COORDINATING AGENCY FOR SUPPLIER EVALUATION

THE SUPPLIER

December 2012

Editor's Note

By Len Pushinsky

Good day and a prosperous New Year to all. The format of the newsletter has changed a little with some new items added. I would appreciate any comments or concerns about the newsletter. This newsletter is our newsletter and to keep it going please send me any articles or issues that you believe the members would benefit from. If anyone notices any mistakes in the newsletter, please let me know.

In side this issue:

Periodic Review and Update of the C.A.S.E. Register

A. Sustaining members shall maintain current vendor usage status with the Data Center.

B. Sustaining members shall notify the C.A.S.E. Data Center promptly of any errors or changes required in Register listings.

C. Vendors to be added to the Register must be evaluated by an on-site audit. Performance evaluation alone is not adequate.

D. Vendors to be retained in the Register must be reevaluated by an on-site audit; performance evaluation alone is not adequate.

E. A vendor which has received an on-site audit and must correct an audit finding (or audit findings) may not be added to or updated in the Register until all corrective actions have been completed and objective evidence has been received by the auditor/Evaluator.

NOTE: To inform the membership of the completion of the on-site portion of an audit, the auditor shall submit a PENDCA transmittal as soon as possible (within ten (10) business days is normally expected unless circumstances limit the auditor's ability to comply).

F. The auditor and the using carrier shall be responsible for assuring that a non-U.S.repair station's FAA Air Agency Certificate (repair station certificate) is current or an extension has been granted.

G. In conjunction with submitting any UPAUD, ADDVEN, or CHANGEPOOL transmittal, auditors shall transmit, in .pdf format, to the C.A.S.E. Data Center (via e-mail to the certs@caseinc.org address) copies of the:

1) Vendor's Air Agency Certificate with full Operations Specifications (minus A-002 definitions and D-107 line maintenance authorization) or Transport Canada AMO certificate(s), as appropriate.

2) Vendor's EASA certificate (if applicable).

3) Canadian Approval of Non-U.S./non-Canadian repair station (if applicable). And,

4) Page 2 of the Vendor Expectations and Limitations signed by both parties.

NOTE: These items shall be scanned into one electronic file with the vendor's allocation number used as the file name (i.e. If the number is "12345", the file name should be 12345.pdf).

H. If at any time there are changes or additions to the items previously sent as required in 3.G., the responsible member shall re-send all the items to the C.A.S.E. Data Center (as a single document) in their entirety.

COORDINATING AGENCY FOR SUPPLIER EVALUATION

THE SUPPLIER

December 2012

Members' Articles

Audit Survey Results

By Simon Chandler

This year a customer satisfaction survey was introduced to help identify areas of the audit process that might need improving. After all, our work revolves around continuous improvement. Under the direction of the Board of Directors, a simple survey of 17 questions was developed by the Audit and Compliance Committee and an independent company was approached to administer the program. The questions are general in nature and were obtained from the Auditor's Handbook and Policy and Procedures Manual. All information is anonymous. After each Add Vendor (ADVEN) or Up Audit (UPAUD), the survey is automatically sent to the vendor and when complete, the results are sent to Survey Monkey for analysis. The data obtained will be used to develop or focus training on areas where improvement is needed.

At the time of the last Meeting in Phoenix (Fall 2012), there had been 99 surveys returned. Although the data pool is still limited, it was clear that as a whole, we do perform high quality audits. However, improvement can be made in some of the most basic areas. For example, 3 audits were performed by auditors wearing "casual" dress. Obviously, we are a professional organization and have to present an appropriate appearance at all times. Also, in 4 audits the 1A Standard was not provided to the vendor ahead of time. But, the main area for improvement is explaining the vendor appeal process. In 7 audits this was not explained clearly. When we perform audits that result in Register action, we must explain what can happen if they don't continue to meet the Standard and how they can appeal the decision of the auditor. A few added minutes to the in brief or out brief explaining our process not only provides the vendor with the information, it also elevates the image of C.A.S.E. as a professional organization that looks at itself with an unbiased and independent eye.

