



Jett Pro Line Maintenance

Quality Assurance Manual



Quality Assurance Manual

QAM – Revision Highlight Page

Revision Number & Date: Rev 15 June/11

This revision highlight page provides a quick reference to the latest manual revisions. All changes are summarized in the remarks column. Manual changes are identified by the letter "R" on the left side of the page.

Section	Removed	Inserted	Remarks
4	Rev 4 Dec 12/08	Rev 15 06/11	1. Addition of Suspected Unapproved Parts (SUP) paragraph 4.5.0 pg 16
7	Rev 14 02/11	Rev 15 06/11	1. Record retention and retrieval 7.4.6 pg 22



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Revision Sheet

Revision Number	Revision Date	Affected Pages	Effective Date	Inserted By
Original Issue	11/2006	All	10/01/06	MO
1	11/2007	All	11/01/07	RM
2	3/2008	All	3/24/08	RM
3	4/2008	1,2,3,5, 9, 30A-30D, M5, M6	4/30/08	RM
4	12/2008	All	12/31/08	RM
5	04/01/09	2,3,4,5,26,29,30,313 9,40,41,44,49	04/01/09	RM
6	5/1/09	2,3,4,25,39,40,49	5/1/09	RM
7	7/9/09	2,3,4,5,24,25,27, 40,42,43,44,45,46,50	7/9/09	RM
8	09/01/09	2,3,4,5,9,10,37,38	09/01/09	RM
9	11/25/09	2,3,4,5,13,22,27	11/25/09	RM
10	01/31/10	2,3,4,5,11,20,23	01/31/10	RM
11	05/31/10	2,3,4,5,6,11,20,23,26	5/31/10	RM
12	06/07/10	2,3,4,5,12,13,26,49	6/07/10	RM
13	09/01/10	2,3,4,5,6,12,13,21,26 -36,42-53, 55-58, 72-74	09/01/10	RM
14	02/10/11	2,3,4,5,6,12,13, 18-23,40-42	02/10/11	RM
15	06/10/11	2,3,4,6,16,22	06/10/11	RM



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List of Effective Pages

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3	15	06/11	28	13	09/10	53	13	09/10
4	15	06/11	29	13	09/10	54	13	09/10
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22	15	06/11	47	13	09/10	72	13	09/10
23	14	02/11	48	13	09/10			
24	7	7/09	49	13	09/10			
25	7	7/09	50	n/a	n/a			

Quality Assurance Manager:

Date: 06/11

FAA: (Signature per Section 2.4)

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List of Forms

All maintenance forms listed are viewed in the Jett Pro web site intranet site, JETTS, www.insidejettpro.com under the link 'Company Forms.' The QAM LEP will maintain the current revision status, however, viewing and use is retrieved through JETTS. Read the appropriate section for detailed explanation on correct use of each form.

- M2 Maintenance Work Order
- eM2 Electronic Maintenance Work Order "Unscheduled"
- M2 Maintenance Work Order - (back up)
- eM3 Electronic Shift Turnover Log
- M3 Shift Turnover Log (backup)
- eM4 Routine Maintenance Work Order "Scheduled"
- M5 Open
- eM6 Electronic Tow/Brake Ride Log
- M6 Tow/Brake Ride Log - (back up)
- M7 Bowser Servicing Inspection Record
- M8 Out of Service tag
- M9 Calibrated Tooling Record
- M10 Shipping & Receiving Record
- M11 Shop Meeting Agenda
- M12 Repair Station Signature Roster
- M13 Aircraft Jack Inspection Form
- M14 Training Work Order

Form	Rev #	Rev Date	Form	Rev #	Rev Date
eM2	OI	09/10	M7	Rev 3	12/08
M2	Rev 2	3/08	M8	Rev 3	12/08
M3	Rev 3	12/08	M9	Rev 2	3/08
eM3	OI	02/11	M10	Rev 3	12/08
M4	OI	09/10	M11	Rev 3	7/09
eM4	OI	09/10	M12	Rev 2	3/08
M5	open	open	M13	Rev 4	7/09
M6	Rev 4	9/09	M14	OI	09/10
eM6	OI	09/10			



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Referenced Documents

FAR 145	Federal Aviation Regulation Part 145 31 January 2004	Regulatory compliance
RSM	Jett Pro Repair Station Manual	Repair Station
SOP	Jett Pro Standard Operating Procedures	Day to day operation
EASA	European Supplement	European compliance
TCCA	BASA / Canadian Aviation Regulations 571 & 573 with MIP Supplement	Canadian compliance



Quality Assurance Manual

Section 1

Introduction:

1.1.0 Purpose:

- 1.1 The purpose of this document is to provide written guidance to all Jett Pro Line Maintenance employees in regards to daily operation, quality compliance, safety, professionalism and the use of maintenance forms.

1.2.0 Scope:

- 2.1 This manual outlines procedures implemented at each Repair Station to provide our customers the highest degree of uniform quality standardization.
- 2.2 This manual is designed to work in conjunction with FAA regulations, Jett Pro Repair Station Manual (RSM), European Aviation Safety Agency (EASA), Transport Canada Civil Aviation (TCCA) and standard aviation operating procedures.
- 2.2 The quality system is subject to surveillance by our customers at anytime. If a conflict in procedure is identified, Jett Pro personnel will comply with the customers written procedures and notify Quality Assurance of the disparity. Upon review of the issue Jett Pro will either implement the customers request as standard operating procedure, locally or wherever the customer's aircraft is affected by the disparity, or rejected. Written notification of the action taken will be provided to all parties affected by the Quality Assurance Manager.

1.3.0 Responsibility:

- 3.1 It is the responsibility of all Jett Pro employees' to perform each maintenance task in a safe and professional manner.
- 3.2 Safety, quality and continuous process improvement is everyone's responsibility. Suggestions for improvement are encouraged and can be discussed at the monthly safety meeting. Any suggestion can be submitted via the Station Manager and forwarded to the appropriate member of the Total Management Team for consideration.



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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 the Quality Assurance 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 controlled and administered by the Quality Assurance/Accountability 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 Manager is responsible for coordinating all revisions to this manual with the Primary Maintenance Inspector (PMI), Flight Standards District office (FSDO) Oakland, CA.
- 3.2 Any Jett Pro employee can submit suggested changes to this, or any other, company manual using the Document Change Request, form SOP7 (see 2.5.0 below).
- 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 intranet site JETTS (Jett Pro Electronic Terminal and Tracking System) located at www.insidejettpro.com. Manual revision notification to all employees will be:
 - 3.4.1 via email
 - 3.4.2 A highlight sheet will be at the front of the manual to advise viewers of changes embodied in the manual.
 - 3.4.3 The company's web based site, JETTS, home page will have a specific link titled "Recent Uploads" which alerts a viewer to the most recent manual change.

2.4.0 Procedure:

- 4.1 The Accountability/QA Manager is responsible for coordinating all revisions of this manual with the Primary Maintenance Inspector (PMI), Flight Standards District office (FSDO) Oakland, CA. by forwarding a copy of the Highlight Sheet showing changes made. The FAA will have electronic access to all manuals and forms for review at all times. PMI signature is per current FAR policy.



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Section 2 (cont'd)

- 4.2 The Accountability Manager will digitally sign the List of Effective pages.
- 4.3 PMI signature is per current FAA policy.
- 4.4 If at any time the FAA finds any portion of this manual unacceptable due to non-compliance with an enumerated FAR, Jett Pro shall initiate the manual change within 15 days of written notification of the non-compliance.
- 4.5 JETTS will automatically stamp each copied page of this manual "For Reference Only."
- 4.6 Complete manual requests must be authorized first by a member of upper management.
- 4.7 In the event of local computer failure and access to this manual or forms is required immediately, contact another station to have the information faxed. If that source is unavailable the GM or QA Manager is available 24/7 to assist in providing the information by fax.
- 4.8 Administrative maintenance of the company web based system including password resets etc. is provided by the Line Maintenance Operation Specialist at HQ-ONT.
- 4.9 Computer access to all manuals and forms by employees and authorized holders such as the FAA PMI will be provided through JETTS accessed through www.insidejettpro.com. Access is 24/7 and entered by specific user ID and individual password. Passwords will be changed every 3 months. Manual viewers will have "read only" status. Higher access is limited to upper management and administrator.

2.5.0 Document Change Request

- 5.1 All personnel are encouraged to submit suggestions for change to a company manual or form when the current written procedure needs improving or changing.
- 5.2 The form used is the Document Change Request form, SOP7 (see JETTS for a copy of the form). The information requested to fill out the form is self explanatory.
- 5.3 After filling out the form it should be emailed to the QA Manager who will manage the review process. This involves forwarding it to personnel for input, submittal of a manual revision if required and distribution per procedures.
- 5.4 Personnel involved in review of the suggestion can include the Director of Maintenance, General and Senior Manager or other employees who may have valuable input into the suggested change.
- 5.5 The person submitting the suggestion will be notified of the final decision and the QA Manager will make a revision change to the manual, or form, as needed. Distribution of the revision is per above procedures.



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Section 2 (cont'd)

2.6.0. Changes to Repair Station Operations Specification:

- 6.1 Changes to the Repair Station Ops Spec., Ratings and Limitations section (A003x) and the Line Maintenance Authorization section (D107x) shall be made periodically or as otherwise requested by the F.A.A.
- 6.2 All requests for changes should be forwarded to the Accountability Manager who will make necessary revisions to the Ops Spec via electronic means to the F.A.A. per Part 145.217
- 6.3 A current copy of the Ops Spec is available 24/7 to all personnel in JETTS under "Company Manuals."

2.7.0 Back Up

- 7.1 The Repair Station Manager is responsible for company programs such as
 - 7.1.1 Shelf Life
 - 7.1.2 Calibrated Tooling
 - 7.1.3 Tech data control
- 7.2 The General or Senior Manager (as designated by the DOM) will provide back up for the above programs as needed.



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Section 3

Organizational Structure/Management Personnel:

3.1.0 Purpose:

- 1.1 The purpose of this section is to provide an overview of Jett Pro Line Maintenance and identify the Top Management Team within the organization.

3.2.0 Scope:

- 2.1 Identification, contact information and address for the corporate headquarters.

Jett Pro Line Maintenance
 2920 East Inland Empire Blvd. Suite 103.
 Ontario, CA 91764

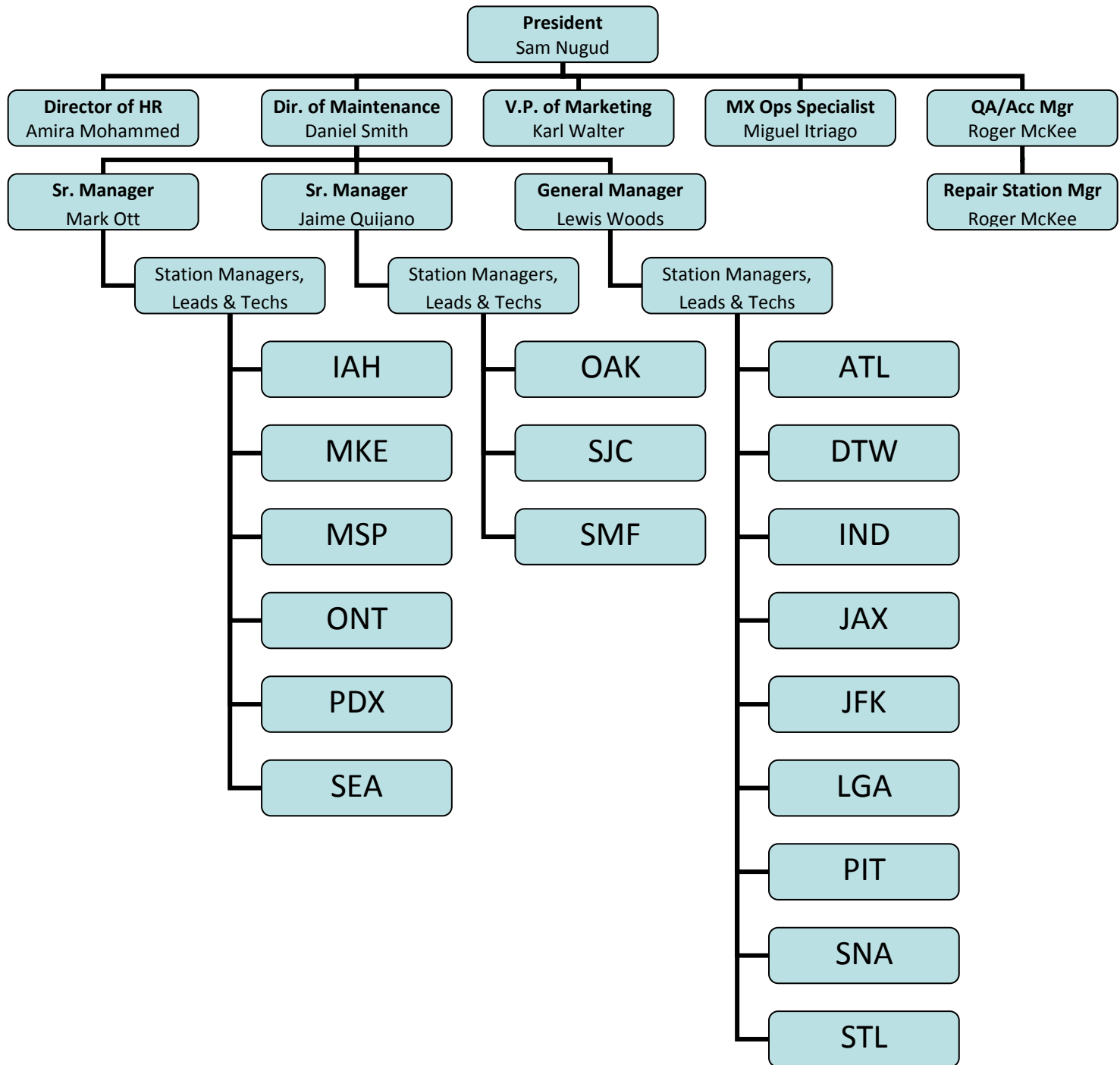
3.3.0 Responsibility:

<u>The President</u> Mr. Sam Nugud snugud@jettpro.aero	<u>The Director of Maintenance</u> Mr. Daniel Smith dsmith@jettpro.aero
<u>General Manager - East US</u> Mr. Lewis Woods lwoods@jettpro.aero	<u>Senior Manager – Nth US</u> Mr. Mark Ott mott@jettpro.aero
<u>Senior Manager – Nth Calif</u> Jaime Quijano jquijano@jettpro.aero	
<u>The Quality Assurance / Accountability / RSM Manager / DER</u> Mr. Roger McKee rmckee@jettpro.aero	
The General or Senior Manager will provide back up to the Quality Assurance Manager for Repair Station duties where needed.	



