previous January-December calendar year with the Audit and Compliance committee chair (or designee). The report must be submitted not later than January 31 st (2-1-0, paragraph 1.B.12)).				
	Craig Metzinger Continental	Dave Allison Delta	0	0	Carried
6	Modify 2-3-0 paragraphs 1.E. and 1.F.				
	E. Within a twelve (12) month period preceding an application, auditor candidates: 1) For 1-A authorization must have conducted twelve (12) vendor facility audits to the 1-A standard. Six (6) of the required twelve (12) audits must have been accomplished within a six (6) month period preceding the application. 2) For 2-A authorization must have conducted a minimum of six (6) audits of fuel into-plane facilities and a minimum of six (6) audits of fuel storage facilities to the 2-A standard. Six (6) of the minimum twelve (12) audits specified above (three (3) of each type) must have been accomplished within a six (6) month period preceding the application. F. Three (3) of the twelve (12) audits specified in paragraph E.1) must have been conducted as a pre-check-ride evaluation with any Level III auditor or Level IV Evaluator. Each pre-check-ride evaluation must be conducted by a different Level III auditor or Level IV Evaluator. Six (6) of the twelve (12) audits specified in paragraph E.2), three (3) of each type of facility, must have been conducted as a pre-check-ride evaluation with any Level III auditor or Level IV Evaluator. Each of the three (3) pre-check-ride evaluations for each fuel facility type must be conducted by a different Level III auditor or Level IV Evaluator (e.g. the same Level III auditor or Level IV Evaluator may conduct both one (1) fuel storage facility pre-check-ride evaluation and one (1) fuel into-plane facility pre-check-ride evaluation).				

	Observations and partial... [the reminder of the paragraph is unchanged]				
	Bill Mato JetBlue	Ann Koury DESC	0	1	Carried
7	<p>Add new paragraph 1.G. to 2-3-1. Current 1.G. becomes 1.H.</p> <p>G. Should an authorized auditor/Evaluator transfer from a Sustaining member to an Associate member Air Carrier, they may no longer exercise the privileges of their authorization. Should that Associate member become a Sustaining member within six (6) calendar months of hiring the former authorized auditor/Evaluator, their authorization privileges shall be reinstated. The auditor/Evaluator is required to ensure compliance with the Maintaining Authorization section (2-3-1, ¶¶7.B.-D.) by:</p> <ol style="list-style-type: none"> 1) performing the minimum required number of audits, 2) completing any training due within the required time limits, And, 3) completing any check-ride due within the required time limits. <p>NOTE: Should the calendar year end during the six (6) calendar month timeframe, the auditor/Evaluator is required to submit, to the Audit and Compliance committee, an activities report noting compliance with 2-1-0, para. 1.B.12)a).</p>				
	Tim Bishop Northwest	Dave Allison Delta	1	0	Carried
8	<p>Modify 2-3-1, para. 2.B.5) as follows:</p> <p>5) Proof of experience (training records, Level I and Level II completion records). It is imperative that candidates provide documented evidence of their experience (e.g. a brief resume of quality experience). Candidates must also submit documented evidence of their Level I and Level II qualifications for their air carrier (2-3-1, paragraph 8).</p> <p>Add verbiage to CACS-4, paragraphs E. and I.</p> <p>E. Manager's signature attests that all information entered above is valid and that applicant meets all 2-3-0 and 2-3-1 requirements.</p> <p>I. "Certified to Audit Level:" III or IV to be entered by the Audit and Compliance committee chair (or designee) who shall also sign for, and enter date of, certification.</p>				
	John Stevens Alaska	Joe Loeschinger Atlas	0	0	Carried
9	<p>Modify 2-3-1 paragraph 3.D.4)</p> <p>4) During the audit phase of the check-ride, the candidate conducts an actual audit of a vendor appropriate for the certification sought (e.g. a repair vendor for 1-A standard auditor certification, a fuel vendor (with both fuel into-plane and fuel storage facilities) for 2-A standard auditor certification, etc.).</p>				
	Sean Factor Airtran	Gene Swan Evergreen	0	1	Carried
10	<p>Add new paragraph 7.G.1) to 2-3-1. Re-numbering rest of paragraph 7.</p> <p>1) No more than twelve (12) calendar months may have passed since the date the auditor's/Evaluator's check-ride would have expired had they continued to function as an authorized auditor/Evaluator.</p>				
	Hubert Low United	Craig Metzinger Continental	0	0	Carried
11	<p>Add new paragraph 8.D.3) to 2-3-1.</p> <p>3) One time training in the C.A.S.E. database course prior to Level III authorization.</p>				

