

C.A.S.E.
AIR CARRIER SECTION
POLICIES AND PROCEDURES

REPAIR/OVERHAUL VENDOR
AUDIT CHECKLIST

Audit Date: _____ Vendor Allocation #: _____

C.A.S.E. Member #: _____ Auditor: _____

Vendor Name: _____

U.S./Canadian Certificate #: _____ EASA Certificate #: _____

Address Line 1: _____

Address Line 2: _____

City: _____ State/Province: _____

Country: _____ Zip code: _____

Website: _____

Accountable Manager: _____

Personnel Contact:
Name Title

Phone #: _____ Fax #: _____

E-mail: _____

CAPABILITIES CODES "940-XXX"

Enter the letter code for each capability in a box below.

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This Checklist has been divided into three (3) sections to assist the auditor in conducting audits. The Systems portion includes the items typically found during document review to validate the vendor has **established** all the essential quality systems. The Work Process portion includes a review of a typical repair/overhaul processes to validate the systems have been **implemented and are producing** a quality product. The Support Systems portion includes **verification** that samples taken during the Work Process audit are acceptable and that processes which enable the work process are operating as described in the procedures. The Work Process portion of the audit may need to be conducted more than once when the vendor has multiple product lines. Both Sections 2 and 3 may need to be performed more than once when the vendor has multiple locations.

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NOTE: This checklist is based on the requirements stated in the C.A.S.E. 1-A standard, chapter 4-2-0 of this manual. The reference numbers enclosed in brackets [] that appear throughout this document refer to the applicable paragraph(s) in the standard.

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SECTION 1 SYSTEM AUDIT

YES NO N/A

Certifications

- | | | |
|-----|--|--|
| 1. | Obtain and review a copy of the current FAA Air Agency or Transport Canada AMO certificate, Operations Specifications (if applicable), and EASA/Canadian approval documents (if applicable). Are they accurate? [2A] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 2. | If the repair station has “Limited Ratings,” does the vendor have a capabilities listing that satisfies the standard? [2B] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 3. | Has the vendor designated an employee as the “Accountable Manager”? [5A]
NOTE : Managers for FAA and EASA could be different. | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 4. | Does the vendor employ a minimum of three (3) persons? [5B] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 5. | Does the roster(Do the rosters) identify all management, supervisory and inspection personnel? [5C] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 6. | Does the roster(Do the rosters) identify all personnel authorized for return-to-service? [5C] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 7. | Does the repair station have an employment summary for all personnel listed on the repair station roster(s)? [5D] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 8. | Do the vendor’s supervisory personnel satisfy the requirements of this standard? [5E] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 9. | Do the vendor’s inspection personnel satisfy the requirements of this standard? [5F] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 10. | Do the vendor’s return-to-service personnel satisfy the requirements of this standard? [5G] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 11. | Does the vendor have an FAA approved and active anti-drug and alcohol misuse prevention program (A449 and/or Registration)? [2C, D] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |

Quality Program

- | | | |
|-----|--|--|
| 12. | Does the vendor have an FAA/NAA accepted Repair Station (or equivalent) Manual and does it meet the requirements of the 1-A Standard? [3E] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
|-----|--|--|