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Jett Pro Organization Chart





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Section 4

Inspection System:

4.1.0 Purpose:

- 1.1 The purpose of this document is to describe the Inspection System used at Jett Pro.

4.2.0 Scope:

- 2.1 Jett Pro, when necessary, will provide personnel authorized to perform incoming parts and final inspection per an air carrier's requirements.

4.3.0 Responsibility:

- 3.1 Jett Pro will designate the Station Manger, or designee, at each station who will be authorized to perform preliminary and final inspections on company and customer incoming parts, materials and components. Note: this inspection authority is separate from the Required Inspection Authority (RII) described in Section 4.5.

4.4.0. Procedure:

- 4.1 Prior to receiving authorization as inspector Station Manager will ensure that personnel posses the following requirements:
 - 4.2.1. Verify the technicians training is documented.
 - 4.2.2. Document the type of inspection and customer for which an individual is authorized.
 - 4.2.3. Ensure technician has authorization before being assigned to an RII task.
 - 4.2.4 Forward the supporting documentation to the Quality Assurance Manager for approval.
 - 4.2.5 Forward a supervisory/inspection resume to the Quality Assurance Manager in compliance with FAR 145.161
- 4.2 The Quality Assurance manager will review the documentation and signify authorization by signing the individuals Station Roster form, M12.
- 4.3 The Quality Assurance Manager shall maintain a current master roster of inspectors per the Station Roster, M12 in accordance with FAR Part 145.161.
- 4.4 Each station will maintain a signed copy the M12 and provide any changes to the Quality Assurance Manager within 5 working days.
- 4.5 All inspections on a customer's incoming components or materials will comply with the individual Air Carrier's policies and procedures and shall be written in ink.



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Section 4 (cont'd)

- 4.6 Utilize Jett Pro Maintenance Work Order, eM2, to document material used, quantity, part number, serial number, and description of item. Check appropriate block if customer or Jett Pro provided.
- 4.7 The inspector will fill out the appropriate Air Carriers documentation of the required inspected article where required. Review the requirements and clarify with the customer if there is any questions about the scope and type of work to be done, and what technical data to use to perform the work.
- 4.8 Ensure that all incoming materials are checked against manufacturers' specifications and Air Carriers official documents to confirm the authenticity of the materials as per FAR 145.211. Documentation must be either Form 8130-3, or equivalent, and at a minimum show part number, serial number (where applicable), nomenclature, whether new or rebuilt and a signature/stamp attesting the article's serviceability. New parts such as hardware, seals, gaskets and the like must be accompanied with documentation showing new from the manufacturer. All items for aircraft use must have attached an Air Carrier airworthiness tag or documentation identifying article serviceability and authenticity. Visually inspected all materials/parts to verify that each is free from defects and malfunctions.
- 4.9 Any material, part or component failing to meet the incoming inspection shall be tagged with Jett Pro Out of Service tag, M8 with a reason for rejection. The Air Carrier will be contacted for the appropriate steps that need to be taken to correct the discrepancies or to dispose of the item(s).
- 4.10 Personnel involved in ongoing inspection work which will involve a shift change will fully document all inspection work up to the point of turnover in the customers Log Book or other paperwork provided by the customer. Make a clear separate entry in the Log Book of further inspections required. Also, notation shall be made on Jett Pro Shift Turnover Log, eM3, that ongoing inspection work is required. Inspectors will document all work performed on the work order prior to the next shift beginning work on that article.
- 4.11 The authorized technician is responsible for ensuring that progressive inspections are performed properly, and that the inspection results are acceptable and documented appropriately.
- 4.12 Verify the scope of work is appropriate to the local facilities and equipment keeping in mind regulations permit Jett Pro to arrange the performance of maintenance, preventative maintenance and/or alteration with another entity under the provisions of this manual.
- 4.13 Any material, part or component failing to meet the incoming inspection review shall be tagged with form M8 "out of service" with a reason of removal from service. The Air Carriers will be contact for the appropriate steps that need to be taken to correct the discrepancies or to dispose of the item(s).



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Section 4 (cont'd)

- 4.14 The technician or the inspector will work with the customer and attempt to correct discrepancies noted or to resolve any issues with the manufacturer, distributor or service provider. However, if the discrepancy involves activity believed to be a violation of the FARs or if criminal activity is suspected, the part will be immediately returned to the Air Carrier for disposition using signature tracking identification if not returned on company aircraft.
- 4.15 Per Part 145.221 Jett Pro shall report any serious failure, defect or malfunction of an article to the FAA and/or the airline or owner of that article. A Service Difficulty Report, FAA form 8070-1, shall be provided the owner of the article who in turn, after evaluating the report, will respond as needed, to the FAA. All parts or components effected under this section will be immediately reported to the customer for further disposition. The General/Senior Manager and Director of Maintenance shall be notified prior to the filling out of the report.

4.5.0 Suspected Unapproved Parts (SUP)

- R 5.1 All parts and components received for maintenance have originally gone through the owners (airline) receiving and inspection program where the conformity, design, repair or alteration and receipt of proper documentation has been accomplished per that airlines program. There is, however, the possibility where upon attempted installation it is found the part does not conformity to the original design, repair or approved modification, or that the component does not fit as expected and there is reason to suspect the part has had an unauthorized or unapproved repair or alteration.
- 5.2 Further communication with the airline reveals reason to tag the part as unserviceable (OOS Tag form M8) and quarantine and/or return the part to the airline per their prescribed directions. Special handling or package identification may be requested by the airline if an unapproved part is suspected.
- 5.3 Upon such occurrence notify the Jett Pro Quality Assurance Manager with the details as soon as practically possible. Further follow up may be required including photos of the part and the filling out of specific documentation such as FAA form 8120-11.

4.6.0 Required Inspection Item (RII):

Jett Pro Authorization:

- 6.1 Jett Pro does not own nor lease aircraft but provides maintenance support to airlines and aircraft customers, only, therefore the established RII program for Jett Pro is handled per each carriers written requirements. An established company RII program is not applicable for the type operation of the company.



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Section 4 (cont'd)

- 6.2 However, Jett Pro can perform RII inspections for any of the numerous carriers on its Ops Spec that it provides maintenance for. The program is described in the next paragraph and is specific in its implementation and monitoring per each carriers' requirements.

Air Carrier Authorization:

- 6.3 Air Carriers having a FAA approved maintenance program that includes RII shall provide initial and recurrent training to Jett Pro technicians, when required, in accordance with that Air Carrier's policies and procedures.
- 6.4 Prior to fulfilling an Air Carriers request for a RII the Station Manager will ensure that the following requirements are met:
- 6.4.1 Verify the technician has the aircraft specific type training required and is documented. Note: some airlines require fleet specific whereas others require manufacturer type only e.g. B747-400 training may be sufficient for a RII on B767 whereas another airline may require specific B767 training. Training on Boeing products, only, generally will not suffice a RII request for an Airbus aircraft and vice versa. However, the airline written policies covering contracted RII work will specify their requirements.
 - 6.4.2 Document the scope of the inspection and customer for which an individual will be authorized.
 - 6.4.3 Ensure technician has received the authorization from the customer before completing and signing RII task.
- 6.5 The Station Manager will maintain supporting documentation and forward the authorization from the Air Carrier along with the regular maintenance work documents to the respective Jett Pro accounting office for billing and archive.
- 6.6 Any "one time" RII inspection shall be accomplished per the Air Carriers authority and training requirements. Documentation from the customer authorizing the "one time" inspection shall be included in the work documents and maintained for a minimum of 2 years.
- 6.7 Jett Pro personnel working under an Air Carrier RII authorization are working strictly under that airlines Quality Assurance/Control Department and report directly to that Department while performing duties of RII Inspector.
- 6.8 Any individual who has been given airline RII authority to be used on an ongoing basis will note such on the technicians training documentation (Training Matrix) and the Station Manager shall monitor the date for recurrence. The policies of that individual authorizing airline must be understood, tracked and documented.
- 6.9 RII authorization from one airline cannot be used or transferred for another Air Carriers' need even if the type aircraft is the same. The certification is for use with the authorizing airline only.



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Section 5

Shelf Life Program:

5.1.0. Purpose:

- 1.1 The purpose of this section is for the maintaining of parts, materials or components having a time limited shelf life or hard time and the periodic inspection of these articles.

5.2.0 Scope:

- 2.1 Jett Pro shall maintain a program at each station whereby parts and materials purchased by Jett Pro and received into inventory and which show by the manufacturer as having a shelf life, life limit or hard time will be identified and handled to ensure no out of date item is issued to a customer.
- 2.2 Each Station Manager will be responsible to maintain the program requirements monthly using the Monthly Shop Audit.

5.3.0 Procedure:

- 3.1 Each station will have a binder labeled "Shelf Life Items." All Jett Pro purchased items identified as having a shelf life will have supporting documentation showing date of purchase, nomenclature, quantity and the expiration date at a minimum.
- 3.2 This shelf life period for each item will be per manufacturer's instructions. Items should be used on first in first out basis to utilize the longest usage possible.
- 3.3 The documentation will be maintained in the binder until those items are used then archive the paperwork with aircraft records. For bulk purchases of the same item e.g. cases of oil the documentation will be kept in the binder until the last item is used, or the expiration date is reached, whichever is first, then archive that paperwork and replace with the new purchase.
- 3.4 Jett Pro purchased shelf life items received into stock will be identified with a expiration sticker. Oily items such as oil cans and greases where adhesion of a sticker would be difficult, will have purchase documentation maintained in the Shelf Life Manual.



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Section 5 (cont'd)

- 3.5 Customer supplied shelf life items shall not be received into stock unless accompanied with that customer's sticker showing its expiration date or with documentation showing, at a minimum, that described in paragraph 3.1. Quarantine such items until the customer is advised and proper documentation is received. Customer supplied documentation will be placed in the Jett Pro Shelf Life Items binder and monitored in the same manner as Jett Pro items. Customer supplied items that remain in use until the expiration date should be removed from stock and the customer advised for disposition. No item, company or customer, with an expired date shall be used for aircraft use unless there is written authorization from the owner approving extended use. (Companies that permit such must have written policies and procedures identifying its continued use and provide Jett Pro with documentation showing authorizing use beyond its expired shelf life date).
- 3.6 All Jett Pro shelf life items held at the station will be audited monthly to ensure expiration dates are not exceeded. Useful expired items, e.g. tape, spray lubricants, may be used for non aircraft purposes but shall be kept separate from aircraft materials in a container clearly identified "not for a/c use" or words to the effect.
- 3.7 All customer supplied hard time items such as tires, components (rotables) will be tracked by that carrier's program. It is each carrier's responsibility to perform quality checks on their items unless Jett Pro is contractually required to maintain these hard time items. Regardless of its ownership the end user is responsible not to use any item on an aircraft which has an expired date. Customer supplied rotables shall have their own tag or means of identification to identify the expiration date.
- 3.8 Multiple packaged items such as seals or O-Rings which have a shelf life can be placed in the same bin. These items, when kept in their original package, may be placed in plastic bags in quantities applicable to the use of the station and marked with a permanent marker on the bag showing the expiration date. If a package containing several O Rings, for example, is opened and only one is used, the remainder can be resealed in the plastic bag showing the expiration date. Bags containing quantities of 5, 10 or 20 items are acceptable. The receiving and quality control of such items is as described in the above paragraphs. The documentation on file for such items should match approximately what is in the bin or on the shelf. There should never be more items in stock than what the documentation shows.
- 3.9 Rotable items e.g. tires which reach the end of the manufacturer's or carrier's life limit will be removed from service and must not be used for aircraft use. Notify the customer for proper disposition. Depending on the product it may be disposed of locally.
- 3.10 The following is an example of the Jett Pro expiration sticker. The expiration date shall be written on the sticker.

EXPIRATION DATE:



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Section 5 (cont'd)

- 3.11 Jett Pro purchased shelf life expendable items such as Aero Kroil may remain in use a further 12 months beyond its expiration date provided the end user attests its usefulness before application that no verifiable deterioration has taken place such as discoloration of a spray or obvious separation of its elements when sprayed. Apply a new sticker or if sticker application is difficult as with oily containers note the extended date on the purchase order in the Shelf Life Binder. Cargo tape shall not be extended beyond its 2 year shelf life and will be discarded upon its expired date. Customer provided expired shelf life items may be returned to the owner for disposition. Do not ship any HazMat materials due to HazCom and airline regulations. No item, Jett Pro or customer provided that is identified as a shelf life item shall not be used beyond the above guidelines.
- 3.12 Jett Pro shelf life items and their time limitations are as follow. The stated time intervals are per the manufacturers recommendations:

3.9.1	Skydrol 500, LD4	10 yrs
3.9.2	Engine Oils, Mobil Jet II, Mobil 254, Exxon HyJet IV (hyd)	10 yrs
3.9.3	Engine Oil, BP 2380, Hydraulic Oil (Anderol (Royco) 5606, 756)	5 yrs
3.9.4	Cargo Liner Tape (Polyken)	2 yrs
3.9.5	Aero Kroil	2 yrs

5.4.0 Scrapped Parts

- 4.1 Jett Pro is a certified 14CFR Pt 145 Repair Station; however, the company is not certificated to service, repair or overhaul any aircraft part or component nor is the company authorized to determine the airworthiness or reparability of parts removed due to maintenance action.
- 4.2 All applicable parts removed from an aircraft will be returned to airline for scrapping as they determine necessary under their approved procedures.
- 4.3 Removed parts will be returned per the applicable airline's instructions.