The Focus on In-Process Auditing

By Mike Teague & Simon Chandler

With the recent change and shift in audit focus to include more "in-process" audit validations, many have had questions and some trouble understanding just what this means, and how to expand their audit techniques to comply. Some may be surprised to learn that the requirement has always been there for us to validate all aspects of the repair process, especially the in-process functions. So in essence nothing has really changed, the changes to the 1A Standard and CACS-20 Checklist were only made to help capture that information and ensure those validations are better documented.

While you probably already have the techniques, in this article we'll attempt to re-visit some of the basics that will help get you thinking of the in-process functions and maybe generate some new ideas that will help you expand and improve your audit techniques. After completing the first phase of the audit, which is typically referred to as "document review", you should have an understanding as to how the quality systems work and how maintenance is performed and documented. The next step is the facility tour or "in-process" portion of our audit. As you start the facility tour, it is important to

COORDINATING AGENCY FOR SUPPLIER EVALUATION

THE SUPPLIER

December 2012

focus on what you need to see, the processes to review, samples you'll need to collect, and the questions to ask to ensure compliance with the 1A Standard. Consider treating each area or work station as a mini audit. A clear focus on what's needed before you start the work process portion, will help your audit flow and ensure you cover all the requirements.

Walking up to the typical workstation we all ask variations of the same basic questions with follow-up questions generated by the responses we get. We should ask for the technician's name for validating training qualifications for work they are performing. If they're an Inspector, are they certificated and on the roster if applicable? If stamps are used, are they controlled, and match the applicable stamp roster. Are they using technical data, and is it correct and the current revision status? Are work records available and signed off to the steps currently in-work in accordance with the procedures? Is the technician using any calibrated tools, which can later be checked against the calibrated tool list along with the proper certification of calibration? Have any parts been issued to the job? Is there a purchase order number or a "pick list" with the parts that we can use to validate the certificate of conformity? Are proper policies & procedures being complied with for special or sensitive processes such as "ESD"? Are procedures and controls in place for areas requiring environmental control such as calibration labs and composite repair areas? Are parts in all areas protected from contamination including food and drink? Are chemical containers and bottles properly marked and do shelf-life materials have the shelf-life limit displayed? Once we have reviewed the work area, it's off to the next workstation.

But wait, before we move along, let's stop and re-evaluate if we've really covered all the areas we should have. Let's start with the paperwork or "traveler" being used. Either along with or instead of using a CMM, most facilities use some form of a "traveler" to document the work being done, and give the technicians a place to sign for work steps completed. This traveler can be in paper or electronic format. If these records are kept electronically, are there any OP's Spec A025 requirements to consider? Take a closer look at that traveler and compare it to the applicable CMM for accuracy. After all this is the document being used to sign for work completion, so it must mirror the CMM in all of its requirements for fits and clearances and other specifications. These "travelers" may have various specifications listed in each step, or call out for special tooling/test equipment, specific materials and consumables. We must validate that the items listed in this "traveler" are the same as those called out for in the applicable CMM, and not only are they available, but also being used. You may be surprised at what you find. Alternate parts, materials, tools and test equipment may be used in some cases, but you have to verify equivalency. Any deviations from approved data or use of alternate technical data must be approved by the customer prior to use, so look for a document from the customer with this approval. These steps for validating CMM requirements is the heart of our "in-process" focus, with all the other questions, sampling and validations radiating out from that. This focus on "in-process auditing" is really just taking a closer look at all the CMM requirements and taking the time to validate that those requirements are being complied with. Remember the CMMs may also be electronically available to the technicians, which should generate some additional questions for you to think about. Who controls the electronic database for technical data, and what controls are in place to ensure the electronic database is updated along with paper manuals? Who audits the electronic database to ensure it is current with OEM manual requirements? Surprisingly, it is typical for one person to update a vendor's electronic technical data database with no oversight or independent check to ensure database currency.

COORDINATING AGENCY FOR SUPPLIER EVALUATION

THE SUPPLIER

December 2012

Don't forget the review of customer completed work packages. These contain, in most cases, much of the sampling information we look for on the shop floor with one very important addition; they must contain the customer requirements. Verify the work performed was the work requested or approved. After all, the whole point of the audit is to verify work is performed in accordance with customer specifications.

After the work process portion of our audit, we move onto the support systems section where we will validate our samples such as calibration, training, tech data, etc.