	Craig Metzinger Continental	John Tindle American Eagle	0	0	Carried
12	Modify 3-2-0, 5.B.3) to allow for greater than 90 days for corrective actions at auditor discretion if auditor actively working with vendor.				
	Rejected. See minutes Item # 7 for discussion.				
	Sean Factor Airtran	Mike Teague Horizon	1	0	Carried (rejected by committee)
13	Add to 3-5-0, paragraph 2.E.4) verbiage clarifying with the vendor the reasons behind supplying completed audit packages to all of their members that show usage.				
	4) Review the Vendor Expectations and Limitations (VEL) with the vendor and ensure that the vendor has a complete understanding of the items listed in the letter. This includes explaining paragraph 5 of the VEL and for what such data is used. Explain that, although providing this information is voluntary, some of our members may need to complete further surveillance if the requested data is not provided.				
	Add a new paragraph 2.C. to the VEL Instructions concerning how to obtain and disseminate a usage list (current 2.C. becomes 2.D.).				
	C. Provide the vendor a list of those members showing usage of that vendor in the database. The usage data may be obtained by clicking on the "Print Usage" button located at the top of the vendor information page of the database.				
	Jeff Watson SkyWest	John Tindle American Eagle	0	0	Carried
14	Modify 3-5-0, para. 2.E.4)a) as follows:				
	a) If there are open findings from the audit, the auditor should ensure that a "Vendor Authorized Representative" signs the VEL prior to departure from the facility... [remainder of paragraph is unchanged].				
	Modify CACS-7 instruction 2.A. to match the VEL:				
	A. The information block of the VEL is to be completed in full and signed by a "Vendor Authorized Representative" subject to the audit and by the auditor who has determined the vendor qualifies under the standard applied during the audit.				
	Gay Bastian SkyWest	Dave Allison Delta	0	0	Carried
15	Change number of persons required to be employed from three (3) to two (2).				
	Rejected. See minutes Item # 11 for discussion.				
	Joe Loeschinger Atlas	Craig Metzinger Continental	2	0	Carried (rejected by committee)
16	Modify 4-2-0, para. 5.D. to read as follows:				
	D) The vendor shall provide a summary of employment for each individual whose name appears on the repair station roster(s). It shall include, in a stand-alone format (hard copy or electronic), the following required information: [121.367, 135.425, C.A.S.E.]				
	Sean Factor Airtran	John Tindle American Eagle	0	0	Carried
17	Add NOTE: to 4-2-0, para. 5.D.2) to read as follows:				
	NOTE: Experience need not be updated annually provided the date the summary was revised is				

	noted on the summary.				
	John Tindle American Eagle	Randy Berkbigler GoJet	0	0	Carried
18	Modify 4-2-0, para. 8.B. as follows:				
	B. The program shall include identification of the tools and test equipment in the program, the frequency of calibration, calibration limitations , and the applicable tolerance or specification. [43.13, 121.367, 135.433, C.A.S.E.]				
	NOTE: Limited calibration is an accepted calibration condition with a specified limited performance.				
	Any such specified limitations must be clearly marked on the equipment label.				
	Modify CACS-20, question 8.E. as follows:				
	E. Does the vendor have a procedure for identifying, controlling and/or preventing out-of-service, limited calibration , and due-for-calibration tools and equipment from being used? [8E]				
	Glenn Bolton Lynden Air Cargo	Joe Loeschinger Atlas	0	0	Carried
19	Modify 4-2-0, para. 10.B.2)e) as follows:				
	e) Ventilation, lighting, and control of temperature, humidity and other climatic conditions sufficient to ensure personnel perform maintenance, preventive maintenance, or alterations to standards required by the part and/or precision tools and test equipment.				
	Modify CACS-20, question 8.H. as follows :				
	H. Are the tools and test equipment in a serviceable condition and environmentally protected (as applicable)? [8D, E, and 10B2)e]				
	Glenn Bolton Lynden Air Cargo	Gene Swan Evergreen	0	0	Carried
20	Modify 4-2-0, para. 12.E. as follows:				
	E. Flammable, toxic, and/or hazardous materials shall be stored in an appropriate, properly identified cabinet or facility meeting applicable safety regulations. [NFPA 30, C.A.S.E.]				
	Modify CACS-20, question 12.E. as follows:				
	E. Are flammable, toxic, and/or hazardous materials properly stored in an appropriate, properly identified cabinet or facility? [12E]				
	Glenn Bolton Lynden Air Cargo	Sean Factor Airtran	0	0	Carried
21	Modify 4-2-0, para. 13.I.1) as follows:				
	1) The description of the work performed or reference to data, including revision level, acceptable to the administrator, and to include applicable test data in hard copy or electronic format.				
	Patrick Thatcher Ryan	Aixa Alvarado Copa	0	0	Carried
22	Modify VEL expectation 4 as follows:				
	4. You will normally be notified of an upcoming audit, however, the auditor may				

	arrive unannounced. If the auditor is not allowed to conduct the audit, you may be removed from the Register until an audit is conducted to verify compliance with the appropriate standard. If removed, an audit which would allow addition back into the Register shall not be conducted for a minimum of six (6) months following removal action.				
	Sean Factor Airtran	Patrick Thatcher Ryan	0	0	Carried
23	A proposed CACS-8 which aimed to create a standardized Corrective Action Request Form was closed without action due to a lack of recommendations/requirements for what should be included on such a form.				
	N/A				
	N/A	N/A	N/A	N/A	N/A
24	Add new CACS-20 questions to correspond with standard 1-A requirements.				
	A. Does the vendor maintain their quality control system? [3A] B. Do the vendor's personnel follow the quality control system? [3B]				
	Jeff Watson SkyWest	Joe Loeschinger Atlas	0	0	Carried

Committee Positions Filled:

- Membership Committee Chair – Glenn Delaney.
 - Unopposed and unanimously elected
- Standard and Procedures Committee Chair – Rex Graft.
 - Unopposed and unanimously elected
- Fuel Committee Chair – Richard Boucher.
 - Unopposed and unanimously elected

Section Positions Filled:

- Air Carrier Section Chair – Ken Fleming.
 - Initially opposed by Gene Swan; however, after making a presentation to the membership Gene withdrew his name from consideration.
 - Ken was then unopposed and unanimously elected

Ken Fleming addressed the membership:

- He expressed gratitude for the confidence placed in him.
- He also stressed the importance of all members meeting their voluntary obligation to the organization and his thoughts that the organization was at a crossroads in its history and evolution would be necessary to continue the benefit to members and repair stations.

1500 Conference adjourned