Quality Assurance Manual

Section 6

Work In-process Inspections:

6.1.0 Purpose:

- 1.1 The purpose of this section is to outline in-process inspections and maintenance documentation.

6.2.0 Scope:

- 2.1 In-process inspections are required when performing maintenance and vary in frequency based on the task.

6.3.0 Responsibility:

- 3.1 The appropriately qualified and authorized person is responsible for ensuring that progressive (in-process) inspections are performed properly, and that the inspection results are acceptable and documented on the customer's paperwork.
- 3.2 When a record of an inspection is required, the results will be recorded in the corrective action block of the eM2 or eM4 and noted in the RII block.
- 3.3 Whenever an in-process inspection, RII or work scope determines that a maintenance step or function has been accomplished incorrectly, that step must be documented as a second separate entry (discrepancy) with a corresponding corrective action. In the event a paper M2 is in use (back up procedures) the item will be written in red pen indicating the error. The work step will be repeated and re-inspected for proper completion.
- 3.4 If a step is a required inspection item, only personnel authorized under that airline's RII program may perform that required inspection.



Quality Assurance Manual

Section 7

Final Inspection and Maintenance Documentation:

7.1.0 Purpose:

- 1.1 The purpose of this section is to outline the process of final inspection including maintenance documentation.

7.2.0 Scope:

- 2.1 Depending on work scope requirements technicians may be required to complete a final inspection.

7.3.0 Responsibility:

- 3.1 Any Jett Pro technician, providing he/she is appropriately trained and qualified by that Air Carrier can be authorized in accordance with that carriers policies and procedures, to conduct a final inspection for aircraft release and return to service.
 - 3.1.1 The work was accomplished in accordance with the work scope requested by the customer.
 - 3.1.2 Each task has been accomplished, or determined to be non-applicable, to the work scope requested and the technician's signature or initials indicate that the task has been accomplished on the appropriate work order document.
 - 3.1.3 Any discrepancies shall be handled in accordance with the Air Carriers' policies and procedures.
 - 3.1.4 Where non A&P personnel are utilized i.e. UAL interior cabin crew, the final sign off shall be done by the qualified licensed lead or manager.

7.4.0 Procedure:

- 4.1 Once the final inspection is accomplished an appropriate description of the work performed shall be entered on the air carriers documents as well as the Jett Pro Maintenance Work Order form, eM2.
- 4.2 Document, in the Action Taken block of the eM2 and eM4, an accurate account of the work accomplished including AMM references. Where multiple steps are to be signed off as one maintenance action e.g. UAL cabin work, identify all the techs involved with that particular work, or module, in the corrective action block with initials and emp #.
- 4.3 Customer maintenance work steps unable to be accomplished due to a/c configuration or effectivity issues shall have 'n/a' or 'none' written in that step. Blanks are not permitted as it is unknown if that step was missed for a valid reason or not.
- 4.4 All maintenance entries should be written the same as, or as close as possible to, the verbage as written in the aircraft log book. Signature, or initials and emp # in order to maintain continuity and accuracy.
- 4.5 When using back up M2 paper W.O's. written errors shall have one line drawn through the error, initialed and the new statement written. White out or obliteration of the entry is not permitted.
- R 4.6 All maintenance documents (eM2, eM4) are retained a minimum of 2 years per FAR 145.219. Through electronic storage and retrieval records are available immediately upon request to Jett Pro Management. Back up is through 2 separate servers.



Quality Assurance Manual

Section 8

Equipment, Materials and Technical Data:

8.1.0 Purpose:

- 1.1 The purpose of this section is to assure the equipment, materials, specialized tooling and technical data needed for maintenance conform to requirements of FAR 145.101, 145.109 and JAR 145.

8.2.0 Scope:

- 2.1 All equipment, materials, technical data and tooling used to make airworthiness determinations must meet manufacturer recommendations, or equivalent, for the requested work per the stated regulations and Repair Station certificate.

8.3.0 Responsibility:

- 3.1 Jett Pro technicians are an extension of the airline when performing maintenance. When a technician requests tech data from an airline for a specific job it is virtually impossible to verify the data received is the most current due to inaccessibility to the airlines tech pubs system. The data received, therefore, (generally from the Maintenance Controller) must be accepted as the most current and referenced in the log book with confidence of the airlines internal tech data controls. It is incumbent on the Jett Pro technician, however, to state as much referencing data in the customers log book as a result. If evidence warrants further questioning to assure the data is the most current the tech can request from the controller a copy of the manuals LEP to provide the level of confidence in the data received prior to accomplishing the job and/or signing the work off in the airlines log book.
- 3.2 Jett Pro will ensure equipment requirements are met prior to and throughout a maintenance process.
- 3.3 Technical data received from a customer is considered job specific and shall not be maintained or reused.
- 3.4 Tools and equipment used by the Jett Pro will be available for review by FAA inspectors and airline auditors. A list of calibrated tools and equipment are tracked utilizing the Calibrated Tooling Record, form M9.
- 3.5 Any substitution of parts and/or material will be determined by the customer and verified through the airlines signed 8130 tag or other authorizing data.
- 3.6 All customer authorized borrowed parts requiring to be affixed to an aircraft must state in the log book, and on Jett Pro work documents, the part is borrowed and include the p/n and s/n, where applicable.



Quality Assurance Manual

Section 9

Tooling and Calibration

9.1.0 Purpose:

- 1.1 The purpose of this document is to outline the Jett Pro policy and procedure for tooling control and calibration.

9.2.0 Scope:

- 2.1 Tools and equipment used by this Repair Station to determine the airworthiness of an aircraft will be subject to periodic checks and calibration per manufacturer's recommendations.
- 2.2 All calibrated tools owned by Jett Pro shall have an assigned identification number affixed to the tool and will be tracked on the Calibrated Tooling Record, M9

9.3.0 Responsibility:

- 3.1 Jett Pro provides calibrated tools and equipment to all its Repair Stations. Personally owned tools that can be calibrated are not authorized.
- 3.2 The Station Manager or designated representative is responsible to the Quality Assurance Manager, or designee, to keep form M9 accurate. Any tool discovered to be out of tolerance or broken is to quarantine with an Out of Service tag, M8, attached.
- 3.3 All calibration standards used are traceable to a national standard.
- 3.4 No person may use any tool or equipment to determine the airworthiness of an aircraft part unless it has been appropriately calibrated and labeled in accordance with the following procedures.

9.4.0 Procedures:

- 4.1 Calibrated tools/equipment shall have a calibration sticker showing at a minimum the calibration due date.
- 4.2 Calibrated tools or equipment shall not be used beyond the calibration due date as stated on the tool sticker. The tool sticker (label) date and the tool certificate must reflect the same calibration due date.
- 4.3 The Station Manager or user of any tool that has a different date than that shown on the tool certificate will quarantine the tool and attach an Out of Service Tag, M8. The Manager, or designee, shall contact the lab to have the error corrected.
- 4.4 The Station Manager, with oversight from the Accountability Manager, or designee, will track station tooling/equipment by an assigned identification number.



Quality Assurance Manual

Section 9 (cont'd)

- 4.5 The Calibrated Tooling Record, M9, should be updated each time a tool is returned from the lab. The calib due date column on the form should reflect the same due date as on the tool and certificate.
- 4.6 All changes to station tooling such as movements between stations shall be noted on Jett Pro Shipping and Receiving Record form, M10, and emailed to the station receiving the tooling. Discard the M10 after 90 days.
- 4.7 The Quality Assurance Manager, or designee, will assign Jett Pro numbers to each calibrated tool for accountability purposes. Calibrated tooling will be audited monthly and reported to the Quality Assurance Manager, or designee, using form M9.
- 4.8 Technicians using tooling that is due for calibration within the next two weeks should notify their Lead or Manager who, in turn will review station needs as to whether a back up replacement is needed until the original returns.
- 4.9 Any tool or piece of calibrated equipment will not be used if the calibration sticker is missing from that tool. It will be placed out of service. However, if the tool/equipment certificate can verify the tool is still within a valid use date it may returned to service as long as a Jett Pro expiration sticker is put on the tool reflecting the certificate calibration due date. As the sticker will differ in looks from the lab sticker the Station Manager should notify station personnel of the fact.
- 4.10 Items that require calibration will be removed from service and tagged with an Out Of Service tag, M8. The Station Manager is responsible for ensuring that tools/equipment are sent to the appropriate facility for calibration.
- 4.11 Any calibrated tool or equipment that is dropped or presumed damaged shall be quarantined and tagged out of service using an Out of Service form, M8. The Station Manager shall be notified upon occurrence.
- 4.12 The Station Manager shall ensure monthly that all station listed tools are located at the facility and are identified with a designated control number and are in working order. Use the Monthly Shop Audit form to document accomplishment of any missing or unserviceable tools or equipment.
- 4.13 Fluid Dispensing Units: Due to the need to track the filter change dates of fluid dispensing units the Tool Calibration Record, M9, shall be used for this purpose. This tooling, while not calibrated, has filters that are changed annually or upon discovery of fluid deterioration. The timely tracking and recording of change dates is most effectively managed by using the M9. (See Section 15 for specific fluid dispenser information).
- 4.14 Non calibrated tooling is tracked on the Jett Pro Non-Calibrated Equipment Record, form SOP3, however, an exception to this are oxygen or nitrogen bottle gauges when used to reference service bottle pressure. Servicing bottle pressure is not required to be calibrated as it is not referencing an aircraft system or component assigned pressure. These gauges, however, will be tracked on the calibrated tool list as they can, after calibration, be easily transferred to the downstream side of the regulator which will then indicate the aircraft's oxygen system, tire or strut pressures. Because of their ability to be interchanged (providing they are calibrated) these gauges will be tracked on the M9 even when not calibrated.



Quality Assurance Manual

Section 10

Electronic Record Keeping Procedures

All Jett Pro forms and/or documents shall be saved and backed up using the following standard record keeping procedure. Note: this does not include Mx Work Orders, eM2, eM3, eM4, eM6, M14 which are automatically backed up through the server when sent.

1. Save any new computer generated data under - Title, mth/yr e.g. Safety 0409 or (M11 0409), Tool Calib 0409 or (M9 0409) etc. Then save the same information to the "Documents" file on the computer (recommended). This step is necessary especially when there are several people accessing the same form as in the case of the Station Audit form.
2. Weekly back up all company documents to the computer hard drive and onto a memory stick, CD-RW or an external storage devise.
3. In the event of a brief or prolonged failure of the internet paper copies must be made of any maintenance work documents. The following sections describe back up procedures in detail. The paper copies shall be kept until system is restored at which stage the data shall be transferred into electronic format.

All saved company information on a memory stick, CD or external storage devise is not to leave the station under any circumstances.

It is important the above procedure is followed to ensure integrity and standardization of electronic recording keeping procedures throughout Jett Pro Line Maintenance.

Note: 1. All references to the new electronic procedures for forms Maintenance Work Order 'Unscheduled' (eM2), Shift Turnover Log (eM3), Routine Maintenance Work Order "Scheduled" (M4), Towing and Brake Ride form (eM6) and the Training Work Order (eM14) will be highlighted in red until a later revision. The purpose is to differentiate the new electronic procedures now in place with the previous paper format. The paper format will be maintained as a back up procedure in case of an unanticipated and unexpected system failure.

2. All users of company forms should be aware there is interchangeability of terms between forms M2 and the new electronic, eM2. Both forms are identical and used for the same purpose, however the M2 (paper copy) will become a back up after full intergration. During the change over personnel should be aware of the interchanging terms and the purpose of each.



Quality Assurance Manual

Section 10 (cont'd)

FORMS

Maintenance Work Order 'Unscheduled': (eM2)

10.1.0 Purpose:

- 1.1 The purpose of this document is to describe the procedure used to record information onto the Unscheduled Maintenance Work Order, eM2 and retrieval thereafter.

10.2.0 Scope:

- 2.1 The Unscheduled Maintenance Work Order, eM2, is used to record all unscheduled aircraft log book write ups that require maintenance action prior to the next flight. These items are generated from regular through flights, OOS aircraft, or call outs from a customer that are not of a daily routine or scheduled nature.
- 2.2 Access to the eM2 is gained through the Jett Pro intranet site www.insidejettpro.com and clicking on the JEMS (Jett Pro Electronic Maintenance System) link. User name will be your employee ID and pass code is user choice. A blank form will appear wherein each block (or cell) will require information to be added before a final 'signature.' To close the form click on the appropriate cell at the bottom of the eM2 page. This sends it a queue for the station manager, or designee, to audit prior to submittal for billing.
- 2.3 Each person completing maintenance is required to sign for work done after completing that maintenance. The eM2 electronically identifies the person opening the Work Order (WO) through his user name and personal pass code. His 'signature' (A&P number) will be automatically identified in the final signature block of the eM2 upon closure of the WO. Additional personnel working that aircraft will be able to open the same WO to add work they accomplished, hours and any other appropriate information. Their signature(s) hours etc. will be added to the WO (as additional manpower) but the originators signature cannot be overridden, changed or deleted.
- 2.4 Each tech's A&P number is also identified on the Station Roster, M12, along with his hand written signature for identification purposes such as in the case of manually written M2's.
- 2.5 Exceptions to the signature rule will be encountered when signing off aircraft associated with Canadian, Mexican or European customers. These entities often require an additional number or letter after their A&P number or require the Jett Pro Repair Station number to be used. (Contractual rules will dictate which). The appropriate cell will be automatically populated with the tech's number after the first manual entry. Thereafter, it will automatically appear when clicking on that cell. The computer automatically recognizes that person opening the eM2 and will apply the correct number when clicking on the cell requiring these exceptions.



