QUALITY CONTROL MANUAL

Rev. No.: 02

30 MARCH 2021

PT. Smart Cakrawala Aviation

SCA/AMO/1-002

PT.SCA

MANUAL

QUALITY CONTROL

AMO

SCA/AMO/1-002

REV.02

ORIGINAL

MINISTRY OF TRANSPORTATION
DIRECTORATE GENERAL OF CIVIL AVIATION

Jalan Medan Merdeka Barat No. 8
Jakarta 10110

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Our Ref : AU.010 /12/3/DKPPU-2021

Tangerang, April 19 , 2021

To : **Mr. ISTIONO**
Chief Inspector
PT. Smart Cakrawala Aviation
Smartdeal Building 4th Floor,
Jl. Cideng Timur No.16A Petojo Utara,
Gambir,Jakarta Pusat,10130 - Indonesia

Tel. : (+62)-21 6305 210
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Subject : **REVIEW FOR THE APPROVAL OF AMO QUALITY CONTROL MANUAL REVISION 02 DATED MARCH 30, 2021**

Dear Mr. Director,

I refer to the submission of the above mentioned document for review and approval on April , 2021.

The document submitted has been reviewed and found in compliance with the Civil Aviation Safety Regulation Part 145 and is **Approved**.

Sincerely Yours,

KEMENTERIAN PERHUBUNGAN
DIREKTORAT JENDERAL PERHUBUNGAN UDARA

SOKHIB AL BOKHMAN
On Behalf of Director of Airworthiness and Aircraft Operation
Deputy Director of Airworthiness

cc. : Director of Airworthiness and Aircraft Operations

MINISTRY OF TRANSPORTATION
DIRECTORATE GENERAL OF CIVIL AVIATION

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CONTROL PAGE

TITLE	PAGE	REVISION	DATE
CONTROL PAGE	CP-1	02	March 30, 2021
LIST OF EFFECTIVE PAGE	LEP-1	02	March 30, 2021
LIST OF EFFECTIVE PAGE	LEP-2	02	March 30, 2021

This QC Manual has been reviewed and found to meet all applicable requirement set forth in the Aviation Act No. 1 Year 2009 and Civil Aviation Safety Regulations (CASR). This QC Manual is approved for use by AMO-PT. Smart Cakrawala Aviation (PT.SCA) with the understanding that Director General of Civil Aviation (DGCA) may require further revisions to this manual as regulatory requirements or airworthiness standards are amended.

Any change to this manual shall be reported to the Director General of Civil Aviation (DGCA) for Approval.

Tangerang, April 19, 2021

On Behalf of Director of Airworthiness and Aircraft Operation

KEMENTERIAN PERHUBUNGAN
DIREKTORAT JENDERAL PERHUBUNGAN UDARA

SOKHIB AL ROKHMAN
Deputy Director of Airworthiness

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	CRM-3	00	11 NOV 2019		4.1-2	01	09 OCT 2020
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	1.7-1	00	11 NOV 2019		6.2-1	02	30 MAR 2021
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	-	-	-		7.2-1	00	11 NOV 2019
2	2.1-1	00	11 NOV 2019		7.3-1	00	11 NOV 2019
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PT SMART CAKRAWALA AVIATION	DKPPU INSPECTOR
ISTIONO CHIEF INSPECTOR	KEMENTERIAN PERHUBUNGAN – DIREKTORAT JENDERAL PERHUBUNGAN UDARA 12/04/21 HILLMAN NUGRAHA AIRWORTHINESS INSPECTOR

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		TOC	TOC-1	Change Numbering Pages
			TOC-2	Change Numbering Pages
			TOC-3	Change Numbering Pages
		RH	RH-1	Updated Highlighted of Revisions
		RoR	RoR-1	Updated Record of Revision
		DL	DL-1	Change Distribution List with Soft Copy
		2	2.5.1	Change Numbering Page
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		4	4.1-2	Correction form SCA-MTC-068 With SCA-MTC-011
			4.2-1	Correction form SCA-MTC-068 With SCA-MTC-011
				Add form SCA-MTC-043
		8	8.2-1	Correction with Job Order Additional
			8.2-2	Correction with Job Order Additional

REVISION NUMBER	REVISION DATE	CHAPTER	PAGE	DESCRIPTION OF CHANGED
02	30 March 2021	**LEP**	LEP 1	Updated List of Effective Pages
			LEP 2	Updated List of Effective Pages
		TOC	TOC-3	Add chapter 9-Audit/Surveillance
		RH	RH-2	Updated Highlighted of Revisions
		RoR	RoR-1	Updated Record of Revision
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RECORD OF REVISIONS

Note: See this manual for a description of the processes for distributing, entering, and recording revisions to this manual. If a controlled paper copy of the manual has been assigned it shall have its revisions properly entered and recorded.

