



# **Jett Pro Line Maintenance**

## **Repair Station Manual**



# Repair Station Manual

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## RSM - Revision Highlight Page

**Revision Date: 12/1/08**

This revision highlight page provides a quick reference to the latest manual revisions. All changes are summarized in the remarks column.

The total manual page numbering has been altered due to electronic reformatting. All previous revisions (whether 2 3/08 or 3 5/08) have been changed to Rev 4 12/08 to reflect a total manual change. Specific policy or procedural changes, deletions or paragraph position changes are listed below.



# Repair Station Manual

<u>SECTION</u>	<u>OLD REVISION</u>	<u>NEW REVISION</u>	<u>REMARKS</u>
Highlight page	n/a	Rev 4 12/08 Pg 2	<u>Self explanatory</u>
Total manual	Rev 3 5/08	Rev 4 12/08	<u>Discard hard (paper) copy of SOP manual per 2.1.0-2.4.5. SOP Manual retention and viewing is 100% electronic as of 12/1/08.</u>
Revision Sheet	Rev 3 5/08	Rev 4 12/08	Self explanatory
LEP	Rev 3 5/08	Rev 4 12/08	Highlight page added
T of C	Rev 3 5/08	Rev 4 12/08	Highlight page added

## Revision Page

Revision Number	Revision Date	Affected Pages	Effective Date	Inserted By
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Original Issue	July 1, 2006	All	10/01/06	MO
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Revision 2	March 24, 2008	All	3/24/08	RM
Revision 3	May 30, 2008	1,2,4,11B,12, 13,14,20, org chart	5/30/08	RM
Revision 4	Dec 1, 2008	All	12/1/08	RM

## List of Effective Pages

Page Number	Revision Number	Revision Date	Page Number	Revision Number	Revision Date
cover	n/a	n/a	21	4	12/1/08



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Quality Assurance Manager: Roger McKee (signature on file)      Date: 12/1/08

FAA Representative: per 2.3.1

Date:



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## Referenced Documents

FAR 145	Federal Aviation Regulation Part 145 31 January 2004	Regulatory compliance
QMS	Jett Pro Quality Management System (07/01/2006)	Quality program
SOP	Jett Pro Standard Operating Procedures (07/01/2006)	Day to day operation
EASA	European Supplement Jett Pro Standard Operating Procedures (01/16 /2006)	European compliance
TCCA	Canadian Aviation Regulations 571, 573 with MIP Supplement as provided under BASA.	Canadian compliance



# Repair Station Manual

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## Section 1

### Introduction:

#### 1.1.0 Purpose:

- 1.1 The purpose of this document is to describe the housing, facilities, equipment, personnel and general operating rules relevant to the operation of this Repair Station, certificated by the Federal Aviation Administration (FAA) under Title 14 of the Code Federal Regulations (CFR) Part 145. All ratings issued to this Repair Station by the FAA under Part 145 are described in the Operations Specifications.

#### 1.2.0 Scope:

- 2.1 This manual includes a description of the policies and procedures that will be used by this Repair Station to meet all requirements of Part 145.
- 2.2 The information contained in this manual explains the systems used by the Repair Station when performing scheduled or unscheduled maintenance on commercial aircraft.
- 2.3 All technicians working aircraft will have a SIDA badge and an FAA License verification letter.
- 2.4 The SIDA badge signifies that the employee has had a Federal Bureau of Investigation check and fingerprinting in accordance with Federal Aviation Regulation Part 107.209 and Transportation Security Regulation Part 1542.209 (Access Investigation).
- 2.5 The FAA License Verification letter will show that the technician is a federally licensed Aircraft Maintenance Technician. This verification will be completed annually. The FAA License Verification letter will be kept in their personal files.

#### 1.3.0 Responsibility:

- 3.1 It is the responsibility of each Air Carrier to provide current and accurate technical data as required to accomplish or record a particular operation. Examples of approved Air Carrier's technical instructions for continued airworthiness include but are not limited to:
  - 3.1.1 Maintenance Repair Manuals
  - 3.1.2 Structural Repair Manuals.
  - 3.1.3 Task Cards.
  - 3.1.4 Other data/documents provided by the Air Carrier acceptable to or approved by the FAA.





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## Section 1 (cont'd)

- 3.2 Documents shall not be retained by the Repair Station for future use.
- 3.3 It is the responsibility of the technician to establish clear and open lines of communication with the Air Carriers' maintenance control prior to beginning any job.