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- 2.6 **Paper copies of the Work Order shall be used for back up purposes only when and if there is a system failure in the electronic format. The station shall maintain paper copies until such time an electronic transfer of information can be accomplished into web based eM2. Upon transfer, the paper copy may be discarded.** The web based servers continually back up information inputted, automatically and the data is held indefinitely over multiple years, therefore, paper copies for record retrieval is not required. This complies with the two year maintenance record retention rule of CFR 14 Part 145.219.

10.3.0 Responsibility:

- 3.1 The technician shall initiate a work order form eM2, at the earliest time possible after confirmation of requested maintenance from a customer. The entry shall be in English.
- 3.2 Each technician entering JEMS to access the eM2 Work Order shall open it under his company issued user name and own passcode. **This is important as the person opening the form is identified electronically and where required to sign off the Work Order the 'signature block' will be automatically populated with the users name, employee # and A&P number.** Note: It is not possible for one tech to open a Work Order, close it with his 'signature' and then another tech duplicate, override, change or delete that original signature. However, any additional tech signatures that need to be on the eM2 (additional manpower) can be entered in a specific area of the eM2 and their signatures will be identified accordingly. Exception to this is when multiple techs are involved on one job OR in a turnover or work continuation situation. Each technicians signature (A&P number) will be captured and submitted in the correct cell. This exception is elaborated further under 10.4.0.
- 3.3 A hand written signature is not required as the opener of the eM2 is automatically identified in the signature block(s) at the end of the form. All personnel will assure on going work is properly documented on the work order prior to their absence from the job. The a/c logbook should also state incomplete work steps.

10.4.0 Procedure:

Work Order:

Note: After entry into the web site <http://insidejettpro.com> fill out your user employee number and password click on 'Add' then 'M2 Work Orders.'

- 4.1 **Date:** Click on 'today' for today's date or the calendar symbol for a different date.
- 4.2 **Station:** Enter the first letter of a station. A drop down box will list stations starting with that letter. Then click on the correct station. It will be added automatically.
- 4.3 **Customer:** Add the first or second letter and a drop down box appears with customer selections. Click on the correct customer and it will be added automatically. If the customer is not in the drop down selection do one of the following. a) type in the customers name or, b) Hit the plus (+) sign to add the information requested. If some info is not known leave that cell blank. Hit 'enter' to save.



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Section 10 (cont'd)

- 4.4 Customer W.O.#: Enter the work order provided from the customer. If unknown, or the aircraft is out of service, or will remain overnight enter Ukn OOS or RON. Multiple work order numbers can be added but separated each by a comma.
- 4.5 Controller Name: type in the last name of the controller spoken too.
- 4.6 Aircraft Type: Enter a letter e.g. (B Boeing or A – Airbus) for drop down menu of aircraft types. Click on the correct aircraft.
- 4.7 Aircraft Registration Number: Enter tail or nose number of the aircraft as appropriate.
- 4.8 Aircraft Log Page: add the number of the aircraft's log page. Multiple log page numbers can be added but separated each by a comma.
- 4.9 Time Received call: Add the local time the tech arrived at the aircraft (or airline Ops).
- 4.10 Time Tech Arrives: Click on the center of the diamond symbol for local time to be added automatically. Each corner of the symbol will allow changes to the time, or, highlight the cell and add the time needed. If unsure of the time call was received check the phone "received call" menu. All times shall be written military style i.e. 4 digits with no breaks or colons.
- 4.11 Date Tech Arrives: NOTE: this cell is used during a turnover or work continuation situation only. For additional manpower entries see 'Standard Labor Hours' block. Fill the date and time of arrival on the job as appropriate.
- 4.12 Scheduled Time of Departure: Add the local time of scheduled departure. If unknown, or the aircraft is out of service, or will remain overnight enter Ukn OOS or RON.
- 4.13 Outbound Flight #: Add the flight number if known. If unknown, or the aircraft is out of service, or will remain overnight enter Ukn OOS or RON.
- 4.14 Maintenance Delay: Click on the correct response "Yes" or "No."
- 4.15 Event Code: Click on the box and a drop down menu appears. Click on the correct appropriate response and it will be added automatically. Click on 'none' if not applicable.
- 4.16 Response Code: Click on the box and a drop down menu appears. Click on the correct appropriate response and it will be added automatically. Click on 'none' if not applicable.
- 4.17 Response Details: Add appropriate comments to assist a reader in understanding what caused the event and response. This is important information to fill out to assist the billing department. Write in enough detail so to be understood at a later date by a person not knowledgeable in aircraft terminology.

Discrepancies:

- 4.18 Reported Discrepancy: Write the discrepancy in sufficient detail to be understood clearly months or years from now. To add extra discrepancies click on 'Add.' Click 'delete' if too many lines were added or redo an entry. Click on 'spell' to correct spelling mistakes. Add details as close as possible to the written log book entry. Additional discrepancy blocks can be added by clicking on 'Add Line' on the right hand side of the page.
- 4.19 Corrective Action: Enter the work done to resolve the discrepancy or the steps taken as in a short sign before the task in completed. Write in sufficient detail so to be clearly understood at a later date. Add technical data from MM, AIM, CMM, WDM, to support work accomplished. Include paragraph and revision number, when known.



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Click on 'spell' to correct spelling mistakes. Each discrepancy requires a separate, additional, corrective action block. Click on 'Add Line' on the right hand side of the page to add blocks. Click on 'Delete' to delete an entry if mistakes were made or just enter cell and make corrections as needed.

4.20 RII: Click on correct response.

4.21 RII Detail: Add detailed narrative explaining specific item that was RII. Add technicians details i.e. name and/or employee number (include airline if RII is a non Jett Pro employee).

4.22 Add Line/Delete: click to add another entry or delete an entry.

Materials and Consumables Used:

4.23 Material or Consumable: Click N/A if none used. Start adding an item in the box and a drop down box will provide a list of items. Click on the appropriate items to add.

4.24 Quantity: Add number used. Each item and quantity will require a separate block by clicking on the 'Add line' from the right hand side of the page.

4.25 Customer Provided: Click the appropriate choice.

4.26 Add Line/Delete: click to add another entry or delete an entry.

Parts Used:

4.27 Description of Parts: Add the description of the part and the part number from the 8130 tag or shipping document.

4.28 Quantity: Add number used. Each item and quantity will require a separate block by clicking on the 'Add line' from the right hand side of the page.

4.29 Serial Number: Add the serial number from the 8130 or shipping document.

4.30 Customer Provided: Click the appropriate choice.

4.31 Add Line/Delete: click to add another entry or delete an entry.

Equipment Used:

4.32 Equipment: Click on N/A if none used.

4.33 Hours: Add number of hours the equipment is billed for. Note: time waiting for equipment pick up after notification to the vendor/owner is not billable time.

4.34 Total: total time of equipment used is automatically added. Click on 'Add Line' on the right hand side of the page to add blocks. Click on 'Delete' to delete an entry if mistakes were made or just enter cell and make corrections as needed.

4.35 Add Line/Delete: click to add another entry or delete an entry.

Servicing Distribution:

4.36 APU: quantity of oil added in quarts.

4.37 IDG/CSD: quantity of oil added in quarts.

4.38 Engine Oil: APU, #1, #2, #3, #4, in quarts.

4.39 Customer Provided: Click appropriate 'Yes' or 'No.'

4.40 Oil Type: Added type of oil added e.g. 2380 for engine, 254 for APU etc.

4.41 Hydraulic Fluid: Added quantity in quarts.

4.42 Type: state type of hyd fluid added e.g. Skydrol 500, LD-4, PE-5, etc.

4.43 N2 (per use): Add number of items serviced with N2 e.g. tires, accumulators etc.

4.44 O2 (per use): Add number of servicings of oxygen.

4.45 Customer Provided: Click the appropriate choice.



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Labor Hours:

- 4.46 Technician: Click N/A if technician filling out the eM2 was the only person who worked the aircraft. Move to the 'Sign Off' block as hours will be added automatically. However, click on "Add Line" if additional tech is used. Enter tech's emp #and hours. NOTE: Do NOT use this block if a turnover or work continuation situation exists. All turnover or work continuation info is entered in the 'Date Tech Arrives' block.
- 4.47 Hours: If only one tech is involved the hours will be added automatically.
- 4.48 Add Line/Delete: click to add if additional manpower was used in working the aircraft e.g. RII, extra tech involved in working the aircraft. NOTE: any additional hours (help) need to be justified. If a tech helped just to 'assist,' but was not required, then his hours are not added (not billable hours). However, if he was used for reasons already suggested or if multiple log book writes ups required extra help in order to meet an on-time scheduled departure, then add their hours. The reason for additional manpower should be added in the 'Notes and Comments' section at the bottom of the page. If the extra person involved was another airline employee, add his name and A&P number, if available, in the 'Notes and Comments' block (see below).
- 4.49 Total: this cell is automatically filled in.

Sign Off:

- 4.50 User and Arrived: Self explanatory
- 4.51 Release Date & Time: Click on the date and time the aircraft is returned back to the customer. This does not signify the aircraft is in a safe condition to fly. It is a return to customer date only.
- 4.52 All Task Completed At Date & Time: Click on appropriate date and time taking into consideration cleanup, shipping of parts if needed, paperwork completion etc.
- 4.53 Release Type: click on the cell for drop down selection and select the correct option. The technician who opened the eM2 will have his A&P license number added automatically in the cell due to the computer capturing his user name and passcode when opening the work order. Additional technicians 'signatures' and hours are automatically added at the time the additional tech(s) signs in at the 'Date Tech Arrives' cell. (see 4.10 above). NOTE 1: The 'Date Tech Arrives' cell is used ONLY when the task involves a continuation or turnover situation. NOTE 2: Situations requiring additional manpower e.g. RII, tire change, engine change etc. the additional tech need only to fill out the required information in the 'Standard Labor Hours' block. (see 4.37 above)
- 4.54 Other Details: Add information to help a non tech person understand anything uncommon during completion of the eM2.

Notes and Comments:

- 4.55 Notes and Comments: Add information to help a non tech person understand anything uncommon during completion of the eM4. Any comment may be added here in regards for another person to gain understanding in the task completed e.g. extra time taken due to snow, reason for using another tech when the task is normally a one person job, reason for delays in accomplishing the job etc.



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- 4.56 Save and Complete: Click here if the Work Order is complete.
 - 4.57 Save for Turnover: If work continues click this block. Another tech will be able to pull up this work order to add notes or sign off if he completed the task.
 - 4.58 Save and Continue Editing: Clicking this cell puts the Routine Maintenance Work Order on hold ready to be retrieved at a later time for completion Typical reasons for a hold might be work interruption, another customer call, looking for information that needs to be added etc.
- Add 'none' or 'n/a' if there are no comments to add. Something MUST be added in this block in order to close out the eM2. Comments added should be in enough detail and clear enough for a non aircraft person to gain understanding at a future date e.g. extra time taken due to snow, reason for using another tech when the task is normally a one person job, reason for delays in accomplishing the job etc.

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Home > Jett Pro Electronic Maintenance System (JEMS) > M2 Work Order "Unscheduled" > Add M2 Work Order "Unscheduled"

[Go back to M2 Work Order "Unscheduled" list](#)

Add M2 Work Order "Unscheduled"

Work Order Header

Date: **Station:**

Customer: **Customer W.O. #:** **Controller Name:**

Select customer and fill customer W.O. #

Aircraft type: **Aircraft registration #:** **Aircraft log page:**

If more than one page, separate with commas (,).

Time received call: **Time tech arrives:** **Date tech arrives:** Today |

This is local time. This is local time. Fill only if different from W.O date.

Scheduled time of departure: **Outbound flight #:**

This is local time or free text.

MX delay: YES NO

Event code:

Response code: **Response details:**

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Discrepancies	
Reported discrepancy	Corrective action
4.18	4.19
4.22	Add line + Delete? ✖
RII: <input type="radio"/> YES <input checked="" type="radio"/> NO RII detail: _____	
Materials Used	
4.20	4.21
Material or consumable	
[N/A]	Quantity
4.23	4.24
4.25	Customer provided <input type="radio"/> YES <input checked="" type="radio"/> NO
4.26	Add line + Delete? ✖
Parts Used	
Description of parts	Quantity
None used	4.27
4.28	Serial number
4.29	Customer provided <input type="radio"/> YES <input checked="" type="radio"/> NO
4.30	Add line + Delete? ✖
Equipment Used	
Equipment	Hours
[N/A]	4.31
4.32	Add line + Delete? ✖
4.33	0 hrs
4.34	4.35
Total	Add line + Delete? ✖

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Service Distribution

Engine oil	APU	IDG/CSD	#1	#2	#3	#4	Total	Customer provided	Oil Type
Quarts	0	0	0	0	0	0	0	<input type="radio"/> YES <input checked="" type="radio"/> NO	
4.36	4.37		4.38				4.39		4.40

Name	Quantity	Customer provided	Type	4.41	4.42	4.43	4.44	4.45	4.46	4.47	4.48	4.49	4.50	4.51	4.52	4.53	4.54	4.55	4.56	4.57	4.58	
Hydraulic fluid (Quarts)	0	<input type="radio"/> YES <input checked="" type="radio"/> NO		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
N2 (per use)	0	<input type="radio"/> YES <input checked="" type="radio"/> NO		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
O2 (per use)	0	<input type="radio"/> YES <input checked="" type="radio"/> NO		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Labor hours

Technician	[N/A]	0	4.46	4.47	4.48	4.49	4.50	4.51	4.52	4.53	4.54	4.55	4.56	4.57	4.58
Total	0 hrs	Total hours may vary when summing rules are applied.													