REVISION NUMBER	REVISION DATE	INSERT BY	DATE INSERTED
01	09 October 2020	Istiono	07 January 2021
02	30 March 2021	Istiono	31 March 2021
-	-	-	-
-	-	-	-
-	-	-	-
-	-	-	-

DISTRIBUTION LIST

Distribution	Assigment (Title and Organization Name)
ORIGINAL	Library - SCA
Soft Copy	Chief Inspector - SCA
Soft Copy	President Director - SCA
Soft Copy	Indonesian DGCA
Soft Copy	Technical Manager - SCA
Soft Copy	Chief Maintenance - SCA
Soft Copy	Chief Technical Services - SCA

QUALITY STATEMENT

PT. Smart Cakrawala Aviation will establish and maintain a quality control system acceptable to DGCA that ensures the airworthiness of the article on which the AMO or any of its contractors perform maintenance, preventive maintenance or alteration, Quality Control Manual.

The Quality Control Manual will be prepared and keep current in a format approved by DGCA that content all quality control system establishes in PT. Smart Cakrawala Aviation.

The Technical Manager is responsible for the complete and efficient performance of inspection assigned to PT. Smart Cakrawala Aviation to assure inspection acceptance in accordance with manual specifications or other approved technical data.

The Chief Inspector is responsible for the accomplishment of all work in accordance with the manual specifications or other approval technical data.

Amendments to this Quality Control Manual in so far as they affect the above approvals shall be agreed by the respective authorities before amendments to this manual incorporated.

PT SMARTCAKRAWALA AVIATION
Jakarta, 11 November 2019

PONGKY MAJAYA
Presiden Director

CROSS REFERENCE MATRIX - Reference: CASR Part 145 Amdt.5

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1.2	Manual Control System		
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1.8	Maintenance of personal,housing,transit area,facilities,equipment,material, and technical data	145	Maintenance of personal,housing,transit area,facilities,equipment,material, and technical data
1.9	Availability of certificate	145.51	Since this AMO is certificated
2.1	Inspection and quality control system	145.211 , 145.213	Quality and Safety system, Inspection of maintenance, preventive maintenance, or alterations
2.2	General test requirement	145.213	Inspection of maintenance, preventive maintenance, or alterations .
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2.4	Inspection for hidden damage	145.211 , 145.213	Quality and Safety system, Inspection of maintenance, preventive maintenance, or alterations
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1.1 INTRODUCTION.

This manual describes the housing, facilities, equipment, personnel, and general operating rules pertinent to the operation of PT. Smart Cakrawala Aviation as an Approved Maintenance Organization (AMO), certificated by the Directorate General of Civil Aviation (DGCA) under CASR Part 145. All ratings issued to PT. Smart Cakrawala Aviation by the DGCA under CASR Part 145 are described in its Operations Specifications.

This manual includes a description of the policies and procedures that will be used by the PT. Smart Cakrawala Aviation to meet all requirements of CASR Part 145 that pertain to-

- An Approved Maintenance Organization Manual
- A Quality Control Manual.

This Manual is the procedure contained information that explains the system used by PT. Smart Cakrawala Aviation when performing maintenance, preventive maintenance or alteration on civil aviation articles.

The maintenance, preventive maintenance, or alteration of civil aviation articles will be performed in accordance with the applicable Civil Aviation Safety Regulations. PT. Smart Cakrawala Aviation will not maintain or alter any article for which it does not hold an appropriate rating. PT. Smart Cakrawala Aviation will not maintain or alter any article for which it is rated if the appropriate housing, facilities, equipment, personnel, or technical data are not available.

1.2 MANUAL CONTROL SYSTEM

1.2.1 Policy

Each Quality Control Manual will have a control number and assignment entry on the manual cover page. A master list containing the manual number, location and revision status will be kept by Inspection Unit.

1.2.2 Page Control System

a. Record of Revision

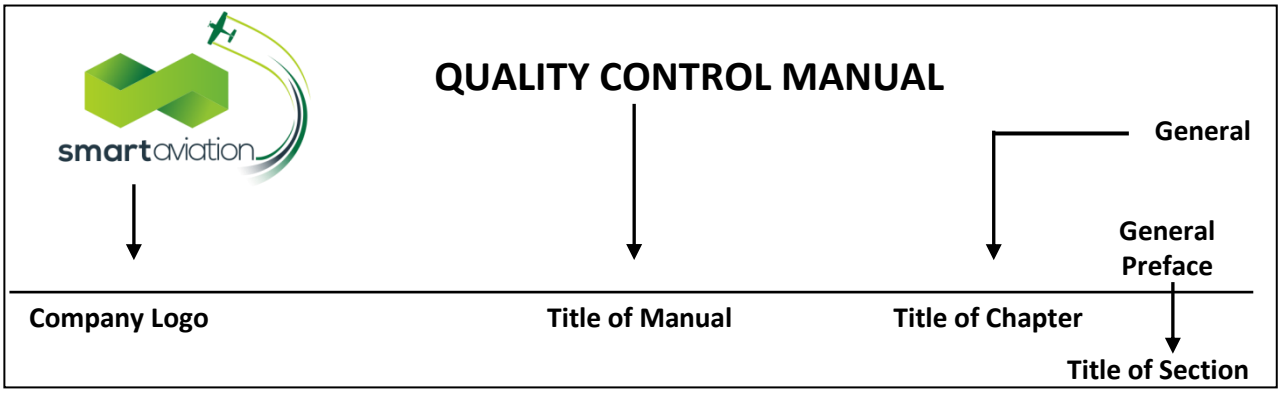
Designed to quickly identify the current revision status of the manual.