We know every vendor audit is a constantly changing and fluid environment, and it's difficult to capture everything required to perform the in-process portion of an audit in an article. But hopefully by listing some of the above variables we'll get those auditing juices flowing, and you'll review your own auditing techniques to determine if you're thinking of and trying to capture as many of those variables and scenarios as possible. Remember, a key element of auditing is maintaining situational awareness of your surroundings as you move through the facility. Always be looking around, and always be listening, really listening to your interviewees. When you begin your in-process audit portion, already have formulated what you need to see, areas you need to cover, questions you need to ask to validate the 1A requirements. With more focus on in-process auditing, we need to spend extra time validating CMM requirements. Every audit is similar, requiring the same basic validations of all the quality elements and work processes. You need to be able to adapt to the particular environment you're in, and how that vendor flows the repair process, while keeping a grasp of the elements you must sample and validate to determine if the requirements of the 1A Standard and customer requirements are being met.

Hazmat Training

By Bud Morris

During the C.A.S.E fall 2012 meeting the ACS voted and accepted the requirement to add to the 1A Standard the requirement to verify during an audit of a 145 Repair Station that meets the definition of a hazmat employer under 49 CFR 171.8 has a training program that meets the requirement of 49 CFR part 172 subpart H. First of all, it is not the responsibility of the auditor to determine if the Repair Station is a hazmat employer, rather it is the responsibility of the Repair Station during their certification process to determine if they are a hazmat employer or not. 14 CFR 145.53(c) Issue of certificate states: Before a repair station certificate can be issued for a repair station that is located within the United States, the applicant shall certify in writing that all "hazmat employees" (see 49 CFR 171.8) for the repair station, its contractors, or subcontractors are trained as required in 49 CFR part 172 subpart H. We as auditors are only required to verify that they have a program if they are a Hazmat employer as defined in 49 CFR 171.8. So ask the vendor if they are or are not a Hazmat employer. If they reply **no** N/A the block on the CACS-20. If they **are** a Hazmat employer, verify that they have a program. The approved hazardous materials training program, according to the FAA, may be provided by company training program, computer-based programs, self-guided compact disk training program, outside training firms or consultants, or any other type of organization offering training that meets the objective training requirements. Additionally, all persons affected by the rule are required to receive hazardous materials training every 24 months.

COORDINATING AGENCY FOR SUPPLIER EVALUATION

THE SUPPLIER

December 2012

Remember **not all** 145 Repair Stations are Hazmat employers. The FAA requires that certain repair stations provide documentation showing that persons **handling hazmat for transportation** have been trained, as required by the Department of Transportation's Hazardous Materials Regulations (HMRs). I have included some articles I hope will help.

Subject: 145.165 Hazardous Materials Training (FAA 14 CFR 145 Final Rule October 7, 2005)

In the final rule, the FAA is removing the language "uses or replaces aircraft components, uses or handles consumable hazardous materials or other items regulated by 49 CFR parts 171 through 180" to clarify the repair stations intended to be covered under this final rule are the repair stations that perform work for, or on behalf of a part 121 or part 135 operator and are regulated by 49 CFR parts 171 through 180. If a repair station is performing the functions of a shipper and preparing an item classified as a hazardous material (including materials shipped as COMAT) for shipment by air, DOT's hazmat training regulations in 49 CFR part 172 H currently apply.

Subject: 14 CFR 145.206(a) (William G. Wilkening – Director, Office of Hazardous Materials) Letter dated March 13, 2006

If the repair station is not regulated by parts 49 CFR 171 through 180, the requirements of 14 CFR 145.206(a) do not apply.

Subject: Hazmat Final Rule (Avionics News February 2006)

The repair stations intended to be covered under this rule are Part 145 repair stations that perform work for, or on the Part 121 or Part 135 operator's behalf and are regulated by 49 CFR Parts 171 through 180. This, by definition in 49 CFR, **would include only the repair stations that offer or accept hazardous material for transportation**.

Note: Do not confuse employee hazmat familiarization (MSDS) and training with the regulatory requirements of DOT Title 49 part 171, 171.8 and 172 subpart H

Hazmat Awareness Training Material – Free from the D.O.T.