Sign Off

User	Arrived	Release date	All tasks completed at	Release type	Other details
You	Fill in header	Date: Today	Date: Today	A&P Certificate #	
	4.50	Time: 4.51	Time: 4.52	4.53	4.54

Notes and Comments

Notes and comments:

4.55



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Section 11

Note: All company forms are accessible for viewing and printing in JETTS under "Company Forms." The electronic forms e.g. eM2, eM4, eM6 are accessed by clicking on the 'JEMS' link.

Maintenance Work Order: (M2) – back up only

11.1.0 Purpose:

- 1.1 The purpose of this section is to describe the procedure used to record information on the paper Maintenance Work Order.

11.2.0 Scope:

- 2.1 The Maintenance Work Order, form M2, shall provide the back up to record all maintenance actions provided an airline or customer upon electronic/internet failure.
- 2.2 This form shall reflect the results of the preliminary and final inspections; it shall identify the technician who performed the work by signature and Airframe and Power Plant certificate number, Repair Station number or EASA/TCCA number. Exception to this is where non licensed personnel i.e. interior cabin crew, will have their work verified and signed by a qualified and licensed A&P technician.
- 2.3 Paper copies shall be used for back up purposes only when and if there is a system failure in the electronic format. The station shall maintain paper copies until such time an electronic transfer of information can be accomplished into web based eM2. Upon transfer, the paper copy may be discarded.

11.3.0 Responsibility:

- 3.1 The technician shall initiate a work order form M2, at the earliest time possible after confirmation of requested maintenance from a customer.
- 3.2 It is the responsibility of the technician to complete the work order in its entirety and in English. Form M2 is self explanatory; however certain information must be documented to assure accountability for service performed. Errors will be lined through with one line so the original wording can be understood and not obliterated. Do not use whiteout to erase mistakes.
- 3.3 All personnel will assure on going work is properly documented on the work order during their absence and prior to the next shift beginning work on that article.
- 3.4 All times should be written in military time for clarification.



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Document:

- 3.5.1 Date: the day the work order was initiated.
- 3.5.2 Station: three letter identifier for airport.
- 3.5.3 Aircraft Logbook Page number(s): copy number from customers log page. N/A if customer uses electronic means.
- 3.5.4 Page Number: document page number in series as required e.g. 1 of 1, 1 of 2, 2 of 2.
- 3.5.5 Customers Name: do not abbreviate name.
- 3.5.6 Customers W/O number: assigned by customer maintenance control. If not issued N/A this block.
- 3.5.7 Name of Controller or Customer Signature: provide name of customer issuing the work order. If emergency maintenance or a one time call out for a non regular customer is authorized write the customers (or pilots) name here. Have the pilot sign after the maintenance signature in the corrective action block. Write the credit card # for billing purposes in this block also for the pilot to sign. N/A this block if name not provided, however, always ensure the pilot's signature is obtained.
- 3.5.8 Aircraft Number: note: not all customers use the same numbering system. Reference to the customer policies and procedures for clarification.
- 3.5.9 Aircraft Type: example: B-757-200, A-319 etc.
- 3.5.10 Outbound Flight Number: write the outbound flight number. Inbound number is acceptable if the outbound number is unknown or unobtainable. In the event either I/B or O/B number is unobtainable for reasons such as the aircraft OOS, RON or an unscheduled flight, use the abbreviation RON, OOS or UNSCHD. Do not leave the space blank nor use n/a. All effort should be made to write either I/B or O/B flight number.
- 3.5.11 Scheduled Departure: local scheduled departure time. In the event the scheduled departure time is unknown due to an aircraft unscheduled, OOS or RON write the abbreviation RON, OOS or UNSCHD. Do not leave the space blank nor use n/a.
- 3.5.12 Time Received Call: not required for scheduled maintenance. Write RON.
- 3.5.13 Time Technician Arrived: actual time the technician arrived at the aircraft/location of maintenance.
- 3.5.14 Flight Delay: Indicate yes or no.
- 3.5.15 Event Codes: if applicable. Reason aircraft operation impacted maintenance
NOTE: Attach all supporting documents to work order. Table: GR = Gate return
AR = Air return, AT = Aborted take-off, DV = Diverted from another station.
- 3.5.16 Response Code: if applicable indicate if a delay at departure was caused by a maintenance action. Also indicate the correct delay code if maintenance was not on the aircraft within 15 minutes of the call per the applicable response code listed on the reverse side of the pink sheet i.e. A = No mechanic available, B = Aircraft has not landed yet, C = Aircraft delayed on ground customs, long taxi etc. D = Request of the customer.



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- 3.5.17 Reported Discrepancies: numerically document one or several discrepancies or events.
- 3.5.18 Corrective Action: numerically document one or several sign-offs or events. If parts or equipment required inspection, spell out in this block. Additionally, if turning the airplane over to the customer prior to a task not being finalized short sign and date what maintenance work was accomplished. If returning an out of service aircraft back to the customer state clearly in this block the aircraft is not serviceable due to xxx. Note: The Released By block on the bottom of the page also requires a signature. See 10.3.3.23. Per FAR 145.157(a), 201, 205, 213, maintenance manual references must be provided for all maintenance action performed. Any maintenance action performed will be included in this block and referenced by a MM, WDM, AMM etc. reference. Where time is critical (pending maintenance delay on departure) the maintenance controller should be notified as soon as possible as to what action cleared the item so an accurate reference may be provided.
- 3.5.19 RII Signature: indicate if Jett Pro provided a RII. Write N/A this block if Jett Pro did not perform a RII service.
- 3.5.20 A&P Certificate Number: sign off with A&P number.
- 3.5.21 Repair Station sign-off: sign off using the Repair Station number and your employee number e.g. YUJR093Y-###.
- 3.5.22 EASA sign-off: sign this line if working on a European registered aircraft. Enter the Repair Station EASA number and your employee number e.g. 145.5952### or per the carriers instructions.
- 3.5.23 Released By: signing this block indicates the aircraft has been returned to the customer, only, whether the maintenance action permits safe flight or not. Note: if maintenance action does not correct the written discrepancy state such in the Corrective Action block – see 3.5.18.
- 3.5.24 All Tasks Completed: state the local time and date when the total job was completed including clean up, documentation, packaging and shipping of parts.
- 3.5.25 Materials Installed: Jett Pro provided materials. Qty, p/n and s/n, description, customer provided – Yes or No, (check one). Refer to the Inspection System chapter of this manual for inspection criteria. Note: when no materials are used a diagonal line drawn from the Qty box to the Customer Provided box may be made to quickly indicate, quickly, that no materials were used.
- 3.5.26 HRS/ Equipment Used: Jett Pro owned/rented specialty equipment used i.e. lift truck, power cart etc. and hours used.
- 3.5.27 Servicing Distribution: numeric account of servicing distribution. Indicate if customer or Jett Pro provided oil, nitrogen or oxygen. One equals 1 quart of fluid or one servicing of nitrogen/oxygen. Two equals 2 tires or servicing etc.



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- 3.5.28 Standard Labor Hours: employee last name and Jett Pro employee number. Hours: individual's total elapsed time on the job. This number should be the difference between All Tasks Completed block (3.3.23) and Time Tech Arrived block (3.3.13) providing no interruptions occurred such as waiting for parts or tech diverted to work another customer i.e. straight billable hours.
- 3.5.29 Paperwork Audited By/Signature: Station Manager or designated representative shall review all work orders for completion and accuracy and sign with initials and employee number.
- 3.5.30 Distribution: self explanatory

11.4.0

The President or designated representative will be the only individual who can edit the aircraft Records Department database. A record of this event will be provided to the customer at time of billing.



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Section 12

Shift Turnover Log: eM3

12.1.0 Purpose:

- 1.1 The purpose of this electronic document is to describe the Shift Turnover Log procedures. The turnover process is required to provide a non verbal means by which the present shift can pass on on-going aircraft related information to the next shift.

12.2.0 Scope:

- 2.1 A Shift Turnover Log, form eM3, shall be filled out daily by each shift. This may be in addition to a verbal turn over, if provided. The log may also include minor station related items that need attention from the next shift. It is not intended to be a running log of all activities at the station. If there are no items to pass on to the succeeding shift "None," or equivalent, shall be entered on the log. This is to verify the out going shift has not inadvertently forgotten to add information.
- 2.2 Retention of the turnover is retained in the JETTS database indefinitely.
- 2.3 The eM3 is not a maintenance work order so in essence it does not have to be part of JEMS, however, it is situated there for ease of use.

12.3.0 Responsibility:

- 3.1 The document shall be opened in JETTS and reviewed by the in coming shift.
- 3.2 It is the responsibility of the lead or designated technician on duty to complete the eM3 prior to finishing his shift. He shall close the form out by clicking on "Save For On-Coming Tech". The oncoming (designated) tech will open the form to review any information. Any tech can open the log for a review at any time. Close out each opening as just described. The form eM3 is self explanatory, however the following information is provided as a guide to provide continuity locally and system wide.

12.4.0 Procedure:

Document:

- 4.1 Date: Click on calendar to add any other date than the date of opening the form. Click on 'today' for quick entry of today's date.
- 4.2 Shift: Click on appropriate shift the writer is scheduled on.



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- 4.3 Station: add designated letters of appropriate station.
- 4.4 Customer: self explanatory. Add a new customer by clicking on the green + symbol.
- 4.5 Aircraft Registration #: self explanatory.
- 4.6 Aircraft Location: self explanatory.

Notes and Comments:

- 4.7 Notes and Comments: add appropriate aircraft maintenance turn over information.
- 4.8 Non Aircraft Maintenance Issues: add appropriate local station issues.
- 4.9 Delete: self explanatory
- 4.10 Save for On-Coming Tech: click on this box to close the form after review.
Any person opening the M3 for review will have his employee number automatically added. Following is an example of using the eM3. A shift finished work at 0130 on (any) day. The tech closed out the M3 by filling in any pertinent information and clicking on 'Save For Incoming Tech'. The following shift will open the eM3 by clicking on the 'Open' log. ('open' as it has not been reviewed yet). After review, the tech can simply exit JEMS or close the log by clicking on the "Save for Oncoming Tech." In either case his employee number will be automatically added as the reviewing person and the log status will show 'Closed.' At the end of that shift the tech will open a new eM3 by clicking on 'Add M3 Shift Turnover Log,' fill in any information and hit "Save For On-Coming Tech." The process starts again. Note: when initially clicking on the M3 link, any log showing 'Open' indicates that M3 has not yet been reviewed.



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Add M3 Shift Turnover Log

Log Header

Date:

4.1

Today |

Shift:

4.2

.....

Station:

4.3

Customer:

4.4



A/C Reg. #:

4.5

Aircraft location:

4.6

Notes and Comments

Notes and comments:

4.7

Non aircraft maintenance issues:

4.8

4.9

4.10

Delete

Save for On-Coming Tech



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Section 13

Shift Turnover Log: (M3) backup

13.1.0 Purpose:

- 1.1 The purpose of this section is to describe the Shift Turnover Log backup procedures. The paper M3 is required only as a backup to the electronic eM3 form should there be a prolonged internet or JETTS system interruption.

13.2.0 Scope:

- 2.1 A Shift Turnover Log, form M3, shall be completed daily by each shift to document maintenance not finished on one shift and requiring turn over to the next shift. This is in addition to a verbal turn over, if provided. The log may also include minor general non maintenance items that need attention from the next shift. If there are no items to mention from the outgoing shift "None," or equivalent, shall be written to indicate that nothing has been overlooked.
- 2.2 Paper copies of the turnover log should be maintained a minimum of 1 month.

13.3.0 Responsibility:

- 3.1 This form shall be reviewed by the on coming shift lead and signed or initialed to indicate the review took place. A signature or initial is not required if there are no items written.
- 3.2 It is the responsibility of the lead or technician on duty to complete the Shift Turnover Log as required, in English. Form M3 is self explanatory, however specific information must be documented to assure accurate turnover.

Document:

- 3.2.1 Station: three letter identifier for airport.
- 3.2.2 Date: the day the turnover log sheet applies too.
- 3.2.3 Aircraft: (number) note: not all customers use the same numbering system. State the a/c # as the particular carrier refers to as i.e. tail # or nose #. Use customers procedures for correct identification.



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- 3.2.4 Customer: abbreviations are acceptable but ensure there is no conflict with a similarly identified Air Carrier i.e. Aloha, ASA, Alaska.
- 3.2.5 Aircraft Location: where the aircraft is on the airfield.
- 3.2.6 Comments: there is no one standard entry however; write a brief description of any ongoing maintenance item(s). Relevant station activities that the next shift should be aware of may also be written. If there are no items to mention an entry stating "None" or "N/A" should be written to indicate that nothing has been overlooked. The log is not intended to be a summary of daily maintenance activities.
- 3.2.7 Emp #: self explanatory
- 3.2.8 Non Aircraft Maintenance Issues: document information as needed.



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Section 14

Routine Maintenance Work Order "Scheduled" (M4)

14.1.0 Purpose:

- 1.1 The purpose of this form is to document any aircraft maintenance work accomplished during a routine scheduled stopover.