b. List of Effective Pages

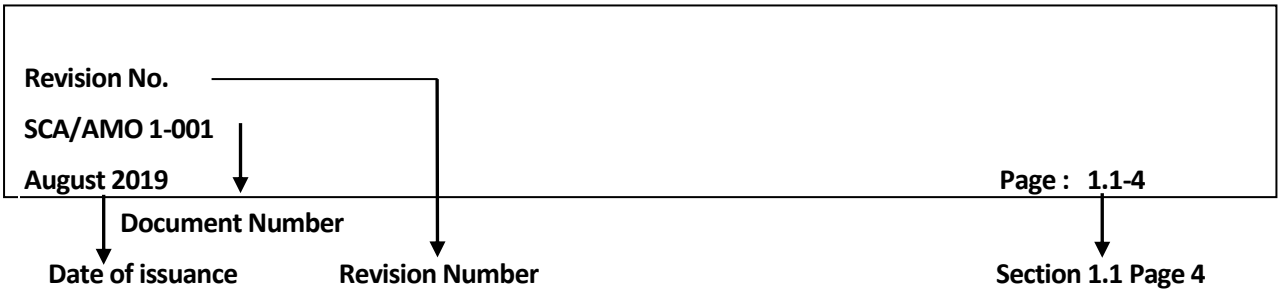
Designed to provide a summary listing of all applicable pages and the revision date for the entire manual

c. Page Format

Top of the Page



Bottom of the Page



1.3 MANUAL REVISION AND DISTRIBUTION PROCEDURE

1.3.1 Revision Procedures

a. All amendments, revisions, and/or alterations to the Quality Control Manual must be approved by the DGCA.

- Changes shall be recorded through incorporation in a Record of Revisions.
- Changes may NOT be made with written notification on the current document page(s). Superseded pages will be replaced with current page. The bottom of each page shall indicate its issue and revision status (date and number).

b. Revisions to the Quality Control Manual are the responsibility of Chief Inspector. The revisions are made on an as needed or as required basis to correct, add to, and/or more clearly define policies, procedures, methods, and techniques and to reflect new or revised procedures.

c. Whenever revisions are made, either by the company or the manufacturer, Maintenance Publications shall route them to the holders of manuals. The responsibility for inserting revisions is the direct responsibility of the manual holder.

d. If the only change was to the page number a vertical bar will be placed in the left-hand margin next to the revision number.

e. Chief Inspector will review the Quality Control Manual with all relevant unit concern. These reviews will either confirm that the manual still current and valid for the Air Operator Certificate use or will be identified needed change. Technical Manager will coordinate with Chief Inspector for reviewing the Chapters related to quality issue

f. This manual and revision will be reviewed by the Chief Inspector, and forward to DGCA for Approval. Upon Approval by DGCA, sufficient copies will be made and distributed the revision page to each manual holder.

g. Upon receipt of a revision, each manual holder shall responsible for inserting the revised pages on the manual, record of revision on the manual, and the superseded will return to Inspection Unit Office

h. A list of effective pages will be issued with each revision so each manual can be checked and kept current.

1.3.2 Distribution List.

The Quality Control Manual shall be distributed to all personnel involved and will be the responsible of Chief Inspector as the Controlled Copy. Other personnel may obtain copy of this Quality Control Manual, but this manual is not controlled and invalid manual.

Chief Inspector will distribute this Quality Control Manual to the listed functions as master list of the Quality Control Manual page Manual Distribution List.

1.4 DEFINITIONS.

The following definitions apply to all related information in the manual. The definitions are Consistent with those found in the CASR Part 145.

1.4.1 Accountable Manager

Accountable Manager - The person designated by the certificated AMO who is responsible for and has the authority overall AMO operations that are conducted under Part 145, including ensuring that AMO personnel follow the regulation and serving as the primary contact with the DGCA.

1.4.2 Article

Article – an aircraft, airframe, aircraft engine, propeller, appliance, or component part.

1.4.3 Directly in charge

Directly in charge – having the responsibility for the work of a certificated AMO that performs maintenance, preventive maintenance, alterations, or other functions affecting aircraft airworthiness. A person directly in charge does not need to physically observe and direct each worker constantly but must be available for consultation on matters requiring instruction or decision from higher authority.

1.5 GENERAL REQUIREMENTS

To operate as a certificated AMO, PT. Smart Cakrawala Aviation must have a valid AMO certificate issued in accordance with CASR Part 145. No operations will be conducted in violation of that certificate. The certificate will be made available for review upon request. In addition to having an appropriate certificate and ratings, prior to performing maintenance, preventive maintenance or alteration on a civil aviation article, PT. Smart Cakrawala Aviation must have available any required special technical data, equipment, personnel and facilities.

1.6 PERFORMANCE STANDARDS.

Unless otherwise prescribed by the DGCA directly or through an air carrier/ commercial operator's approved program, the maintenance, preventive maintenance, and alteration work performed under the PT. Smart Cakrawala Aviation certificate shall conform to the standards found in CASR Part 43. More specific information as to the impact of that requirement on housing, facilities, personnel, equipment, material, and technical data can be found in this manual.