By Bud Morris

Here is the web site I spoke about at the C.A.S.E. Fall Meeting. [https://hazmatonline.phmsadot.gov/services/Pub_Free.aspx] This training material is free from the Department of Transportation that regulates the transportation of hazardous material by Air, Motor Vehicle, Sea and Rail (49 CFR parts 100 to 185). Once you get to the web site click on **Free Publication**. Mark an X by the material you wish to receive and "add to cart". Follow the Instructions for filling out the mailing information and if they have the material in stock you should receive the requested material in about 7 – 10 days. **REMEMBER** this material **does not** meet all of the training requirements of 49CFR172.704 that is required for the Repair Stations that meet the requirements of a Hazmat Employer per 49 CFR 171.8 page 106 Revised October 1, 2011(Hazmat Employer means)

COORDINATING AGENCY FOR SUPPLIER EVALUATION

THE SUPPLIER

December 2012

Level IV Comments for your Check-Ride

By Dave Allison

- Need to complete as much of your checklist as you can prior to arriving at the facility.
- We expect you to have completed your Level I/II training requirements prior to going for your level III.
- No need for a written audit plan but you should have some kind of plan and verbalize it to the Level IV.
- The Level IV's have a checklist that we use to perform the check-ride. There is nothing on our checklist that was not covered in one of your training classes or in the P&P.
- The CACS-20 checklist was revised to get the auditor into the in-process part of the audit. We want to see you interviewing the technician, reviewing the manuals, and validating what they are doing and how they are doing it.
- The Ops Spec gives you guidance on how to perform the audit. You need know what they are working on and if it drives you to a capabilities list know what is on it. If the Ops Spec identifies Welding, NDT, ESD, etc. you should know those standards and how to audit them.

COORDINATING AGENCY FOR SUPPLIER EVALUATION
C.A.S.E. INCORPORATED

THE SUPPLIER

December 2012

Training News

Winter Training Session

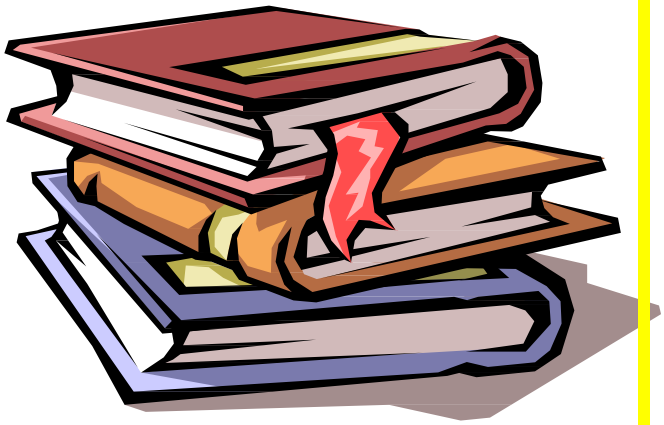
January 21-25th, 2013

Sheraton Grand Hotel DFW

4440 W. John Carpenter Freeway, Irving, TX 75063

You can book your room reservations with the Sheraton Grand Hotel at Dallas/Ft. Worth Airport by phone – 1-972-929-8400; be sure you mention the group code "C.A.S.E.".

TRAINING SCHEDULE
Sunday, January 20, 2013
3:00 PM to 6:00 PM Registration
6:00 PM to 8:00 PM BOD Meeting
Monday, January 21, 2013
7:30 AM to 9:00 AM Registration
8:00 AM to 12:00 PM NDT for Auditors Sidebar**
1:00 PM to 5:00 PM Root Cause Sidebar**
6:00 PM to 8:00 PM C.A.S.E. Database Training
Tuesday, January 22, 2013
7:30 AM to 9:00 AM Registration
8:00 AM to 5:00 PM ACS/ARSS 1A Initial
8:00 AM to 5:00 PM ACS/ARSS 1A Recurrent
6:00 PM to 8:00 PM ACS Level III/IV Meeting
Wednesday, January 24, 2013
7:30 AM to 9:00 AM Registration
8:00 AM to 5:00 PM ACS P&P
8:00 AM to 5:00 PM ARSS P&P
Thursday, January 25, 2013
8:00 AM to 5:00 PM C.A.S.E. 2A Standard



Note: Classes are scheduled until 5:00 pm. Lunch and dinner are not provided. We have a certain amount of material that must be covered, classes may run beyond. Please plan to stay until class conclusion each day. Certifications will not be mailed to any attendees.
Dress code during training sessions is business casual.