### 1.4.0 Procedure:

- 4.1 The maintenance or preventative maintenance on commercial aircraft will be performed in accordance with the applicable Federal Aviation Regulations (FARs) and a Foreign National Aviation Authority (NAA) under the terms and conditions of the Bilateral Aviation Safety Agreement (BASA) and associated Maintenance Implementation Procedure (MIP).
- 4.2 The Repair Station will not maintain or alter any article for which it does not hold an appropriate rating.
- 4.3 The Repair Station will not maintain or alter any article for which it is rated if the appropriate housing, facilities, equipment, personnel, or technical data are not available.
- 4.4 Refer to Section 7 for limitations of performing maintenance at airports outside Jett Pro's fixed locations.
- 4.5 The Repair Station will notify an air carrier of any item or article found unairworthy for further disposition. Items not affixed to the aircraft shall be identified with a Jett Pro Out of Service tag, M8.



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## Section 2

### Manual Revision and Control:

#### 2.1.0 Purpose:

- 1.0 The purpose of this document is to describe procedures for controlling a repair station manual as required by FAR 145.209 and FAR 145.211. Jett Pro will maintain and distribute the manual electronically, only.

#### 2.2.0 Scope:

- 2.1 Manual upkeep and revisions will be maintained and administered by the Quality Assurance Manager. The manual and revisions will be available to all employees and authorized access holders (see below) through electronic media.
- 2.2 Unauthorized reproduction or unofficial release of any portion of this manual is strictly prohibited.

#### 2.3.0 Responsibility:

- 3.1 The Accountability/QA Manager is responsible for coordinating all revisions to this manual with the Primary Maintenance Inspector (PMI), Flight Standards District office (FSDO) Oakland, CA. by forwarding a copy of the contemplated changes 30 days prior to the issuance date for comment. If comments are received from the PMI, they will be reviewed and changes made where needed. If no comments are received within 30 days the manual is considered to be accepted. The FAA will retain a copy at the FSDO and the Accountability Manager will digitally sign the master and distribute copies to all manual holders in electronic format. PMI signature is per current FAR policies.
- 3.2 Any Jett Pro employee can submit a written request to revise the manual. The request shall be submitted to the Director of Maintenance for review.
- 3.3 The Accountability Manager shall maintain an electronic master copy and a hardcopy.
- 3.4 The Accountability Manager shall distribute the manual including the latest revisions to all Jett Pro employees and authorized access holders via the Company web based site JETTS (Jett Pro Electronic Terminal and Tracking System) located at [www.insidejettpro.aero](http://www.insidejettpro.aero). Manual revision notification to all employees will be:
  - 3.4.1 via email
  - 3.4.2 A message will be placed in Time Force on the sign screen alerting an employee when he clocks in for his shift there are manual revisions.
  - 3.4.3 A highlight sheet will be at the front of the manual to notify viewers of changes embodied in the manual.
  - 3.4.5 The company's web based site, JETTS, home page will have a specific link titled "Recent Uploads" which when clicked on will bring up the most recent manual change.



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## Section 2 (cont'd)

### 2.4.0 Procedure:

- 4.1 Upon review by the FAA and after the 30 day period, whichever is shorter, the Accountability Manager shall sign the revised List of Effective pages by digital signature to indicate approval before distribution. The PMI signature is per current FAA policies.
- 4.2 If at any time the FAA finds any portion of this manual unacceptable due to non compliance with an enumerated FAR, the Repair Station shall initiate the manual change within 15 days of written notification of the non compliance. The change shall be distributed to all manual holders as noted in 2.3.4.
- 4.3 If at any time an auditor or FAA inspector requests a copy of portions of the manual it will be automatically stamped "For Reference Only" or equivalent. Complete manual requests must be authorized first by a member of upper management.
- 4.4 Where portions of the manual are needed for training purposes or where using a computer for viewing is impracticable, paper copies may be made e.g. an auditor may need a copy for clarification during the exercise of his job. All copied pages will be automatically stamped "For Reference Only."
- 4.5 Computer access to all manuals by employees and authorized holders such as the FAA PMI will be provided through JETTs located at [www.insidejettpro.aero](http://www.insidejettpro.aero). Access is 24/7 and entered by specific user ID and individual password, 24/7. The password will be changed every 3 months. Manual viewers will have "read only" status. Higher access is limited to the administrator, and upper management where needed.
- 4.6 Administrative maintenance of the company web based system including password resets etc. will be provided by the Line Maintenance Operation Specialist at HQ-ONT.