14.2.0 Scope:

- 2.1 The Routine Maintenance Work Order, M4, is completed to document routine scheduled maintenance such as ETOPS, transit checks or scheduled routine checks. All maintenance accomplished during a regularly scheduled check, task card or bill of work will be documented on this form. Non routine items added later by a customer to the scheduled check will also be documented on this form.
- 2.2 The form differs from the eM2 in that it documents routine and scheduled work. (the eM2 documents work of a non routine nature such as log book write up which requires action before the next flight).
- 2.3 Access to the eM4 is gained through the Jett Pro intranet site www.insidejettpro.com and clicking on the JEMS (Jett Pro Electronic Maintenance System) link. User name will be your employee ID and pass code is individual choice. A blank form will appear wherein each block (or cell) will require information to be added before a final 'signature.' To close the form click on the appropriate cell at the bottom of the eM4 page. This sends it a queue for the station manager, or designee, to audit prior to submittal for billing.
- 2.4 Each person completing maintenance is required to sign for work done after completing that maintenance. The eM4 electronically identifies the person opening the Work Order (WO) through his user name and personal pass code. His 'signature' (A&P number) will be automatically identified in the final signature block of the eM4 upon closure of the WO. Additional personnel working that aircraft will be able to open the same WO to add work they accomplished, hours and any other appropriate information. Their signature(s) hours etc. will be added to the WO (as additional manpower) but the originators signature cannot be overridden, changed or deleted.
- 2.5 Each tech's A&P number is also identified on the Station Roster, M12, along with his hand written signature for identification purposes such as in the case of a manually written M2.
- 2.6 Exceptions to the signature rule will be encountered when signing off aircraft associated with Canadian, Mexican or European customers. These entities often require an additional number or letter after their A&P number or require the Jett Pro Repair Station number to be used. (Contractual rules will dictate which). The appropriate cell will be automatically populated with the tech's number after the first manual entry. Thereafter, it will automatically appear when clicking on that cell. The computer automatically recognizes that person opening the eM4 and will apply the correct number when clicking on the cell requiring these exceptions.



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- 2.7 **Paper copies of the Work Order shall be used for back up purposes only when and if there is a system failure in the electronic format. The station shall maintain paper copies until such time an electronic transfer of information can be accomplished into web based eM4. Upon transfer, the paper copy may be discarded.** The web based servers continually back up information inputted, automatically and the data is held indefinitely over multiple years, therefore, paper copies for record retrieval is not required. This complies with the two year maintenance record retention rule of CFR 14 Part 145.219.

14.3.0 Responsibility:

- 3.1 The technician shall initiate a work order form eM4, at the earliest time possible after confirmation of requested maintenance from a customer. The entry shall be in English.
- 3.2 Each technician entering JEMS to access the eM4 Work Order shall open it under his company issued user name and own passcode. **This is important as the person opening the form is identified electronically and where required to sign off the Work Order the 'signature block' will be automatically populated with the users name, employee # and A&P number.** Note: It is not possible for one tech to open a Work Order, close it with his 'signature' and then another tech duplicate, override, change or delete that original signature. However, any additional tech signatures that need to be on the eM4 (additional manpower) can be entered in a specific area of the eM4 and their signatures will be identified accordingly. Exception to this is when multiple techs are involved on one job OR in a turnover or work continuation situation. Each technicians signature (A&P number) will be captured and submitted in the correct cell. This exception is elaborated further under 13.4.0.
- 3.3 A hand written signature is not required as the opener of the eM4 is automatically identified in the signature block(s) at the end of the form. All personnel will assure on going work is properly documented on the work order prior to their absence from the job.

14.4.0 Procedure:

Document:

- 4.1 **Date:** Click on 'today' for today's date or the calendar symbol for a different date.
- 4.2 **Station:** Enter the first letter of a station. A drop down box will list stations starting with that letter. Then click on the correct station. It will be added automatically.
- 4.3 **Customer:** Add the first or second letter and a drop down box appears with customer selections. Click on the correct customer and it will be added automatically. If the customer is not in the drop down selection do one of the following. a) type in the customers name or, b) Hit the plus (+) sign to add the information requested. If some info is not known leave that cell blank. Hit 'enter' to save.
- 4.4 **Customer W.O.#:** Enter the work order provided from the customer. If unknown, or the aircraft is out of service, or will remain overnight enter Ukn OOS or RON. Multiple work order numbers can be added but separated each by a comma.



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- 4.5 Controller Name: type in the last name of the controller spoken too.
- 4.6 Aircraft Type: Enter a letter e.g. (B Boeing or A – Airbus) for drop down menu of aircraft types. Click on the correct aircraft.
- 4.7 Aircraft Registration Number: Enter tail or nose number of the aircraft as appropriate.
- 4.8 Aircraft Log Page: add the number of the aircraft's log page. Multiple log page numbers can be added but separated each by a comma.
- 4.9 Time Tech Arrives: Click on the center of the diamond symbol for local time to be added automatically. Each corner of the symbol will allow changes to the time, or, highlight the cell and add the time needed. If unsure of the time call was received check the phone "received call" menu. All times shall be written military style i.e. 4 digits with no breaks or colons.
- 4.10 Date Tech Arrives: NOTE: this cell is used during a turnover or work continuation situation only. For additional manpower entries see 'Labor Hours' block. Fill the date and time of arrival on the job as appropriate.
- 4.11 Scheduled Time of Departure: Add the local time of scheduled departure. If unknown, or the aircraft is out of service, or will remain overnight enter Ukn OOS or RON.
- 4.12 Outbound Flight #: Add the flight number if known. If unknown, or the aircraft is out of service, or will remain overnight enter Ukn OOS or RON.
- 4.13 Maintenance Delay: Click on the correct response "Yes" or "No."

Scheduled Routine Task Details:

- 4.14 Scheduled Task: Enter details of the maintenance required in sufficient detail so a non aircraft related person could understand the narrative. (Click on 'Add Line' on the right hand side of the page to add additional entries. Click on 'Delete' to delete an entry if mistakes were made or just enter cell and make corrections as needed).
- 4.15 Corrective Action: Write the work done to resolve the discrepancy or the steps taken as in a short sign before the task in completed. Write in sufficient detail so to be clearly understood at a later date. Add technical data i.e. MM, AIM, CMM, WDM, to support work accomplished whether it fixed the discrepancy or not. Include paragraph and revision number, when known, for a complete and accurate entry narrative. Click on 'spell' to correct spelling mistakes. (Each discrepancy requires a separate, additional, corrective action block).
- 4.16 Each discrepancy requires a separate, additional, corrective action block. Click on 'Add Line' on the right hand side of the page to add blocks. Click on 'Delete' to delete an entry if mistakes were made or just enter cell and make corrections as needed.
- 4.17 RII: Click on correct response.
- 4.18 RII Detail: Add detailed narrative explaining specific item that was RII. Add technicians details i.e. name and/or employee number (include as much information as possible of who accomplished the action such as name employee number and company worked for if non Jett Pro.



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Materials Used

- 4.19 Material or Consumable: Click N/A if none used. Start adding an item in the box and a drop down box will provide a list of items. Click on the appropriate items to add.
- 4.20 Quantity: Add number used. Each item and quantity will require a separate block by clicking on the 'Add line' from the right hand side of the page.
- 4.21 Customer Provided: Click the appropriate choice.
- 4.22 Add Line/Delete: click to add another entry or delete an entry.

Parts Used:

- 4.23 Description of Parts: Add the description of the part and the part number from the 8130 tag or shipping document.
- 4.24 Quantity: Add number used. Each item and quantity will require a separate block by clicking on the 'Add line' from the right hand side of the page.
- 4.25 Serial Number: Add the serial number from the 8130 or shipping document.
- 4.26 Customer Provided: Click the appropriate choice.
- 4.27 Add Line/Delete: click to add another entry or delete an entry.

Equipment Used:

- 4.28 Equipment: Click on N/A if none used.
- 4.29 Hours: Add number of hours the equipment is billed for. Note: time waiting for equipment pick up after notification to the vendor/owner is not billable time.
- 4.30 Add Line/Delete: click to add another entry or delete an entry.

Servicing Distribution:

- 4.31 Engine Oil: APU, #1, #2, #3, #4, in quarts.
- 4.32 Total and Customer Provided: The total will be added automatically. Click on the arrows if oil was added to any engine or APU. Click appropriate 'Yes' or 'No.'
- 4.33 Name: Quantity: Customer Provided: Add correct quantity of hydraulic oil used and if customer provided or not.
- 4.34 N2 (per use): Add number of items serviced with N2 e.g. tires, accumulators etc.
- 4.35 O2 (per use): Add number of servicings of oxygen.

Labor Hours:

- 4.36 Technician: Click N/A if technician filling out the eM2 was the only person who worked the aircraft. Move to the 'Sign Off' block as hours will be added automatically. However, click on "Add Line" if additional tech is used. Enter tech's emp #and hours. NOTE: Do NOT use this block if a turnover or work continuation situation exists. All turnover or work continuation info is entered in the 'Date Tech Arrives' block.
- 4.37 Hours: If only one tech is involved the hours will be added automatically.
- 4.38 Add Line/Delete: click to add if additional manpower was used in working the aircraft e.g. RII, extra tech involved in working the aircraft. NOTE: any additional hours (help) need to be justified. If a tech helped just to 'assist,' but was not required, then his hours are not added (not billable hours). However, if he was used for reasons already suggested or if multiple log book writes ups required extra help in order to meet



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an on-time scheduled departure, then add their hours. The reason for additional manpower should be added in the 'Notes and Comments' section at the bottom of the page. If the extra person involved was another airline employee, add his name and A&P number, if available, in the 'Notes and Comments' block (see below).

- 4.39 Additional N/R Hours: Added the hours taken to complete any additional work over and above the routine work assigned.
- 4.40 Total: this cell is automatically filled in.

Sign Off:

- 4.41 User and Arrived: Self explanatory
- 4.42 Release Date & Time: Click on the date and time the aircraft is returned back to the customer. This does not signify the aircraft is in a safe condition to fly. It is a return to customer date only.
- 4.43 All Task Completed At Date & Time: Click on appropriate date and time taking into consideration cleanup, shipping of parts if needed, paperwork completion etc.
- 4.44 Release Type: click on the cell for drop down selection and select the correct option. The technician who opened the eM2 will have his A&P license number added automatically in the cell due to the computer capturing his user name and passcode when opening the work order. Additional technicians 'signatures' and hours are automatically added at the time the additional tech(s) signs in at the 'Date Tech Arrives' cell. (see 4.10 above). NOTE 1: The 'Date Tech Arrives' cell is used ONLY when the task involves a continuation or turnover situation. NOTE 2: Situations requiring additional manpower e.g. RII, tire change, engine change etc. the additional tech need only to fill out the required information in the 'Labor Hours' block.
- 4.45 Other Details: Add information to help a non tech person understand anything uncommon during completion of the eM2.

Notes and Comments:

- 4.46 Notes and Comments: Add information to help a non tech person understand anything uncommon during completion of the eM4. Any comment may be added here in regards for another person to gain understanding in the task completed e.g. extra time taken due to snow, reason for using another tech when the task is normally a one person job, reason for delays in accomplishing the job etc.
- 4.47 Save and Complete: Click here if the Work Order is complete.
- 4.48 Save for Turnover: If work continues click this block. Another tech will be able to pull up this work order to add notes or sign off if he completed the task.
- 4.49 Save and Continue Editing: Clicking this cell puts the Routine Maintenance Work Order on hold ready to be retrieved at a later time for completion Typical reasons for a hold might be work interruption, another customer call, looking for information that needs to be added etc.



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Add M4 Routine Maintenance Work Order "Scheduled"

Work Order Header

Date: Today | Station:

Customer: Customer W.O. #: Controller Name:

Select customer and fill customer W.O. #

Aircraft type: Aircraft registration #: Aircraft log page:

If more than one page, separate with commas (,).

Time tech arrives: Today | Date tech arrives: Today | Today

This is local time. Fill only if different from W.O. date.

Scheduled time of departure: Outbound flight #:

This is local time or free text:

MX delay: YES NO

Scheduled Routine Task Details

Scheduled Task

Corrective action

Add line Delete?

RTI: YES NO RTI detail:

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Materials Used											
Material or consumable		Quantity		Serial number		Customer provided					
[N/A]	4.19	4.20	0			YES	NO	4.21	4.22	Add line	Delete?
Parts Used											
Description of parts		Quantity		Serial number		Customer provided					
None used	4.23	4.24	0			YES	NO	4.25	4.26	Add line	Delete?
Equipment Used											
Equipment	4.28	4.29	0	Hours	4.30	Add line	Delete?				
[N/A]											
Servicing Distribution											
Engine oil	APU	IDG/CSD	#1	#2	#3	#4	Total	Customer provided	Oil Type		
Quarts	4.31	4.32	0	0	0	0	0	YES	NO	4.33	4.34
Name		Quantity	Customer provided		Type						
Hydraulic fluid (Quarts)	4.36	0	YES	NO						4.37	4.35
N2 (per use)	4.38	0	YES	NO							
O2 (per use)	4.39	0	YES	NO	4.40						

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Labor hours	
Technician	Hours
[N/A]	0
4.36	4.37
4.39	0
Additional N/R hours	
Total 4.40 0 hrs Total hours may vary when summing rules are applied.	
<div style="float: right;"> 4.38 Add line Delete? </div>	
Sign Off	
User	Release date
Arrived	All tasks completed at
You Fill in header 4.41	Date: Today Calendar Time: 4.42
Date: Today Calendar Time: 4.43	Release type A&P Certificate # 4.44
Other details	
4.45	
Notes and Comments	
Notes and comments:	
<div style="border: 1px solid gray; padding: 5px; min-height: 100px;"> 4.46 </div>	
4.47	
4.48	
4.49	
<div style="text-align: right;"> Save for turnover Save and complete Save and continue editing </div>	



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Section 15

Towing & Brake Ride Log : (eM6)

15.1.0 Purpose:

- 1.1 The purpose of this form is to document all customer related aircraft tows and brake rides.