1.7 INSPECTION BY THE DGCA

PT. Smart Cakrawala Aviation will allow the DGCA to inspect our inspection system, records, and procedures to determine compliance with CASRs at any reasonable time. PT. Smart Cakrawala Aviation will ensure, through the wording in its contracts/purchase orders with any individual or organization to which it contracts maintenance functions which does not hold an DGCA certificate, that the DGCA is permitted to inspect that contractor while work is being performed on the AMO's behalf. Any required coordination during DGCA inspections will be the responsibility of the chief inspector. This function may be delegated as appropriate.

1.8 MAINTENANCE OF PERSONNEL, HOUSING, TRANSIT AREA, FACILITIES, EQUIPMENT, MATERIALS, AND TECHNICAL DATA

PT. Smart Cakrawala Aviation will maintain personnel, housing, facilities, equipment, materials, and technical data at least equal in terms of quality and quantity as when they were found by the DGCA to meet applicable requirements for the issuance of our certificate and ratings. Additional and more detailed information concerning personnel, housing, facilities, equipment, materials, and technical data can be found in this manual.

1.9 AVAILABILITY OF CERTIFICATE

PT. Smart Cakrawala Aviation will certificate shall be made available to the public and the DGCA for inspection. The Chief Inspector is responsible for responding to such DGCA requests.

PT. Smart Cakrawala Aviation will certificate is displayed in Meeting Room. It shall be made available to the public and the DGCA for inspection. The Chief inspector is responsible for responding to such requests.

1.10 PROCEDURE CHIEF INSPECTOR DELEGATED

All duties and responsibilities of the chief inspectore may be delegated by him to other qualified persons. Hovewer , he retains the responsibility

2.1 INSPECTION AND QUALITY CONTROL SYSTEM

Reference: CASR 145 SECTIONS 145.211 AND 145.213

2.1.1 Purpose.

To describe the procedure and responsibility of inspection and quality system to customer's / receiving articles that would be and used for maintained/repaired at PT. Smart Cakrawala Aviation.

2.1.2 General

The inspector is responsible to The Chief Inspector for full compliance with all procedure outlined in this system as appropriate to any articles being inspected, repaired, overhauled or altered by the PT. Smart Cakrawala Aviation.

The airworthiness of those articles and compliance with record requirements of the operators of those articles and of PT. Smart Cakrawala Aviation depends upon conformity to the procedures of this system.

2.1.3 Procedure.

2.1.3.1 Incoming material.

All incoming material shall be inspected for quantity, quality to dimensions or specifications, correct documentation and state of preservation. At this time the cure date of material having shelf life shall be noted and older stock shall be used first (FIFO=First In First Out) provided it is not beyond manufacturer's specification.

2.1.3.2 Part receiving policy.

The Chief Inspector of PT. Smart Cakrawala Aviation (through the receiving inspector) is responsible to see that all incoming materials.

AN or MS and other hardware parts, components, equipment and other products procured for use by PT. Smart Cakrawala Aviation are subject to receiving inspection to assure conformance to part number, purchase order and/or other applicable specification supplied with correct documents and are serviceable.

A record if such inspections will be recorded incoming material inspection. Any products that fail to meet applicable specifications will be tagged as unserviceable, listing the discrepancy and be returned to Quarantine for return to vendor.

Note: PT. Smart Cakrawala Aviation does not use all parts/appliances component or materials which are not meet the specification/suspected uncontrolled product and classification as rejected part.

2.2 GENERAL TEST REQUIREMENT.

New components manufactured under a type or production certificate, or in accordance with a Technical Standard Order (or similar DGCA approved Technical Data), or components that have been rebuilt by the manufacturer to production specification, require a visual receiving inspection.

Any repaired or overhaul components received from DGCA certificate Approve Maintenance Organization normally require a visual receiving inspection before being returned to service, but in any case if it is considered that the special test or inspection necessary to be done test specification or inspection worksheet will be developed or adopted.

All components requiring a functional check re-routed to the proper

PT. Smart Cakrawala Aviation workshop for accomplishment of this check.

Note: Functional checks are performed in accordance with the instruction contained in the appropriate manufacturer's publication. However, if such specific instructions are not available, functional check requirements will determined by Chief Inspector and issued on a form to provide a means of recording compliance therewith.

If suitable test facility are not available in PT. Smart Cakrawala Aviation, components may be functional checked in the aircraft (if such a test is authorized by manufacturer of the parts). In any case, all functional check must be monitored and recorded by inspector or designee.

The inspector of quality control may request a functional check of any components overhauled or repaired by any agency .When of the opinion that such a check is required in order to return the component to service.

All adhesive, sealers, primers, finishing and other materials having limited shelf life are identified by material control labels showing the expiration date of the shelf life as established by applicable specifications. Inspector and engineer will dispose of any materials found in the workshop or storage without such identification or with expired shelf life.