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## Section 3

### Organizational Structure:

#### 3.1.0 Purpose:

- 1.1 The purpose of this document is to provide an overview of Jett Pro and identify personnel duties and responsibility.

#### 3.2.0 Scope:

- 2.1 This manual contains an Organizational Chart of Management, Quality Assurance and technical departments (reference insert on previous page)

#### 3.3.0 Responsibility:

##### 3.1 The President:

- 3.1.1 Overall operation of the Repair Station.
- 3.1.2 Provide administrative support and ensure all departments are properly staffed.
- 3.1.3 Management of day-to-day activities of the company, by monitoring the daily operation closely.
- 3.1.4 Formulate the company business strategy, implement company decisions and initiatives.
- 3.1.5 Develop strategic company plans, and objectives as agreed by Jett Pro Top Management Team (TMT).
- 3.1.6 Maintain strong communication with all Jett Pro TMT.
- 3.1.7 Continued maintenance of the facilities.
- 3.1.8 Repair Station's compliance with all applicable Federal Aviation Regulations and approved technical data.
- 3.1.9 Duties of the President may be delegated by him as necessary.



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## Section 3 (cont'd)

### 3.2 The Director of Maintenance:

- 3.2.1 The DOM directs, plans and organizes the maintenance and line maintenance activities performed at all Jett Pro stations.
- 3.2.2 Ensure all stations and personnel operate in compliance with the approved airlines GMM and governmental policies, procedures, and regulations.
- 3.2.3 Administer the contract and ensure quality of maintenance and cost management.
- 3.2.4 Recommends personnel changes, and provide all necessary advice in order to achieve maximum productivity and maximum cost control.
- 3.2.5 Monitor monthly maintenance budgets and annual forecast.
- 3.2.6 Responsible of work assignments and personnel administration.

### 3.3 The Quality Assurance Manager / Accountability Manager

- 3.3.1 Directly responsible for the activities and administration of Quality Assurance, Quality Control, inspections and aircraft records, as they relate to Federal Regulations, Repair Station Policies and Procedures, EASA and TCCA requirements.
- 3.3.2 Directly responsible as Jett Pro Line Maintenance FAA Part 145 Repair Station Accountability Manager.
- 3.3.3 Liaison between the FAA, the Air Carrier auditors, and the company in matters concerning regulatory compliance.
- 3.2.4 Investigate findings to determine the root cause of systemic issues and the remedy to prevent recurrence.
- 3.2.5 Responsible for coordinating with the regional managers and human resources direction to hire, discipline and discharge personnel in his/her area of responsibilities.
- 3.2.6 Responsible for the Jett Pro Line Maintenance tooling and calibration tracking program.
- 3.2.7 Responsible for conducting internal station audits frequently and follow up on corrective actions to determine effectiveness with all Jett Pro policies and procedures in maintaining a safe, compliant, and efficient operation.
- 3.3.8 Additional responsibilities are outlined in the Jett Pro Line Maintenance Quality Assurance Manual.
- 3.3.9 Responsible for authorizing Jett Pro inspection personnel per the Station Roster.



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## Section 3 (cont'd)

### 3.4 The General Manager:

- 3.4.1 Answers directly to the Director of Maintenance.
- 3.4.2 Ensures all assigned personnel (managers and technicians) operate in compliance with the approved Air Carrier's maintenance policies and procedures. Informs Station Managers of current policies and procedures and supports training when needed. Provides support coverage when personnel deficiencies exist.
- 3.4.3 Be thoroughly familiar with Jett Pro manuals (RSM, QAM, TPM and SOP).
- 3.4.4 Oversees operations of assigned stations in all aspects. Monitor the manpower required on all assigned shifts, and be responsible directly or indirectly assigning technicians to obtain maximum productivity and efficiency. Oversees new station set up as needed.
- 3.4.5 Visits assigned stations announced and unannounced and conducts audits as needed.
- 3.4.6 Responsible for recruiting and placement of Station Managers. Administers and processes performance appraisals on Station Managers. Provides support and guidance to assigned stations with disciplinary and termination issues.
- 3.4.7 Provide assistance in the coordination and control of personnel, equipment, tooling and resources to assure an AOG situation is corrected on a timely basis, satisfying the air carrier's operational requirements and ensuring the best communication of maintenance progress is provided the customer. Communicate all AOG situations with the Director of Maintenance.
- 3.4.8 Directly responsible for station monthly budgets and the status of assets and funds with the DOM, and each station manager. Monitor each station hourly and overtime usage for support and control.
- 3.4.9 Ensure assigned stations company calibrated tooling and equipment are in accordance with FAA and Air Carriers requirements. Track and monitor the calibration validity and availability of all tooling and materials.
- 3.4.10 Ensure all personnel including Station Managers act and communicate with customers in a professional manner. This includes the wearing of proper Jett Pro uniform, telephone etiquette and the cleanliness of the shops, offices and vehicles.
- 3.4.11 Monitor station personnel duty times and limitation hours are maintained per FAA guidelines.