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SECTION 1 SYSTEM AUDIT

YES NO N/A

- | | | | | |
|---|---|--|--|--|
| 13. Does the vendor have an FAA/NAA accepted Quality Control (or equivalent) Manual and does it meet the requirements of the 1-A Standard? [3C] | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; height: 20px;"> </td> <td style="width: 33%; height: 20px;"> </td> <td style="width: 33%; height: 20px;"> </td> </tr> </table> | | | |
| | | | | |
| 14. Does the Quality Control Manual include references, where applicable, to manufacturer's inspection standards? [3C] | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; height: 20px;"> </td> <td style="width: 33%; height: 20px;"> </td> <td style="width: 33%; height: 20px;"> </td> </tr> </table> | | | |
| | | | | |
| 15. Does the Quality Control Manual include samples of and instructions for completing maintenance and inspection forms, or reference a separate forms manual? [3C] | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; height: 20px;"> </td> <td style="width: 33%; height: 20px;"> </td> <td style="width: 33%; height: 20px;"> </td> </tr> </table> | | | |
| | | | | |
| 16. Does the vendor maintain a list of sub-contracted maintenance functions and agencies which includes type of certificate and rating(s), if any, held by each agency? [3I] | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; height: 20px;"> </td> <td style="width: 33%; height: 20px;"> </td> <td style="width: 33%; height: 20px;"> </td> </tr> </table> | | | |
| | | | | |
| 17. Does the vendor ensure that sub-contractor quality meets customer specifications and legal requirements? [3J] | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; height: 20px;"> </td> <td style="width: 33%; height: 20px;"> </td> <td style="width: 33%; height: 20px;"> </td> </tr> </table> | | | |
| | | | | |
| 18. Does the vendor have a contract allowing the FAA to inspect non-certificated sub-contractors? [3J] | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; height: 20px;"> </td> <td style="width: 33%; height: 20px;"> </td> <td style="width: 33%; height: 20px;"> </td> </tr> </table> | | | |
| | | | | |
| 19. Does the vendor have a procedure to obtain and subsequently retain, for a minimum of three (3) years from date of work, proof that their U.S. based sub-contracted maintenance/preventive maintenance providers, at all tiers (certificated and non-certificated), have an FAA approved and active anti-drug and alcohol misuse prevention program (A449 and/or Registration). [2D] | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; height: 20px;"> </td> <td style="width: 33%; height: 20px;"> </td> <td style="width: 33%; height: 20px;"> </td> </tr> </table> | | | |
| | | | | |
| 20. Does the vendor have a procedure for reporting defects or unairworthy conditions to the customer and the FAA/NAA? [3K] | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; height: 20px;"> </td> <td style="width: 33%; height: 20px;"> </td> <td style="width: 33%; height: 20px;"> </td> </tr> </table> | | | |
| | | | | |
| <p>NOTE : EASA reporting time could be different and also requires notification be sent to the aircraft manufacturer.</p> | | | | |
| 21. Is there proper separation of maintenance and inspection responsibilities for vendors that perform required inspections (RII)? [4A] | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; height: 20px;"> </td> <td style="width: 33%; height: 20px;"> </td> <td style="width: 33%; height: 20px;"> </td> </tr> </table> | | | |
| | | | | |
| 22. Does the vendor have an acceptable receiving inspection system which includes verification of identifying data? [4B] | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; height: 20px;"> </td> <td style="width: 33%; height: 20px;"> </td> <td style="width: 33%; height: 20px;"> </td> </tr> </table> | | | |
| | | | | |

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POLICIES AND PROCEDURES

SECTION 1 SYSTEM AUDIT

YES NO N/A

- | | | |
|-----|---|--|
| 23. | Does the vendor have an acceptable system for controlling stamps for both inspection and production personnel? [4C] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 24. | Does the vendor have a work turnover procedure? [13E] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 25. | Does the vendor have a duty time limitation requirement? [13A] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 26. | Are smoking, eating, and drinking forbidden in the work area or does the vendor have a written program to ensure that units are protected from contamination? [13G] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 27. | Is the security system reviewed periodically by management or an outside vendor? [11B] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 28. | Does the vendor identify specific individuals, by title, as responsible for the following programs: | |
| A. | Technical Data? [5H] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| B. | Shelf Life? [5I] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| C. | Calibrated tooling? [5J] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| D. | Scrap Parts? [5K] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 29. | Is there a back-up person identified by title for all the above programs? [5L] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 30. | Does the vendor maintain, for a minimum of 36 months, a file of audit findings and corrective actions from audits for which a VEL was signed? Is the file accessible to the auditor? [3H] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |

Training Manual

- | | | |
|-----|--|--|
| 31. | Does the vendor have a documented training program? [9A, D(1), 5D - F] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 32. | Is formal and OJT training documented? [9B] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 33. | Are training records for mechanics, inspectors and supervisors retained for a minimum of two (2) years after the person leaves the company? [9C] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |

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SECTION 1 SYSTEM AUDIT

YES NO N/A

Technical Data Program

34. Does the vendor have procedures to: [13F]
- A. Obtain customer specifications? _____|_____|_____
- B. Incorporate customer specifications into their work processes? _____|_____|_____
- C. Verify that customer specifications were incorporated? _____|_____|_____
- D. Obtain approval for deviating, if necessary, from customer specifications? _____|_____|_____
- E. Have adequate checks, inspections, and tests to ensure work was performed to customer specifications? _____|_____|_____
35. Does the vendor have a documented system to ensure technical data is current? [6B] _____|_____|_____
36. Does the vendor have records of manual revisions? [6B] _____|_____|_____
37. Does the vendor have a system to control working copies of manuals to ensure they are revised with the masters? [6C] _____|_____|_____
38. Are there established approved procedures controlling revisions in manuals deviating from OEM specifications (e.g. EO, EA, Air Carrier Data, etc.)? [6A] _____|_____|_____
39. If the vendor has ODA authority, does it have a system for receiving customer approval prior to use of the data? [6F] _____|_____|_____
40. Does the vendor have an approved ODA manual and roster? [6F] _____|_____|_____

Shelf Life Program

41. Does the vendor have a documented shelf life program? [7A] _____|_____|_____
42. Does the program list parts and materials that have shelf life limits? [7A] _____|_____|_____
43. Is there an adequate system to assure that no item will be issued or used past its expiration date? [7C, D] _____|_____|_____

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SECTION 1 SYSTEM AUDIT

YES NO N/A

Calibration Program

44. Does the vendor have a documented calibration program? [8B] _____|_____|_____
45. Does the program identify the calibration frequencies, limitations, and applicable tolerances or specifications? [8B] _____|_____|_____
46. Does the calibration program require test and inspection equipment/tools to be traceable to a standard acceptable to the FAA/NAA (e.g., The National Institute of Standards and Technology (NIST))? [8C] _____|_____|_____
47. Does the calibration program require records to be kept for a minimum of two (2) years or two (2) calibration cycles? [8H] _____|_____|_____
48. Is there a system to identify each tool in the program, its calibration frequency, and its calibration due date? [8D] _____|_____|_____
49. Does the vendor have a procedure for identifying, controlling, and/or preventing out-of-service and due-for-calibration tools and equipment from being used? [8E] _____|_____|_____
50. Does the vendor have a procedure to control the calibration of personal tools? [8F] _____|_____|_____

Internal Audit Program

51. Does the vendor have an internal audit and surveillance function? [3F] _____|_____|_____
52. Does the internal audit function ensure compliance with customer specifications? [3F, 12I] _____|_____|_____
53. Does the internal audit program assure appropriate corrective action? [3G] _____|_____|_____

Scrap Parts Program

54. Does the vendor have a documented procedure for controlling scrapped parts? [3D] _____|_____|_____
55. Does the scrap program assure that scrapped parts are either returned to the customer or mutilated beyond repair? [15A] _____|_____|_____

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SECTION 1 SYSTEM AUDIT

YES NO N/A

56. Does the scrap program require a record of scrapped life-limited parts to be maintained for a minimum of two (2) years? [15B] _____|_____|_____

57. Does the record include the P/N, S/N and date of the scrapped part? [15B] _____|_____|_____

SECTION 2 WORK PROCESS AUDIT

Receiving/Shipping Inspection

1. Does the vendor comply with its receiving process? [4B] _____|_____|_____

2. Does the vendor verify that the identifying data (P/N, S/N, nomenclature, mod. No.) on the documentation and the data plate match? [14B] _____|_____|_____

3. Does the vendor incorporate customer specifications into their work processes? [13F] _____|_____|_____

4. Does the vendor only perform work for which it is authorized on its Operations Specifications? [2A, B] _____|_____|_____