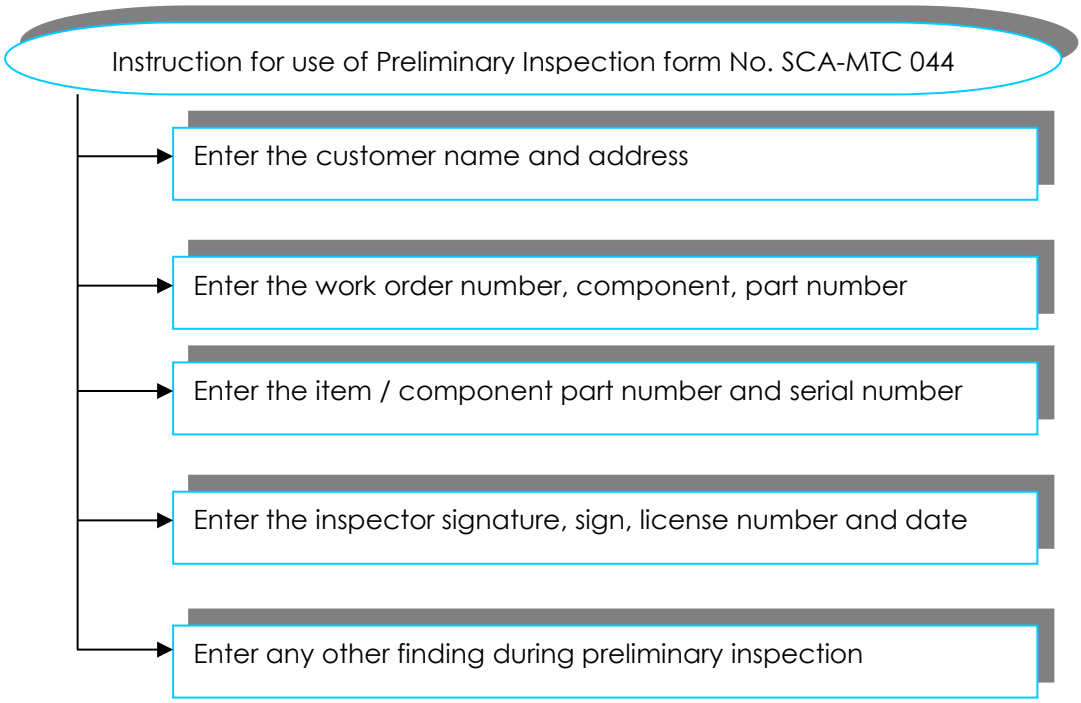
2.3 PRELIMINARY INSPECTION.

Reference: CASR 145.211 and 145.213

The inspector of PT. Smart Cakrawala Aviation is responsible for the performance of appropriate inspection including functional check and non destructive test to assure that all units delivered to PT. Smart Cakrawala Aviation for maintenance, alteration or repair under the privileges of PT. Smart Cakrawala Aviation certificate are subject to preliminary inspection to determine the state of preservation and any defects on the articles involved.

This inspection will be recorded on the preliminary inspection form No. SCA-MTC 044 with any discrepancies noted and the form must be attached to the work order identified with the unit involved. If will remain with the applicable inspection records until the unit released for functional and nondestructive tests.

Before any work is begun, the Chief Inspector will in the case of work, to be performed for an air carrier under the continuous airworthiness requirements of CASR 121,125 and 135 make sure that all necessary current information and specification are included or referred to in the work instructions that are to accompany the article through the company and the work is done in accordance with carrier's manual.



2.4 INSPECTION FOR HIDDEN DAMAGE.

Reference: CASR 145.211 and 145.213

The preliminary inspection in not limited to the area of obvious damage or deterioration but includes a thorough and searching inspection for hidden damage in areas adjacent to the damage area and/or in the case of deterioration, a thorough review of all similar materials or equipment in a given system or structural area.

The scope of this inspection will be governed by the type of unit involved with special consideration according to previous operating history, Service Difficulty Report, Service Bulletins and Airworthiness Directive notes applicable to the unit involved.

The Inspector is responsible for listing all discrepancies noted during inspection on the Job Order Prior return to service.

2.5 PROGRESSIVE INSPECTION.

(Reference : CASR 145.211 and 145.213

Authorized Inspectors will be assigned to make inspections at various stages of teardown, overhaul and repair of all article or components received by the PT. Smart Cakrawala Aviation for service. Progressive inspections are accomplished with a frequency determined by applicable manual recommendations and/or the PT. Smart Cakrawala Aviation originated work forms.

2.6 INSPECTION PROCEDURE.

The Chief Inspector is responsible for the complete and efficient performance of inspection assigned to the PT. Smart Cakrawala Aviation to assure inspection acceptance in accordance with manual specifications or other approved technical data.

Chief Maintenance is responsible for the accomplishment of all work in accordance with manual specifications or other approved technical data.

Alterations and repair will be subject to progressive inspections. Discrepancies generated during the process of accomplishing the work involved will be recorded on the appropriate work forms. Discrepancies recorded will be corrected before the unit is submitted for final inspection. Upon completion of this progressive inspection, the area affected is a given a shake down inspection and after all work is accomplished and accepted, this inspection clears the unit for final acceptance.

Upon completion of a specific operation, the LAME will sign-off the records using his signature indicating that the item is complete and ready for inspection.

The action accomplished to correct a specific discrepancy will be noted under each item on the work order.

The inspector will then inspect the item to assure conformance to specifications and established workmanship standards. Functional checks of any system affected by the work involved will be accomplished before final acceptance. Inspection acceptance will be indicated by the inspector's stamp.