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## Section 3 (cont'd)

### 3.5 Line Maintenance Operation Specialist:

- 3.5.1 Directly responsible for the Ground Support Equipment (GSE) business division for Jett Pro.
- 3.5.2 Develops procedures and techniques to attain greater efficiency in the GSE accounting/billing process.
- 3.5.3 Develops and initiates all new GSE projects to include labor, material, equipment and implementation.
- 3.5.4 Administers the Jett Pro Calibrated Tooling and tracking program.
- 3.5.5 Administers the Jett Pro Non Calibrated Equipment program including the equipment provided by Air Expert.
- 3.5.6 Is responsible for all company computer developments including purchases, software and usage.
- 3.5.7 Administers all station vehicle maintenance programs including gas usage and registration tracking.
- 3.5.8 Responsible for tracking all technicians training and qualifications utilizing the current training matrix and Time Force equipment.
- 3.5.9 Total administration of all station HazMat requirements. Responsible to organize, coordinate and directs efforts at each station in compliance with Federal and local airport regulations and coordinate with Air Carriers regulations as it pertains to contract maintenance issues.
- 3.5.10 Is responsible for compliance as the company Safety Coordinator. Will ensure safety programs are administered in accordance with Federal, FAA and Air Carrier regulations. Will implement and coordinate safety activities throughout the company for all accident and loss prevention efforts.
- 3.5.11 Administers the supplies and budget of station aircraft fluids, oxygen and nitrogen supplies.
- 3.5.12 Responsible and administers the customs seals and tracks all issued airport badges.
- 3.5.13 Assists the President in reviewing all insurance as it relates to contracts and airports to assure appropriate coverage and reduce risk and loss.
- 3.5.14 Reviews all stations office areas and space and in relation to terminal distances to evaluate operational efficiencies.
- 3.5.15 Assist any station for coverage as needed. Train and badge as required.
- 3.5.16 Assist in opening new locations.



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## Section 3 (cont'd)

### 3.6 The Station Manager:

- 3.6.1 Responsible to the General Manager as the focal point in coordinating station line maintenance activities.
- 3.6.2 Coordinate and control personnel, equipment, tooling, and resources to assure the customer aircraft on an AOG situation is corrected on a timely basis, satisfying the Air Carrier's operational requirements to ensure the best communication of maintenance progress is provided the customer. Communicate all AOG situations with the General Manager and Director of Maintenance.
- 3.6.3 Evaluate maintenance discrepancies as required and coordinate with the regional General Manager as needed to address maintenance actions and resolve existing discrepancy in a timely manner.
- 3.6.4 Directly in control of station line maintenance operations, ensuring compliance with legal and regulatory requirements.
- 3.6.5 Responsible for maintaining company maintenance documentation in an efficient and business like manner.
- 3.6.6 Responsible for review and accuracy of station company documents.
- 3.6.7 Schedule and assign personnel to duties and shifts as required to include scheduled off day, holiday and overtime coverage.
- 3.6.8 Ensure customers technical data is being available and being used when performing aircraft maintenance.
- 3.6.9 Oversee that proper receiving inspections are conducted and documented per Jett Pro and customers policies and procedures. Ensure parts are properly tagged and identified when required.
- 3.6.10 Delegate duties as required to a competent and qualified Jett Pro team member. Delegation does not relieve the individual from responsibility.
- 3.6.11 Ensure duty time and limitation hours are maintained per FAA guidelines.
- 3.6.12 Ensure all personnel are trained as required per the Air Carrier's policies and procedures.
- 3.6.16 Be familiar with company manuals (RSM, QAM, TPM, SOP).