<u> Please note sidebar classes are subject to change if necessary.</u>**

COORDINATING AGENCY FOR SUPPLIER EVALUATION

THE SUPPLIER

December 2012

Positions Scheduled for Election at the 2013 Spring Meeting

The following Two (2) ACS position are scheduled for election at the 2013 spring meeting:
ACS Secretary
ACS Training Committee Chair
If you are interested in any position listed above, please submit your name for election at any time. If possible prior to the meeting, let the A&C Committee Chair (Rich Dingee) or the A&C Vice-Chair (Mike Teague) know of your intention to run.

Members' Forum

The members' forum is for general information that members may benefit from.

A&P Certificate Replacement

Notice Number: NOTC4449

If you have already replaced your paper A&P certificate, then this message is not for you. On the other hand, if your A&P certificate is still printed on paper, please read carefully.

The FAA is under a mandate to replace all paper certificates with plastic certificates. If you do not replace your paper certificate on or before March 31, 2013, you will no longer be able to exercise your privileges!

All certificated Airmen, including mechanics, repairmen, pilots, etc., are required to replace their paper copy with a plastic copy, or they will no longer be able to exercise the privileges of that certificate.

The best way to get a new replacement certificate is to follow the instructions at http://www.faa.gov/licenses_certificates/airmen_certification/certificate_replacement/.

The replacement cost is $2.00, unless you still have your Social Security Number on your certificate and you ask to have it removed.

Moving an Audit

Members, when requesting to move an audit, please follow the protocol in the P&P and ONLY respond if you have objections to the move. DO NOT reply all if you are OK with them moving the audit because no reply is needed.

COORDINATING AGENCY FOR SUPPLIER EVALUATION

THE SUPPLIER

December 2012

Treasurer's Forum

An invoice for 2013 Annual Membership dues will be arriving in your e-mail soon. Your invoice will arrive at the end of December and is due by January 31, 2013.

There are 4 ways to make payment:

1. Send a check made out to "C.A.S.E., Inc." and send to the address below.

   Michael Goering
   C.A.S.E., Inc. Treasurer
   3849 S. Gilda Circle
   Wichita, KS 67215

   Please remember to note the invoice number on your check

2. Payment can be made by using the link attached to the email sent along with the invoice.

3. A payment can also be made by wire transfer. In this case the bank will charge C.A.S.E. a fee when making a wire transfer so an additional $25.00 will need to be added to your payment. Also, you will need to contact me for additional bank information when making a wire transfer.

And Finally

4. Payment can be made through PayPal by accessing the C.A.S.E. website at ,www.caseinc.org A link is posted under the "Air Carriers" button or "Repair Stations" button.

Membership dues are $ 1,400.00 for Air Carrier Members and $1,000.00 for Repair Station Members and are good for 12 months (January 1, 2013 through December 31, 2013)

If you have any questions, I can be reached by the following:

(734) 644-1149 cell
mgoering@kalittaair.com

Please note: If you do not receive an invoice please contact me and if my contact information for your company is wrong and you need your company's invoice sent elsewhere please let me know so that the information can be updated.

COORDINATING AGENCY FOR SUPPLIER EVALUATION

THE SUPPLIER

December 2012

Meet Your Committee Members

ACS Section Chair
Kenneth Shadursky
914-701-8651
kenneth.shadursky@atlasair.com

ACS Section Vice-Chair
Simon Chandler
502 329-6099
simonchandler@ups.com

Audit and Compliance

Chair Rich Dingee
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rdingee@southernair.com

Vice-Chair Mike Teague
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Membership & Promotions

Chair Dave Allison
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Vice-Chair Eric Maskrey
614-329-5427
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Standards & Procedures

Chair Sean Ressler
612-812-9903
sressler@pncl.com

Vice-Chair Francisco Henao,
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Database

Chair John Healy
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Vice-Chair John Frisbee,
612-713-6945
jonathan.frisbee@compassairline.com

Fuel

Chair Ron Swingle
973-681-2165
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Vice-Chair Dennis Butler,
678-254-6532
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Training