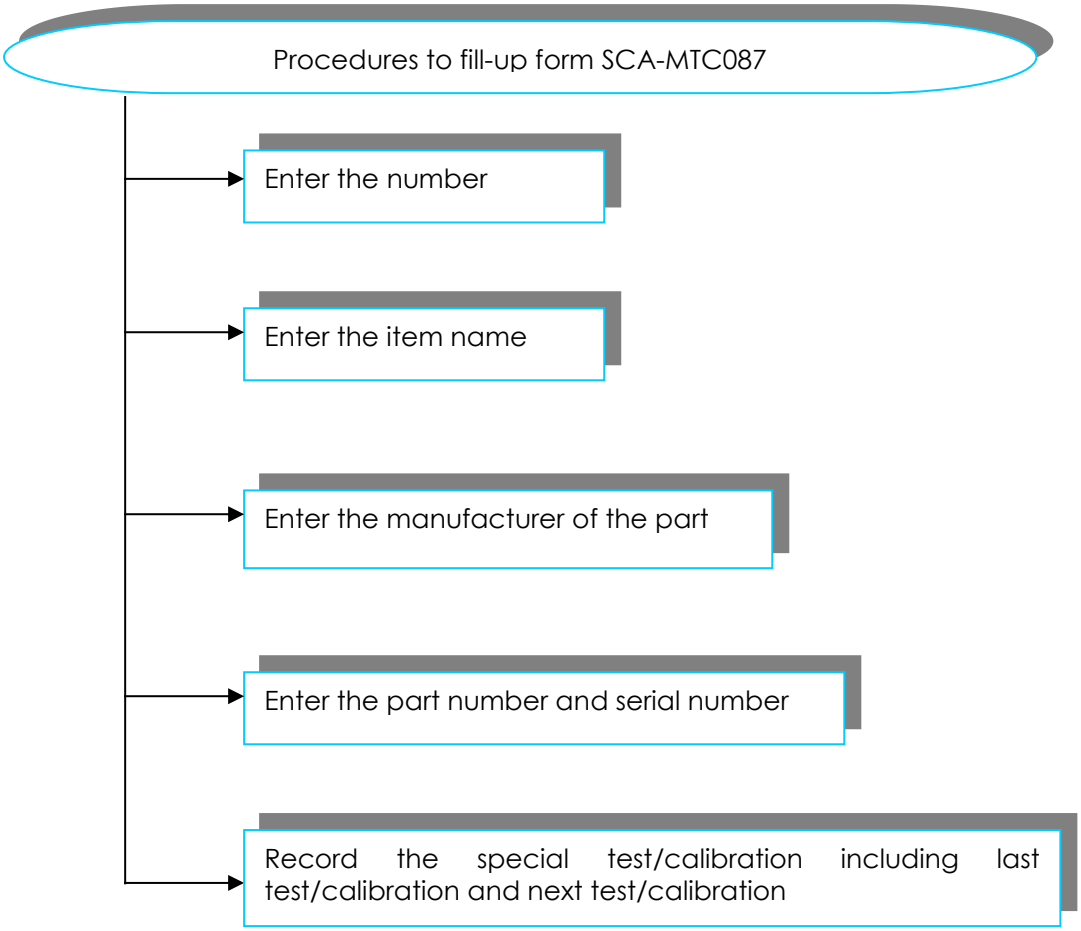
2.7 CONTINUITY/ TAKE OVER DUTY OF MAINTENANCE RESPONSIBILITY.

A status book will be provided in the hangar and each workshop, in which a status report will be entered by each of the engineers in charges and informing the next shift with verbal briefing the status of each job not completed.

Its purpose is to assure a continuing maintenance responsibility for work in progress.