### 3.7 The Lead Technician

- 3.7.1 Focal point for all in-service maintenance issues.
- 3.7.2 Evaluate maintenance discrepancies and coordinate with Station Manager to resolve and troubleshoot existing concerns.
- 3.7.3 Ensure maintenance activities are performed in full compliance with company and customer requirements.
- 3.7.4 Assign technicians and related personnel in accordance with requirements.
- 3.7.5 Provide safe and efficient maintenance, including troubleshooting, repair, overhaul, engine run and documentation to a customer's aircraft at the station.
- 3.7.6 Provide safe and efficient maintenance, including repair, engine run and troubleshooting.





# Repair Station Manual

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## Section 3 (cont'd)

- 3.7.7 Perform general aircraft repairs per the customer approved manuals. Ensure customers technical data is available and used when performing aircraft maintenance.
- 3.7.8 Provide preventive maintenance and proper operation per the SOP on company GSE equipment and vehicles as requested by the Station Manager or higher.
- 3.7.9 Document maintenance performed, material, supplies used in accordance with the customer approved manuals and Jett Pro's policies and procedures, RSM and QAM.
- 3.7.10 Ensure precautionary measures are accomplished with regard to performing any maintenance action on a customer aircraft.
- 3.7.11 Provide OJT training to other Jett Pro technicians as directed by the Station Manager or higher in accordance with Jett Pro Training Program Manual (TPM)
- 3.7.12 Perform an airworthiness sign off on a customer aircraft after scheduled maintenance, and acts as RII designee, when trained and authorized by the Air Carrier.
- 3.7.13 Perform all other related duties as assigned by the Station Manager or higher.
- 3.7.14 Be familiar with company manuals (RSM, QAM, TPM, SOP).

### 3.8 The Senior Line Technician

- 3.8.1 Provide safe and efficient maintenance, including troubleshooting, repair, overhaul, engine run and documentation to a customer's aircraft at the station.
- 3.8.2 Perform general aircraft repairs per the customer approved manuals.
- 3.8.3 Provide preventive maintenance and proper operation per the SOP on company owned GSE equipment and vehicles as requested by the Station Lead or higher.
- 3.8.4 Document maintenance performed, material and supplies used in accordance with the customer approved manuals and Jett Pro policies and procedures as contained in the RSM, and QAM.
- 3.8.5 Ensure safe work measures are utilized with regard to performing any maintenance action on a customer aircraft.
- 3.8.6 Provide OJT training to other Jett Pro technicians as directed by the Station Lead or higher in accordance with Jett Pro Training Program Manual (TPM).
- 3.8.7 Perform an airworthiness release sign off on a customer aircraft after performing maintenance, and act as RII designee (if trained and authorized by the Air Carrier).
- 3.8.8 Perform all other related duties as assigned by the Station Lead or higher.
- 3.8.9 Ensure customers technical data is available and used when performing aircraft maintenance.
- 3.8.10 Be familiar with company manuals (RSM, QAM, TPM, SOP).



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## Section 3 (cont'd)

### 3.9 The Junior Line Technicians

- 3.9.1 Carry out safe day to day operations and comply with all Jett Pro and customers' line maintenance requirements.
- 3.9.2 Assist the Senior Line Technicians and higher with both scheduled and unscheduled maintenance as required.
- 3.9.3 Understand and have a working knowledge of all Jett Pro manuals (RSM, QAM, TPM and SOP).
- 3.9.4 Ensure customers technical data is available and used when performing aircraft maintenance.
- 3.9.5 May be required to check, test and certify for service work that they performed.
- 3.9.6 Proper execution of paperwork and forms in accordance with manual and customer requirements.
- 3.9.7 Provide preventive maintenance and proper operation per the SOP on company owned GSE equipment and vehicles as requested by the Station Lead or higher.
- 3.9.8 Document maintenance performed, material and supplies used in accordance with the customer approved manuals and Jett Pro policies and procedures as contained in the RSM, QAM and SOP.
- 3.9.9 Perform other duties assigned by the Lead or higher.
- 3.9.10 Be familiar with company manuals (RSM, QAM, TPM, SOP).



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## Section 4

### Station Roster:

#### 4.1.0 Purpose:

- 1.1 The purpose of this document is to describe procedures for controlling a Repair Station Roster as required by FAR 145.161 and FAR 209(b). Jett Pro Quality Assurance will maintain a current Repair Station Roster, form M12, on file at corporate headquarters. Each station will also maintain a current roster of station employees.