Chair Hubert Low
650-634-4254
hubert.low@united.com

Vice-Chair Mason Rashid
650-634-4760
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COORDINATING AGENCY FOR SUPPLIER EVALUATION

THE SUPPLIER

December 2012

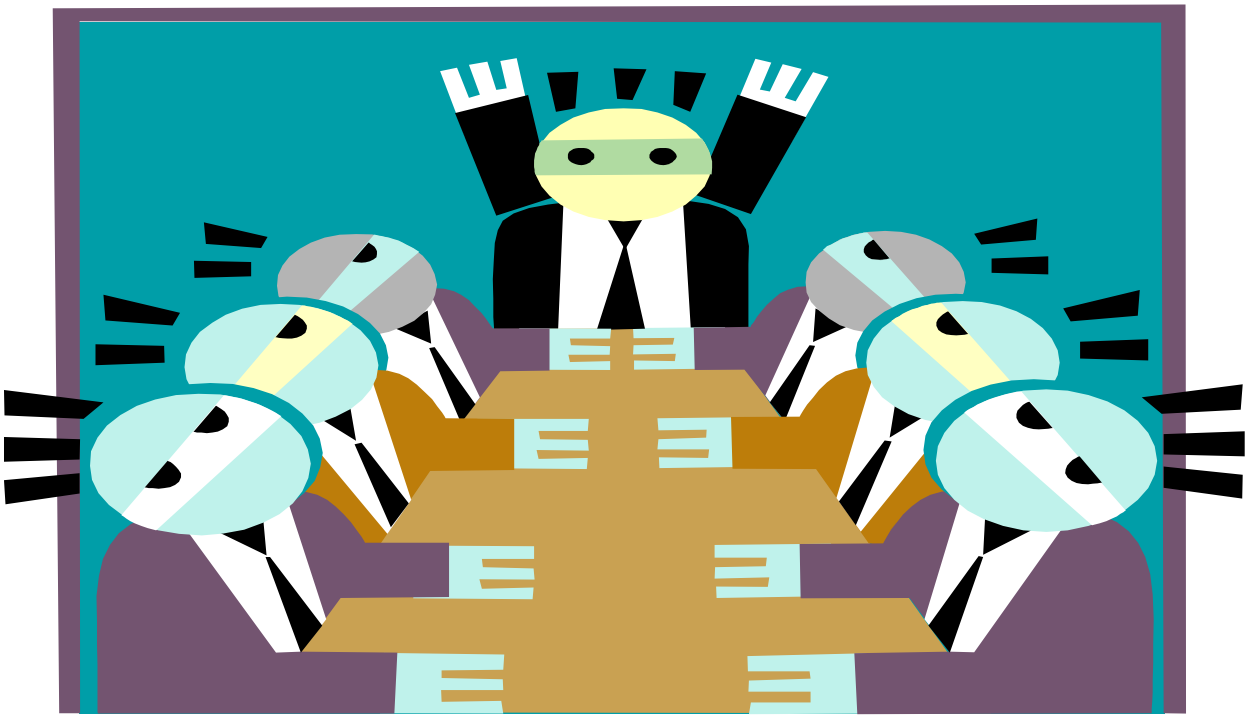
Meet Your Committee Members

Newsletter

Chair Leonard Pushinsky
412-538-3431
Leonard.pushinsky@usairways.com

Membership Regional Vice-Chair(s)

Sven Kröger, Lufthansa Technik
49 40 5070 3022
sven.kroeger@lht.dlh.de



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COORDINATING AGENCY FOR SUPPLIER EVALUATION

THE SUPPLIER

December 2012

Spring Meeting 2012

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THE SUPPLIER

December 2012

Fall Meeting 2012

COORDINATING AGENCY FOR SUPPLIER EVALUATION

THE SUPPLIER

December 2012

C.A.S.E. Spring 2013 Meeting
Sheraton Music City Hotel Nashville, TN

Monday, April 15 - Wednesday, April 17, 2013

You can book your room reservations with the Sheraton by phone - 1.888.627.7060 or 615-885-2200; be sure you mention the group code “C.A.S.E.”. The room rate is $119.00/night plus tax. Deadline for the C.A.S.E. room rate is Friday, March 1st, 2013.