5. Are components returned in an appropriate shipping container or as specified by the customer? [14A] _____|_____|_____

Maintenance Observation/Sampling

6. Is maintenance properly performed and documented for: [1D, 3A-B]

A. Preliminary inspection? _____|_____|_____

B. Functional test? _____|_____|_____

C. Hidden damage inspection? _____|_____|_____

D. Unit disassembly per instructions? _____|_____|_____

E. Unit cleaning per instructions? _____|_____|_____

F. Parts inspection/checking per instructions? _____|_____|_____

G. Parts repairing per instructions? _____|_____|_____

H. Properly taking and recording fits and clearances? _____|_____|_____

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SECTION 2	WORK PROCESS AUDIT	<u>YES</u>	<u>NO</u>	<u>N/A</u>
6.	I. Unit reassembly per instructions?	_____	_____	_____
	J. Unit functional testing per instructions?	_____	_____	_____
	K. Final Return to Service inspection?	_____	_____	_____
7.	Does the vendor have appropriate tools and test equipment (including equivalent non-OEM) to perform the work? [13B(2)]	_____	_____	_____
8.	Are the tools and test equipment in serviceable condition? [8D, E]	_____	_____	_____
9.	Are calibrated tools and equipment labels showing within calibration and are they legible? [13B]	_____	_____	_____
10.	Is the appropriate technical data being utilized (e.g. current CMM, AMM, SRM, etc.)? [6A, B]	_____	_____	_____
	A. Is technical data stored in a manner that will protect it from dirt and damage? [6D]	_____	_____	_____
	B. Are adequate viewing devices in good condition and available for viewing the technical data? [6E]	_____	_____	_____
11.	If the technician is observed deviating from OEM technical data (e.g. alternate tooling/procedures, Process Specs., DER repairs, per an ODA, etc.), have those deviations been approved by the customer? [6F]	_____	_____	_____
12.	Are proper safety precautions being taken? [11G]	_____	_____	_____
13.	Is the unit/aircraft protected from FOD? [11G, 13D]	_____	_____	_____
14.	Are customers' parts properly identified throughout the maintenance actions and in storage? [13D]	_____	_____	_____
15.	Does each shelf life item have the shelf life expiration limit displayed? [7B]	_____	_____	_____
16.	Were items sampled for shelf life within limits? [7C, D]	_____	_____	_____

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SECTION 2 WORK PROCESS AUDIT	<u>YES</u>	<u>NO</u>	<u>N/A</u>
17. Are fluid dispensing cans and servicing units properly identified? [13H]	_____	_____	_____
18. Is the vendor following their work turnover procedure? [13E]	_____	_____	_____
19. Are all required licenses and repairman certificates available for review? [2A]	_____	_____	_____
20. Does the vendor properly execute customer's required inspections (RII)? [4A]	_____	_____	_____
21. Do final inspection personnel ensure that adequate checks, tests, and inspections are performed to customer specifications? [13F]	_____	_____	_____
22. Do personnel follow the return to service procedures? [3B, 5G]	_____	_____	_____
23. Are the vendor's work records complete, in order, and legible? [13I]	_____	_____	_____
24. Do the work package records contain: [13I]			
A. The description of the work performed or reference to data acceptable to the administrator?	_____	_____	_____
B. The date of completion of the work performed?	_____	_____	_____
C. The name of the person performing the work?	_____	_____	_____
D. The name of the person inspecting the work?	_____	_____	_____
E. The signature, certificate number of the person returning the article to service?	_____	_____	_____
F. Are all test and inspection records in work package?	_____	_____	_____
25. Does the vendor's return-to-service document meet customer and FAA/NAA requirements? [13I(5)]	_____	_____	_____
26. Does the vendor maintain certification on sub-contractor work? [3J]	_____	_____	_____
27. Were Major repairs/alterations properly documented? [13I]	_____	_____	_____
28. Were ADs properly evaluated, accomplished, and documented? [13I]	_____	_____	_____

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SECTION 3 SUPPORT SYSTEMS AUDIT

Calibration Control

1. Does the vendor comply with its calibrated tool program? [8B, 13B]
2. Did the sample checks of the calibrated tooling indicate that the tooling is within calibration limits? [8A-G]
3. Do calibration records: [8G]
 - A. Show date calibrated?
 - B. Show calibration due date?
 - C. Identify individual or vendor that performed calibration or check?
 - D. Contain a calibration certificate for each item calibrated by an outside agency?
 - E. Record details of adjustments and repairs?
 - F. Show the P/N, S/N, and calibration due date of the standard used to perform the calibration?
4. Where tooling/test equipment is used, does the vendor: [13C(1)]
 - A. Have an operating manual and maintenance manual for the equipment?
 - B. Perform maintenance and servicing per the manual?
 - C. Maintain maintenance and servicing records for two years?
 - D. Where applicable, list the equipment in their calibration program?
5. Where a vendor uses non-OEM specified tooling/test equipment, is it properly substantiated as equivalent? [13C(2)]