#### 4.2.0 Scope:

- 2.1 The Repair Station Roster, to include management, leads, technicians and inspection personnel shall be kept current at all times. All changes must be administered and filed at the station immediately with a copy forwarded to the Quality Assurance Manager within five business days of the change.

#### 4.3.0 Responsibility:

- 3.1 The Quality Assurance Manager shall maintain a current roster of all management, Leads, technicians and inspection personnel.
- 3.2 The Station Manager may hold the original while a copy is maintained with the Quality Assurance Manager. Jett Pro Station Roster, form M12, is to be used for documenting each individual. All new station employees shall sign their individual M12 with a copy forwarded to the Quality Assurance Manager within five business days of the noted change.
- 3.3 The Station Manager or designated representative shall recommend to the Quality Assurance Manager those technicians requiring Jett Pro inspection authorization.
- 3.4 The Quality Assurance Manager or designee shall ensure the following criteria have been met prior to listing the individual as an inspector.
  - 3.4.1 Technician has documented experience and training acceptable to the Air Carriers requirements,
  - 3.4.2 The Technician has completed Jett Pro Line Maintenance Power Point training presentation and completed the training form, T1.
  - 3.4.3 The Technician has completed and signed the Jett Pro Repair Station Roster, form M12.
- 3.5. A completed copy will be forwarded to the Station Manager with the original being held by Quality Assurance. Maintain on file at the station.
- 3.6 The Quality Assurance Manager shall also maintain a summary of employment for all management, and inspection personnel to include:
  - 3.6.1 Present title
  - 3.6.2 Total years of experience on type of aircraft
  - 3.6.3 Past relevant employment with names of employers and periods of employment.
  - 3.6.4 Type of certificate(s) and ratings held, as applicable.



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## Section 5

### Housing and Facility:

#### 5.1.0 Purpose:

- 3.3 The purpose of this document is to describe housing and facilities for Jett Pro.

#### 5.2.0 Scope:

- 2.1 Jett Pro functions as a line maintenance provider for a variety of airlines and performs scheduled, on call and emergency maintenance on the flight line. Maintenance requiring an enclosure structure is available regionally through available options. Management personnel and technicians are housed either on site at the airport or located in nearby offices.
- 2.2 The Repair Station maintains personnel, housing, facilities, equipment, materials and technical data at least equal to, or exceeding, requirements of FAA Part 145.101 and 145.109.

#### 5.3.0 Responsibility:

- 3.1 The President of Jett Pro or designated representative shall be responsible for providing housing, facilities and resources to meet above requirements.
- 3.2 The President of Jett Pro is responsible for written notification to the FAA of a need for an address change.
- 3.3 All Jett Pro personnel are responsible for maintaining the facilities and equipment and should notify management when changes are required. It is important each person manage the work environment and help facilitate improvements.



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## Section 6

### Training Program:

#### 6.1.0 Purpose:

- 1.1 Refer to Jett Pro Training Program Manual



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## Section 7

### Work Performed at a Location Other Than Fixed Location:

#### 7.1.0 Purpose:

- 1.1 The purpose of this document is to describe work performed by Jett Pro Line Maintenance at another location.

#### 7.2.0 Scope:

- 2.1 This Repair Station does not practice performing maintenance, preventative maintenance or alteration at locations other than its fixed locations. However, should it become necessary to perform such work outside of these locations, several requirements must be complied with and approved prior to performing maintenance.

#### 7.3.0 Responsibility:

- 3.1 If a Jett Pro Repair Station technician is requested to perform maintenance outside of a regular Jett Pro facility, they must contact a member of the TMT prior to taking any further action.
- 3.2 The TMT Representative and the technician shall:
  - 3.2.1 Adhere to all limitations and requirements of the Repair Station
  - 3.2.2 Ensure the necessary equipment and personnel are available to satisfy requirements of the Air Carrier and Jett Pro.



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## Section 8

### Forms:

#### 8.1.0 Purpose:

- 1.1 The purpose of this document is to indicate the forms Jett Pro uses in its daily operations.