2.8 RECORD OF SPECIALIZED INSPECTION TEST AND / OR CALIBRATION.

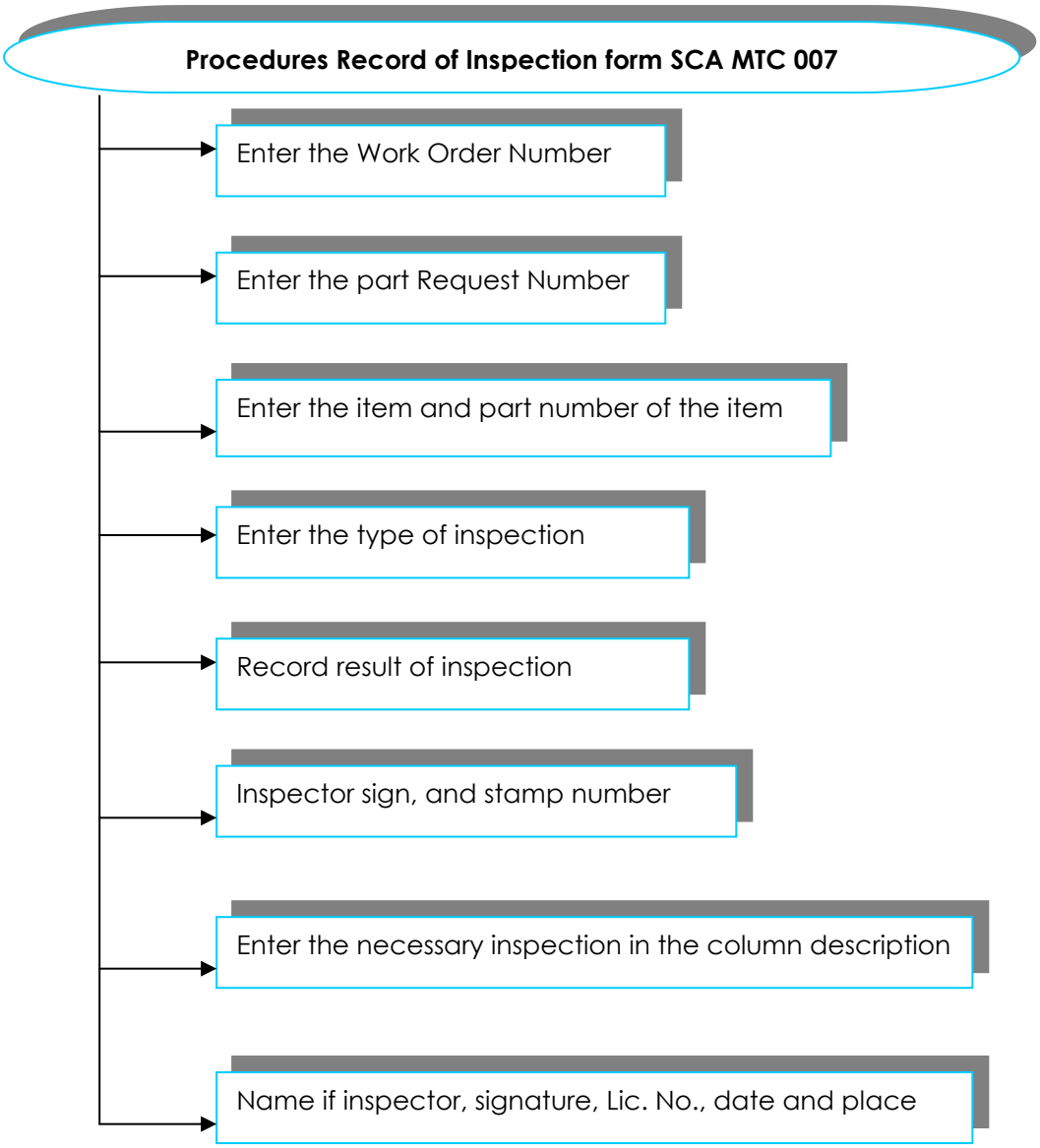
Specific record that verify completion will be meet on, either form SCA-MTC 087, and /or appropriate work forms, for recording specialized inspection, testing and/or calibration of components.



2.9 RECORD OF INSPECTION.

Reference: CASR 145.61 and 145.59

Where a record of the inspection by dimensions, tests or calibration is required by the manufacturer's technical data, such record shall be made on an appropriate form, properly identified with the work order, it must also be dated and signed by the inspector performing the inspection, tests or calibration.



2.10 FINAL INSPECTION AND RETURN TO SERVICE.

Reference: CASR 145.213

Prior to approval for return to service, irrespective of the method to be used to indicate such approval, the Chief Inspector will audit the record "package" as identified by the work order, to determine that all work has been inspected as required for compliance with this inspection System and CASR section 145.211 Quality Assurance System . He will indicate affirmation findings approving the form in the appendix I of this manual.

When approval has been given to the above audit, either the Quality Supervisor or the individual authorized in the official roster and individual summary of employment, will approve the article for return to service.

This approval will be accomplished as appropriate to the work done, the article involved, the record available with the article, and the instructions of the costumer. Care will be exercised to comply with CASR part 43 in every case.

Whenever the aircraft records (log) are available, record of work accomplish is expected to be made there in. This does not waiver any CASR part 145 records requirements.

Neither will CASR Part 43 or CASR part 91 be considered involved by CASR part 145 records requirements.

Articles such as appliances, accessories, and individual parts or components will not have an individual record to which an entry may be added.

However, the installation of these items on an aircraft constitutes an aircraft maintenance or alteration, and records must be made accordingly.

Routinely, major repair approvals will be handled in accordance with section 43.9 and paragraph (b) of CASR Part 43, appendix B. A maintenance release is completed as a part of the work order from at the time of approval for return to service.

A separate maintenance release card will be completed and shipped on an article that is shipped to costumer. At the request of the costumer (to be indicated by work order when originated), DGCA form 43-337 will be completed instead of the maintenance release approval for return to service in accordance with the procedure in paragraph (a) of CASR Part 43, appendix B.

The authorized supervisor under whose jurisdiction the repair or alteration is accomplished will be responsible for establishing that the repair or alteration was made in accordance with the requirements of CASR Part 43 and will sign the conformity statement (item 6) on DGCA Form 43-337.

Authorized Inspector is responsible for the approval for return to service on DGCA Form 43-337. The original DGCA Form 43-337 will be inserted in the aircraft record with a copy forwarded to the DGCA office and one copy retained with the copy of the aircraft work order.

It is the responsibility of the person authorizing return to service to assure that the aircraft flight manual is properly revised following any alteration or modification to the aircraft and that the weight and balance record has been amended as necessary.