15.2.0 Scope:

- 2.1 The Tow/Brake Ride Log, eM6, shall be completed daily to document those customers contracted to perform tow and brake ride activities.
- 2.2 The form contents shall be filled out electronically and sent to accounting for billing purposes.
- 2.3 The form shall be forwarded to the respective billing office at the end of the billing period.
- 2.4 **Paper copies shall be used for back up purposes only when and if there is a system failure in the electronic format. The station shall maintain paper copies until such time an electronic transfer of information can be accomplished into web based eM6. Upon transfer, the paper copy may be discarded. Back up data is held indefinitely.**

15.3.0 Responsibility:

- 3.1 It is the responsibility of the technician on duty to complete the Tow/Brake Ride Log in English and prior to the end of his/her shift. Form eM6 is self explanatory, however certain information must be documented in the following format to assure information entered is correct.
- 3.2 Each technician entering JETTS to access the form shall open it under his company issued user name and own passcode. A hand written signature is not required as the opener of the is automatically identified in the signature block(s) at the end of the form. It is the responsibility of the technician on duty to complete the Tow/Brake Ride Log in English and prior to the end of his/her shift. Form eM6 is self explanatory, however certain information must be documented in the following format to assure information entered is obtained ready for billing purposes.
- 3.2 It is the Station Managers responsibility to ensure the information on this form is complete and accurate.
- 3.3 It is the responsibility of the technician to complete the work order completely and accurately.



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Section 15 (cont'd)

15.4.0 Procedure:

Document:

- 4.1 Access to the eM6 is gained through the Jett Pro intranet site www.insidejettpro.com and clicking on the Tow & Brake Ride link. A blank electronic form will appear wherein each space, block or cell will require information to be added. When completed the form is "sent" wherein it lays in a queue for the station manager, or designee, to audit and then submit to the billing department.
- 4.2 Each technician entering JETTS to access the form shall open it under his company issued user name and own passcode. **This is important as the person opening the form is automatically identified and where required to 'sign off' the Work Order in the signature block, his A&P number is automatically added to that cell identifying him as the person accomplishing the maintenance action.**
- 4.3 Date: Click on 'today' for today's date or the calendar symbol for a different date.
- 4.4 Station: Enter the first letter of a station. A drop down box will list stations starting with that letter. Then click on the correct station. It will be added automatically.
- 4.5 Customer: Add the first or second letter and a drop down box appears with customer selections. Click on the correct customer and it will be added automatically. If the customer is not in the drop down selection do one of the following. a) type in the customer's name or, b) Hit the plus (+) sign to add the information requested. If some info is not known leave that cell blank. Hit 'enter' to save.
- 4.6 Aircraft Registration Number: Enter tail or nose number of the aircraft as appropriate.
- 4.7 Time Tech Arrives: Click on the center of the diamond symbol for local time to be added automatically. Each corner of the symbol will allow changes to the time, or, highlight the cell and add the time needed. If unsure of the time call was received check the phone "received call" menu. All times shall be written military style i.e. 4 digits with no breaks or colons.
- 4.8 Date Tech Arrives: NOTE: this cell is used during a turnover or work continuation situation only. For additional manpower entries see 'Labor Hours' block. Fill the date and time of arrival on the job as appropriate.
- 4.9 Scheduled Time of Departure: Add the local time of scheduled departure. If unknown, or the aircraft is out of service, or will remain overnight enter Ukn OOS or RON.
- 4.10 Outbound Flight #: Add the flight number if known. If unknown, or the aircraft is out of service, or will remain overnight enter Ukn OOS or RON.

Tow/Brake Ride Details:

- 4.11 From/To: Add comments indicating where aircraft was towed from and where to. If more than one tow is accomplished click on the 'Add Line' on the right hand side of the page. Click on 'Delete' to remove an entry or to start again.



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Section 15 (cont'd)

Sign Off:

- 4.12 User and Arrived: Self explanatory
- 4.13 All Task Completed At: Click on appropriate date and time taking into consideration cleanup, shipping of parts if needed, paperwork completion etc.
- 4.14 Release Type: click on the cell for drop down selection. Click on correct type of release information. The technician who opened the will have his A&P license number added automatically here. (Additional tech's hours are added from filling out the previous block i.e. Labor Hours.)
- 4.15 Other Details: Add information helpful for another person understand anything uncommon when completing the eM6

Notes and Comments:

- 4.23 Any comment may be added here in regards for another person to gain understanding in the task completed e.g. extra time taken due to snow, reason for using another tech when the task is normally a one person job, reason for delays in accomplishing the job etc.
- 4.24 Save and Complete: Click here if is complete.
- 4.25 Save and Continue Editing: Clicking this cell puts the on hold ready to be retrieved at a later time for completion e.g. interruption, another customer call, looking for information that needs to be added or for whatever reason the work order could not be completed.



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Section 16

Towing & Brake Ride Log : (M6) – back up only

16.1.0 Purpose:

- 1.1 The purpose of this document is to document all customer related aircraft tows and brake rides.

16.2.0 Scope:

- 2.1 The Tow/Brake Log, M6, shall be used to document all customer requested and contracted tows and brake rides.
- 2.2 The form shall be forwarded to the respective billing office end billing period.
- 2.3 Paper copies shall be used for back up purposes only when and if there is a system failure in the electronic format. The station shall maintain paper copies until such time an electronic transfer of information can be accomplished into web based eM2. Upon transfer, the paper copy may be discarded. Back up data is held indefinitely.

16.3.0 Responsibility:

- 3.1 It is the responsibility of the technician on duty to complete the Tow/Brake Ride Log in English and prior to the end of his/her shift. Form M6 is self explanatory, however certain information must be documented in the following format to assure information entered is obtained ready for billing purposes.
- 3.2 Maintain electronic files per record keeping procedures in Section 10.
- 3.3 It is the Station Managers responsibility to ensure the information on this form is complete and accurate.
- 3.4 The technician performing the inspection shall check the "complies" block if there is no discrepancy or check the "Does not comply" block if there is a discrepancy noted. That inspector shall initial and place his employee number in the appropriate block indicating that check has been accomplished.
- 3.5 It is the responsibility of the technician to complete the work order completely and accurately.



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Section 16 (cont'd)

16.4.0 Procedure:

4.1 Document:

- 4.1.1 Customer: maintain a separate log for each customer. Write three letter airline identifier or customer name. Maintain a separate log for each customer.
- 4.1.2 Station: three letter airport identifier.
- 4.1.3 Date: enter day, month and year as shown e.g. 05/06/08
- 4.1.4 A/C #: enter tail number (or nose number if the airline is commonly referred to by nose #).
- 4.1.5 I/B Flt #: enter customer I/B flight number. If number is unobtainable write the aircraft tail number.
- 4.1.6 Tow From-To: self explanatory
- 4.1.7 Time On Time Off: indicate accurately the time at the aircraft and time finished in military time.
- 4.1.8 Local Ops Contact: name of person requesting the tow or brake ride.
- 4.1.9 Mech Int/Emp #: print technicians initials and employee #.



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Section 17

Bowser Servicing Inspection Form: (M7)

17.1.0 Purpose:

- 1.1 The purpose of this document is to describe the Bowser Servicing Inspection Form M7.

17.2.0 Scope:

- 2.1 The Bowser Servicing Inspection Form shall be used to document both the 90 day and annual inspection or if dirty fluid is discovered or the handle hard to pump.
- 2.2 This form shall reflect the results of the preliminary and final inspections and shall identify the technician who performed the work by initials and employee number.
- 2.3 Save inspections per record keeping procedures in Section 10 prefix.
- 2.4 The bowser inspection shall be accomplished quarterly and shall be completed in the first week of each quarter. Maintain records at the station. The filter change date should be identified on the bowser and on the Tool Calibration form, M9.

17.3.0 Responsibility:

- 3.1 It is the Station Managers responsibility to ensure the information on this form is complete and accurate.
- 3.2 The technician performing the inspection shall check the "Complies" block if there is no discrepancy or check the "Does not comply" block if there is a discrepancy noted. That inspector shall initial and place his employee number in the appropriate block indicating that check has been accomplished.
- 3.3 It is the responsibility of the technician to complete the work order completely. Form M7 is self explanatory, however guidelines in filling the form out follows:

90 day

- 3.3.1 90 Day Inspection: check this block if performing the 90 day inspection.
- 3.3.2 Annual Inspection: check this block if performing the annual inspection.
- 3.3.3 Station: three letter identifier for airport.
- 3.3.4 Date: the day the inspection was initiated.
- 3.3.5 Part Number: the part number of the servicing unit.



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Section 17 (cont'd)

- 3.3.6 Serial Number: the serial number of the unit.
- 3.3.7 JP Number: write the company assigned control number # e.g. JC123
- 3.3.8 Visual Inspection of Tank Exterior: inspect the container for cracks, corrosion, or damage etc.
- 3.3.9 Identification: check product identification is attached and easily legible. Also the assigned Jett Pro ID # needs to be affixed to the unit.
- 3.3.10 Wipe Bowser clean: self explanatory.
- 3.3.11 Condition of hoses: inspect the entire length of the hose for cracks, leaks or damage.
- 3.3.12 Hose Ends Capped: self explanatory.
- 3.3.13 Check for Pump Damage: inspect pump for cracks, leaks, corrosion or impact damage.

Annual

- All the 90 day inspection items plus;
- 3.3.14 Check for filter housing damage: inspect filter housing for cracks, leaks corrosion and impact damage.
- 3.3.15 Remove and Replace Filter: change the filter element. Note: filter may be secured in a plastic bag and attached to the unit if the bowser is rarely used. The bowser must not contain fluid. If using this procedure ensure the form M7 has been updated at filter placement as the clock starts when the filter is installed.
- 3.3.16 Check fluid condition: Visually inspect fluid for contamination and sediments
- 3.3.17 Remarks: additional information if needed.



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Section 18

Out of Service Tag: (M8)

18.1.0 Purpose:

- 1.1 The purpose of this document is to describe the Out of Service Tag for Jett Pro.

18.2.0 Scope:

- 2.1 An Out of Service Tag (form M8) shall be completed and attached to the affected item at the time of discovery.
- 2.2 The Station Manager shall inform the General or Senior Manager at the weekly conference call any time an item is tagged "Out of Service".
- 2.3 At a minimum, this tag shall be used anytime
 - 2.3.1 Expired calibration
 - 2.3.2 Damaged or dropped tools
 - 2.3.3 Out-of-service oil/hydraulic servicing units.
 - 2.3.4 Inoperative or malfunctioning tool
 - 2.3.5 Receipt of defective part or component whether customer or Jett Pro owned.
- 2.4 Retention of a OOS record is not required as long as the tag is affixed to the article. Discard tag after the article has been repaired or disposed of.

18.3.0 Responsibility:

- 3.1 It is the Station Managers responsibility to ensuring the information on this form is complete and accurate.
- 3.2 It is the responsibility of the technician or supervisor on duty to notify the Station Manager of any item that is placed "Out of Service".
- 3.3 Form M8 is self explanatory; however certain information must be documented to assure accurate Out of Service tag documentation.

Document:

- 3.3.1 Date: the day the Out of Service Tag is initiated.
- 3.3.2 Stn: self explanatory
- 3.3.3 Reason Out of Service: brief description for reason the item is out of service.
- 3.3.4 Emp #: self explanatory
- 3.3.5 Equipment #: write the company assigned JC# number of the tool or equipment.



Quality Assurance Manual

Section 19

Calibrated Tooling Record: (M9)

19.1.0 Purpose:

- 1.1 The purpose of this document is to describe methods used to ensure accurate inventory and serviceability of calibrated tooling for Jett Pro.

19.2.0 Scope:

- 2.1 The Calibrated Tooling Record, form M9, shall be completed and kept accurate at all times.
- 2.2 The form shall be updated every time a tool is received, damaged or sent out for calibration with records maintained a minimum of one year or until all tooling has gone through a complete calibration cycle, whichever is greater.
- 2.3 Each station will audit their calibrated tools monthly for serviceability and expiration date. Forward form M9 to the QA Manager monthly whether there be changes or not and report on the status of tools on the weekly conference call.

19.3.0 Responsibility:

- 3.1 It is the Station Managers responsibility to ensuring the information on this form is complete and accurate.
- 3.2 It is the responsibility of the technician or lead on duty to notify the Station Manager of any discrepancies upon discovery.
- 3.3 The Station Manager shall notify the General or Senior Manager of any changes or discrepancies with the station's tooling at the weekly conference call. The M9 shall be updated to reflect the change.



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- 3.3 Form M9 is self explanatory; however certain information must be documented to assure accurate tracking of tooling.

Document:

- 3.3.1 Station: three letter identifier for airport.
- 3.3.2 Month: self explanatory
- 3.3.3 Item #: self explanatory
- 3.3.4 Description: description of item
- 3.3.5 JP # write the company assigned number e.g. JC (or JP)123
- 3.3.6 MPG P/N: part number from the manufacturer.
- 3.3.7 S/N: serial number of the item.
- 3.3.8 Calib Date: date calibration was accomplished.
- 3.3.9 Calib Due Date: date the item is due calibration.
- 3.3.10 Location: location of the tool i.e. van, shop, office etc. Use the Shipping and Receiving Record, form M10, to show movement of the tool from a station for whatever reason. Email form M10 to the Quality Assurance Manager, or designee, upon tool movement.
- 3.3.11 Page number: document page number in series as required e.g. 1 of 1, 1 of 2, 2 of 2, etc.



Quality Assurance Manual

Section 20

Shipping and Receiving Record: (M10)

20.1.0 Purpose:

- 1.0 The purpose of this document is to describe methods used to track calibrated and non calibrated tooling and equipment movements.

20.2.0 Scope:

- 2.1 The Shipping and Receiving, form M10, shall be used to track tool and equipment movements between stations and vendors.
- 2.2 The form shall be used for both calibrated and non calibrated tool and equipment movements to and from the station.