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SECTION 3 SUPPORT SYSTEMS AUDIT

YES NO N/A

Training

- | | | |
|----|--|--|
| 6. | Are RII inspectors properly trained and certified? [5F] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 7. | Did the sampled names indicate the mechanics, inspectors and supervisors were properly trained, authorized and certificated, if required, for the work they perform? [5D - F, 9A, and 13B] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 8. | Are the training records retained for a minimum of two (2) years after the employee leaves the company? [9C] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |

Facilities

- | | | |
|-----|--|--|
| 9. | If the vendor deals in non-aircraft parts, materials and/or maintenance activities, are they adequately segregated from the aircraft functions? [10A] | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 10. | Does the vendor have: [10B(2)] | |
| A. | Sufficient work space and areas for the proper segregation and protection of articles? | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| B. | Segregated work areas enabling environmentally hazardous or sensitive operations such as painting, cleaning, welding, avionics work, and machining to be done properly and in a manner that does not adversely affect other maintenance? | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| C. | Suitable racks, hoists, trays, stands, and other segregation means for the storage and protection of all articles? | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| D. | Space sufficient to segregate articles and materials stocked for installation from those undergoing maintenance, preventive maintenance, or alterations? | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| E. | 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 the part? | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |

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SECTION 3	SUPPORT SYSTEMS AUDIT	<u>YES</u>	<u>NO</u>	<u>N/A</u>
10.	F. Areas for receiving and for shipping customers' units with adequate space, lighting, shelving, security and fire protection to accommodate customers' units in a manner that will preclude damage, loss, and theft?	_____	_____	_____
	G. Adequate and appropriate storage area to safely store customers' reusable shipping containers and to protect them from environmental damage?	_____	_____	_____
11.	If the vendor has an airframe rating, is suitable permanent housing provided to enclose the largest type and model of aircraft listed on its Operations Specifications? [10C]	_____	_____	_____
12.	If the vendor performs maintenance, preventive maintenance, or alterations on articles outside of its housing, does it provide suitable facilities that are acceptable to the FAA/NAA and its customers? [10D]	_____	_____	_____
13.	Do facilities outside of the vendor's housing meet the requirements of this standard so that the work can be done in accordance with the requirements of 14 CFR 43? [10D]	_____	_____	_____
14.	Does the vendor have adequate safety procedures in place and are the operations conducted in a safe manner and environment? [11A-G]	_____	_____	_____
Material Control Process				
15.	Are parts and materials correctly identified and properly stored? [12A, B]	_____	_____	_____
16.	Do parts in bins match part number on bins? [12A]	_____	_____	_____
17.	Does the vendor have a quarantine area for rejected parts and materials awaiting disposition? [12C]	_____	_____	_____
18.	Does the vendor comply with its scrapped parts procedure to ensure they are either returned to the customer or mutilated beyond repair? [15A]	_____	_____	_____
19.	Are parts and material properly protected from damage and deterioration? [12D]	_____	_____	_____

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SECTION 3 SUPPORT SYSTEMS AUDIT

YES NO N/A

20. Are flammable, toxic or volatile materials properly identified and stored? [12E] _____|_____|_____

21. Are sensitive parts and equipment (oxygen parts, o-rings, electrostatic sensitive devices, temperature/humidity controlled item, etc.) properly packaged, identified and stored to protect from damage and contamination? [12F] _____|_____|_____

22. Are high pressure bottles correctly labeled, properly stored and secured? [12G] _____|_____|_____

23. Does the vendor maintain traceability certification on all parts and raw materials? [12H, I] _____|_____|_____

Records

24. Does the vendor's record keeping system and retention time meet 14 CFR requirements? [13J] _____|_____|_____