#### 8.2.0 Scope:

- 2.1 All the forms indicated are contained in the Quality Assurance Manual where there is a detailed explanation of each. The Quality Assurance Manager shall maintain the master of each form. Any changes to maintenance forms contained in the QAM will be submitted first to the Quality Assurance Manager for review with input from TMT as required to maintain company uniformity and consistency within Jett Pro.

#### 8.3.0 Procedure:

##### 3.1 Jett Pro controlled forms:

Maintenance Work Order	Form M2
Shift Turnover Log	Form M3
Maintenance Activity Log (not in use)	Form M4
Meet & Greet Log	Form M5
Towing & Brake Ride	Form M6
Bowser Servicing Inspection	Form M7
Out of Service Tag	Form M8
Calibrated Tooling Record	Form M9
Shipping & Receiving Record	Form M10
Safety Meeting Agenda	Form M11
Station Roster	Form M12
Aircraft Jack Inspection	Form M13



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## Section 9

### Duty Time Limitations:

#### 9.1.0 Purpose:

- 1.1 The purpose of this document is to ensure duty time and limitation hours are maintained.

#### 9.2.0 Scope:

- 2.2 Jett Pro shall ensure all employees performing maintenance functions will follow the FAA guidelines regarding work hours.

#### 9.3.0 Procedure:

- 3.1 All maintenance employees performing maintenance or preventative maintenance shall be relieved from duty for a period of at least 24 consecutive hours during any 7 consecutive days, or the equivalent thereof, within any 1 calendar month per FAR 121.377



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## Section 10

### Bilateral Aviation Safety Agreement (Supplement):

#### 10.1.0 Purpose:

- 1.1 The purpose of this document is in reference to the Bilateral Agreement and pursuant to CAR 571 & 573 (reference 1.4.1)

#### 10.2.0 Scope:

- 2.2 In accordance with the MIP Supplement and CAR 571 & 573 Jett Pro shall include manual location references to the following maintenance procedures. The following paragraph briefly describes each procedure and corresponding reference.

#### 10.3.0 Procedure:

- 3.1 Compliance of work order requirements including TCCA Airworthiness Directives.  
Ref: RSM 1.3.1, 1.4.0, QAM 1.2.2
- 3.2 Availability of TCCA A.D's. to maintenance personnel.  
Ref: RSM 1.3.1, QAM 1.2.2, 5.2.0, 5.3.0, 9.3.0
- 3.3 Assurance of major repairs and alterations are accomplished in accordance with TCCA data.  
Ref: RSM 1.3.1, QAM 1.2.2, 5.2.0, 5.3.0, 9.2.0, 9.3.0
- 3.4 Reporting of major repairs and alterations to the TCCA  
Ref: QAM 12.2.0, 12.3.0, RSM 1.4.0
- 3.5 Reporting of serious defects or unairworthy conditions found on Canadian aircraft.  
Ref: RSM 1.4.5, RSM Section 11, QAM 4.4.5, 4.4.6.
- 3.6 Compliance with manufacturer's maintenance manual and deviations.  
Ref: RSM 1.4.0, QAM 5.2.0, 5.3.0
- 3.7 Technician training on aircraft type:  
Ref: TPM Sect 1, 2.3.0
- 3.8 Maintenance record retention:  
Ref: QAM 12.2.3



# Repair Station Manual

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## Section 11

### Failures, Malfunctions and Defects:

#### 11.1.0 Purpose:

- 11.1 This document describes the process by which Jett Pro will handle serious failures, malfunctions and defects (called failures) found on aircraft or articles.

#### 11.2.0 Scope:

- 11.2 A certified Repair Station will report, after discovery, any serious failure, malfunction or defect found on an aircraft or associated article in accordance with FAR 145.221. Items and events that fall within the guidelines of reporting are described in FAR 125.409, 410.

#### 11.3.0 Procedure:

- 3.1 Jett Pro personnel will report immediately to their Station Lead, Manager or higher, any serious failure found on an aircraft in the course of their regular maintenance action.
- 3.2 Reporting of confirmed serious failures is a joint responsibility of the Repair Station and the Air Carrier or owner of the article. It is required for the owner of the aircraft or article to report such failures to the FAA within 96 hours of confirmed failure using the Malfunction or Defect Report (FAA form 8010-4) while the Repair Station will submit a Service Difficulty Report to the owner (FAA form 8070-1). Both shall not submit a M/D Report to the FAA or TCCA. The Service Difficulty Report, FAA Form 8070-1, shall be initiated by the Director of Maintenance or designee.