20.3.0 Responsibility:

- 3.1 It is the senders responsibility to ensure the information on the form is correct prior to sending.
- 3.2 It is the responsibility of the technician to notify the Station Manager of any discrepancies of tooling and/or equipment issues upon discovery.
- 3.3 Whenever non calibrated tooling and/or equipment is shipped to or from a location the form shall be filled out and emailed or faxed to the receiving station or vendor and a copy sent with the article(s). It may be necessary to obtain a P.O.# first before shipping.
- 3.5 Each item shipped must be identified individually by description, p/n, s/n (where applicable), company assigned control number, the shippers employee initials etc. to indicate what the receiver is to expect. Maintain a record of the form until return of the articles or confirmation of receipt has been provided.
- 3.6 Maintain electronic records of the forms usage for 90 days per Section 10 prefix requirements. Paper copies are kept a maximum of 90 days or until receipt of the tooling of equipment is satisfied.



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Section 20 (cont'd)

20.4.0 Procedure:

- 4.1 Form M10 is self explanatory, however certain information must be documented to assure complete records:
 - 4.1.1. Station: 3 letter station identifier sending the articles.
 - 4.1.2 Description: self explanatory.
 - 4.1.3 MFG P/N: the part number of the tool or equipment (as applicable).
 - 4.1.4 S/N: the serial number of the tool or equipment (as applicable).
 - 4.1.5 JP#: write the company assigned control number e.g. JC123 for each item.
 - 4.1.6 Ship Date: the date the item was shipped.
 - 4.1.7 Ship To: station or company name article is shipped to.
 - 4.1.8 Tracking Number: the UPS or Fed Ex tracking number.
 - 4.1.9 Initials Emp #: initial and employee number of the person shipping the item.
 - 4.1.10 Date Rec'd: date the item was received by the recipient. This is primarily for when shipping between Jett Pro stations as the information may be impossible to obtain when shipping to an outside entity.
 - 4.1.11 Initial Emp #: initials and employee number of Jett Pro person receiving the article.
 - 4.1.12 Ship To: Type the address the article is to be shipped to after repair or purchase. N/A if appropriate.
 - 4.1.13 Purchase Order #: Type in the ordering number (where outside vendors are involved). N/A If appropriate



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Section 21

Shop Meeting Agenda: (M11)

21.1.0 Purpose:

- 1.1 The purpose of this document is to describe the agenda and procedures for conducting the monthly Shop Meeting.

21.2.0 Scope:

- 2.1 Safety is Jett Pro's number one priority and the Shop Meeting Agenda, form M11, shall be used to document the monthly meeting and provide means by which personnel can bring items such as safety issues to the attention of other personnel, Station Manager and the Top Management Team.
- 2.2 Files shall be retained for a minimum of two years.

21.3.0 Responsibility:

- 3.1 It is the Station Manager's responsibility shall conduct a monthly shop meeting using form M11 to identify important station issues, especially those dealing with safety to help promote a safe and efficient work environment.
- 3.2 Any emergency items should be brought to the attention of the Station Manager and General/Senior Manager upon discovery.
- 3.3 Minutes of the meeting will be made available to all personnel by posting on the Read and Sign board.
- 3.4 It is the responsibility of each individual person to report all safety issues and concerns to the manager and to take immediate action to prevent injury, loss of life or damage to aircraft/equipment where able.
- 3.5 Minutes of the meeting shall be saved on form M11 under "Shop Mgt mth/yr" in addition to a paper copy for 2 years.
- 3.6 The Station Manager will email the meeting agenda to the GM, monthly.

21.4.0 Procedure:

- 4.1 The form is self explanatory for filling out and contains at a minimum those items that should be discussed at a meeting. N/A any block on the form that is deemed not needing discussion. Extra items for discussion can be included.
- 4.2. Minutes of the meeting will be made available to all personnel by posting on the Read and Sign board. Personnel unable to attend the meeting will review the printed minutes upon their next return to work and are required to sign an attached Read and Sign sheet with initials and emp# to acknowledgement receipt and understanding of station and safety issues.



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Section 22

Station Roster: (M12)

22.1.0 Purpose:

- 1.1 The purpose of this document is to describe procedures for documenting information on the Repair Station Roster, M12, per FAR 145.161 and FAR 209(b).

22.2.0 Scope:

- 2.1 The Jett Pro Repair Station Roster shall be kept current at all times and all changes must be administered within 5 business days of the change.

22.3.0 Responsibility:

- 3.1 The Station Manager, or designated representative, shall maintain a current roster of all personnel at the Repair Station.
- 3.2 Each technician shall complete and sign the Jett Pro Repair Station Roster form M12 with the station retaining the original and forwarding a copy to the Quality Assurance Manager.
- 3.3 Each station shall have sufficient personnel assigned with inspector authorization in order to provide adequate coverage for receiving inspections or other duties associated with this task.
- 3.4. Requests from the Station Manager to authorize an individual to perform inspection duties for Jett Pro shall be forwarded, along with supporting documentation, to the Quality Assurance Manager for review. The follow minimum criteria are required prior to authorization. Note: Inspection Authorization for Jett Pro personnel does not authorize the individual to perform RII duties for Air Carriers who have their own written RII program. RII authorizations are provided, as needed, by each carrier on a one time basis (unless otherwise directed by the carrier). Each carrier can have differing criteria for the authorization, therefore, the assignment shall be per their individual written policies and procedures.



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- 3.4.1 Technician has documented aircraft or airline experience and training.
 - 3.4.2 The technician has completed Jett Pro Part 145 Repair Station Power Point training presentation and completed training form, T1. The signed form testifies the individual has read and understood the contents of the RSM, QAM and SOP especially with regards to the inspection policies and procedures.
- 3.5 Form M12 is self explanatory; however the following is offered for clarification
- Document:
- 3.4.1 Station: three letter identifier for airport
 - 3.4.2 Date: the day the tooling tracking record applies to
 - 3.4.3 Name: Name of Technician
 - 3.4.4 Emp #: three digit employee number
 - 3.4.5 Position: Position member was hired as i.e. Technician, Lead etc
 - 3.4.6 Initials: Hand written initials of the individual
 - 3.4.7 A&P number: Airframe and Power Plant certificate number
 - 3.4.8 Signature: hand written signature of individual
 - 3.4.9 Station Manager Signature: Verification signature from the manager indicating all information on the form is complete and correct
 - 3.4.10 Manager Quality Assurance: signature of the Quality Assurance Manager indicating an individual's prerequisites has been met and the technician is authorized to perform as an inspector for Jett Pro.
- 3.6 All personnel while performing duties as inspector report directly to the Quality Assurance Department. Any inspection issues which arise from differences between Maintenance and Quality the Inspector shall follow Quality Assurance Department decision, if after discussion, the dividing issue remains.
- 3.7 Upon termination of an employee the M12 shall be sent to the regional administrative office (ONT, IND) and archived along with the individuals records.



Quality Assurance Manual

Section 23

Aircraft Jack Inspection Form: (M13)

23.1.0 Purpose:

- 1.1 The purpose of this document is to describe the Aircraft Jack Inspection Form, M13, for Jett Pro.

23.2.0 Scope:

- 2.1 An Aircraft Jack Inspection Form shall be used to document quarterly inspections.
- 2.2 This form shall reflect the results of the inspection and it shall identify the technician who performed the work by initials and employee number.
- 2.3 Files shall be retained for a minimum of one year.
- 2.4 Inspections are saved in the computer under "Jack Insp month/year".
- 2.5 The jack inspection shall be accomplished quarterly starting April 2009. The inspection shall be completed in the first week of each quarter.

23.3.0 Responsibility:

- 3.1 It is the Station Managers responsibility to ensure the information on this form is complete and accurate.
- 3.2 The technician performing the inspection shall check the "Satisfactory Y/N" block. Discrepancies noted shall be brought to the attention of the Station Manager for immediate resolution. The manager will notify the General or Senior Manager if the jack is out of service for any reason. The technician inspecting the jack will initial with his employee number in the appropriate block indicating the item has been inspected.
- 3.3 Form M13 is self explanatory. The following indicates how the form should be filled out for the inspection being performed.

Document:

- 3.3.1 Station: three letter identifier for airport
- 3.3.2 Date: the date the inspection was initiated.



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Section 23 (cont'd)

- 3.3.3 Manufacturer: the manufacturer of the jack.
- 3.3.4 Part Number: the part number of the jack.
- 3.3.5 Serial Number: the serial number of the jack.
- 3.3.6 JP number: company assigned control number e.g. JC123
- 3.3.7 Capacity: the weight lifting capacity of the jack.
- 3.3.8 Visual Inspection of Jack Exterior: inspect for cracks, corrosion, damage, cleanliness. Note anything that may hinder immediate operation.
- 3.3.9 Placards in Place and Legible: check that placards are attached and in good condition, if attached. N/A if no placard.
- 3.3.10 Wheels and casters: as applicable. check for operation. Grease/oil as needed.
- 3.3.11 Clean Jack Assembly: clean debris from the outside of the jack assembly.
- 3.3.12 Condition of Hand Pump/Air Pump: inspect pumps for leakage, corrosion and general condition.
- 3.3.13 Check Fluid Condition: remove the fill cap and inspect fluid for contamination, color and quantity of fluid is sufficient.
- 3.3.14 Condition of Jack Cylinders: fully extend cylinder pistons, wipe clean and check for corrosion or damage and wear Note: Pay close attention when extending the pistons and do not over extend.
- 3.3.15 Check General Operation with load: place heavy load on jack point and extend cylinders both by hand and air, inspect for proper operation while extending and retracting cylinders. Check for leaks.
- 3.3.16 Check for Leaks: inspect jack system for static leaks to include hoses, pistons, cylinders etc.
- 3.3.17 Piston Head Cover: cover head when not in use with plastic bag or similar to keep dirt and debris out of piston area. Tie bag to stop from blowing away.
- 3.3.18 Remarks: addition notes if required.



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Section 24

Training Work Order (M14)

24.1.0 Purpose:

- 1.1 The purpose of this form is to document all Jett Pro and customer related training.

24.2.0 Scope:

- 2.1 The Training Work Order shall be completed whenever any training is accomplished whether customer or company related. This includes any non maintenance training such as the Jett Pro annual training requirements, fire safety etc. This form takes the place of the current Training Matrix.
- 2.2 The form contents shall be filled out electronically and sent to accounting for billing purposes. Training of a non billable nature i.e. company training shall also be sent to the accounting departments at ONT and IND.
- 2.3 A paper copy of certificates, computer print outs or other forms of proof which show evidence of successfully completing training shall be held at the station in the personnel files. After initial electronic entry of data onto the Training Work Order (M14) weekly computer back up of training received is not necessary due to automatic back up onto the company web based servers.
- 2.5 **In the unlikely event of a system or localized web site failure information must be written down for later transfer to the M14 upon the system coming on line again. The station shall maintain these paper copies until such time as electronic transfer of information can be accomplished onto the Training Work Order, M14, in JETTS. Upon transfer, the paper copy may be discarded. Maintained a paper copy for employee files. Electronic retention of a submitted M14 form is indefinite on the web based server.**

24.3.0 Responsibility:

- 3.1 It is the responsibility of the manager or designee to complete the Training Work Order in English. Form M6 is self explanatory, however certain information must be documented in the following format to assure information entered is correct for billing purposes.
- 3.2 It is the Station Managers responsibility to ensure the information on this form is complete and accurate.



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Section 24 (cont'd)

24.4.0 Procedure:

Document:

- 4.1 Access to the Training Work Order is gained through the Jett Pro intranet site www.insidejettpro.com and clicking on the 'Training' link. A blank electronic form will appear wherein each space, block or cell will require information to be added. When completed the form is sent wherein it lays in a queue for the station manager, or designee, to audit and then submit to the billing department.
- 4.2 Multiple training course entries for different personnel may be entered on the same form.
- 4.3 Date: Click on 'today' for today's date or the calendar symbol for a different date.
- 4.4 Station: Enter the first letter of a station. A drop down box will list stations starting with that letter. Then click on the correct station. It will be added automatically.
- 4.5 Customer: Add the first or second letter and a drop down box appears with customer selections. Click on the correct customer and it will be added automatically. If the customer is not in the drop down selection do one of the following. a) type in the customers name or, b) Hit the plus (+) sign to add the information requested. If some info is not known leave that cell blank. Hit 'enter' to save.

Training Completed:

- 4.6 Enter the course title including numbers. If the course is named by a letter and number only e.g. E107, enter it exactly as the customer identifies it.
- 4.7 Method of Training: Click on the cell and a drop down menu will appear. Click on the correct choice of training received. Each separate course completed requires a separate entry. Click on 'Add Line' on the right hand side of the page to add additional courses received. Click on 'Delete' to delete an entry if mistakes were made or just enter cell and make corrections as needed

Standard Labor Hours:

- 4.8 Technician and Hours: Click on N/A if only one technician has complete training. (Hours will automatically be added when filling out the 'Sign Off' blocks). Click on 'Add Line' if more than one technician received the exact same training.

Training Details:

- 4.9 Add sufficient detail as necessary so the training received is understood by a non tech type person. For example, a course titled E107 does not indicate what type of training this covers. Therefore state clearly if it is airframe, engine, safety, dangerous goods, OSHA, ETOPS, GMM, AMM, Log Book etc. so a future reader will readily identify the type of course received.



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Notes and Comments:

- 4.10 Add additional notes such as 'multiple technicians received training' and other helpful information data for billing and data entry purposes.
- 4.11 All Task Completed At: Click on appropriate date and time taking into consideration cleanup, shipping of parts if needed, paperwork completion etc.
- 4.12 Save and Complete: Click here if the Training Work Order is complete.
- 4.13 Save and Continue Editing: Clicking this cell puts the Training Work Order on hold ready to be retrieved at a later time for completion e.g. interruption, another customer call, looking for information that needs to be added or for whatever reason the form could not be completed. Once all data is entered and complete click on 'Save and Complete.' Print a copy for personnel files.