Aircraft components, appliances, and other items, other than completed aircraft repaired or overhauled as authorized by PT. Smart Cakrawala Aviation specifications, will be returned to service through the use of a maintenance release preprinted on the serviceable parts tag described in this section of this manual.

The authorized inspector under whose jurisdiction the work is accomplished will be responsible for the release of units in the category.

No aircraft or unit may be released for return to service until the work order and other records have been reviewed for completeness and final acceptance cleared by inspector. Particular attention shall be accorded the status of applicable airworthiness directive.

2.11 SERVICE DIFFICULTY REPORT AND MECHANICAL RELIABILITY REPORT.

Ref : CASR 145.221

This PT. Smart Cakrawala Aviation will report to DGCA within 72 hours after it discovers any serious defect in, or other recurring unairworthy condition of, any component of aircraft.

The report will be made on a DGCA 43-01 form, Service difficulty report, describing the defect or malfunctions completely withholding any pertinent information.

If the defect or malfunction could result in an imminent hazard to flight, the PT. Smart Cakrawala Aviation will use the most expeditious method it can to inform the DGCA.

The Chief Inspector is responsible for preparing and submitting a Service Difficulty Report to the DGCA.

When the work is being accomplished for an air carrier and a defect as described under the Service Difficulty Report is found, the workshop will be notified in order that the air carrier may issue a Mechanical Reliability Report.

2.12 CAPABILITY EVALUATION

Reference: CASR 145.209(d) and 145.215

2.12.1 Scope.

This section describes the procedure for preparing, control and conducting self-capability evaluation of capability list.

2.12.2 General.

PT. Smart Cakrawala Aviation will perform maintenance, preventive maintenance, or alteration on article if it's listed on a current capability list (Appendix I), acceptable to the DGCA or on the Organization Operation Specification (Op spec).

The Capability List identifies each article by make and model, or other nomenclature designated by the article of manufacture. An article is only listed on the capability list if the article is within the scope of the rating of the PT. Smart Cakrawala Aviation certificate, and only after the maintenance Organization has performed Capability Evaluation.

2.12.3 Procedure.

The Chief Inspector has a responsible for maintaining the Capability List in current status, and notifying the revision to the DGCA for acceptance. The Chief Inspector will conduct the capability evaluation to determine that the PT. Smart Cakrawala Aviation has all of the housing, facilities, equipment, material, technical data, processes, and trained personnel in place to perform the work on the article as required by CASR part 145, using the capability evaluation checklist, and retain this document on file documentation of evaluation.

Evaluation of capability will be requiring when the PT. Smart Cakrawala Aviation considers performing maintenance on new articles; the capability list will need to be revised.

2.13 SAFETY MANAGEMENT SYSTEM (SMS).

Ref : CASR 19

AMO has in place a Safety Management System (SMS) that is :

a. Identifies safety hazards and assesses and mitigates the Risks.

b. Ensures that remedial action necessary to maintain acceptable level of safety is implemented.

c. Provides for continues monitoring and regular assessment of the safety level achieved ,and

d. Aim to make continues improvement to overall safety level in order to be acceptable to the DGCA ,PT.SCA establish separate “Safety Management System Manual “

3.1. HANDLING OF PART AND IDENTIFICATION.

Reference: CASR part 145, section 145.103(a)

3.1.1. Scope.

To determine handling and storage of the material, which will be used in the process maintenance of the parts, or will be maintained at PT. SCA AMO.

Handling and storage of the materials should comply with the requirements/rules with considering part, identification, tagging, segregation, protection from damage and/or contamination, part finishing, preservation, stock control, shelf life and recording.

3.1.2. General.

All item components undergoing maintenance repair and/or alteration in PT. Smart Cakrawala Aviation shall have the component parts segregated and in containers in order to ensure that all parts at the same unit (s) are kept together.

Suitable trays, racks, stand and protective covering (as required) are provided in workshop area to ensure maximum protection of all parts.

Rejected part will be identified by the use of a rejection tag and final disposition will be the responsibility of the Inspector.

3.1.3. Procedure.

3.3.1.1 Tagging And Identification Of Part.

All parts shall be tagged for ease of identification. The following tags are used in pt. PT.Smart Cakrawala Aviation system:

- Serviceable tag Form No SCA-MTC 060: Serviceable Tag to be attached to completed units that have received final inspection and are approved for return to service .The maintenance release is printed or stamped on the reverse side on this tag.
- Unserviceable tag Form no SCA-MTC 062: Unserviceable or repairable Tag will be attached to units or parts requiring repairs or test and will include work to be performed. To be executed and signed by inspector only.
- Transit/Removed Tag Form no SCA-MTC 061: Transit tag will be attached to the part removed and storage during inspection or maintenance.

- White Tag Form no SCA-MTC 071 Will be attached to rejected parts, pending final disposition. If rejected parts are in large quantities, they can be placed in special container marked “rejected parts“.

All tags contain relevant information: Manufacture, model, part number, serial number, name of parts, etc. The yellow tag will remain attached to the parts returned to the customer. The Yellow and Red tags will be made a part of work order file .

If the rejected parts are returned to the customer, the White tag will remain attached and a record will be made on the work order showing the part was returned to the customer.

3.1.3.2 Procedure Handling and Notification of Suspected Unapproved Parts.

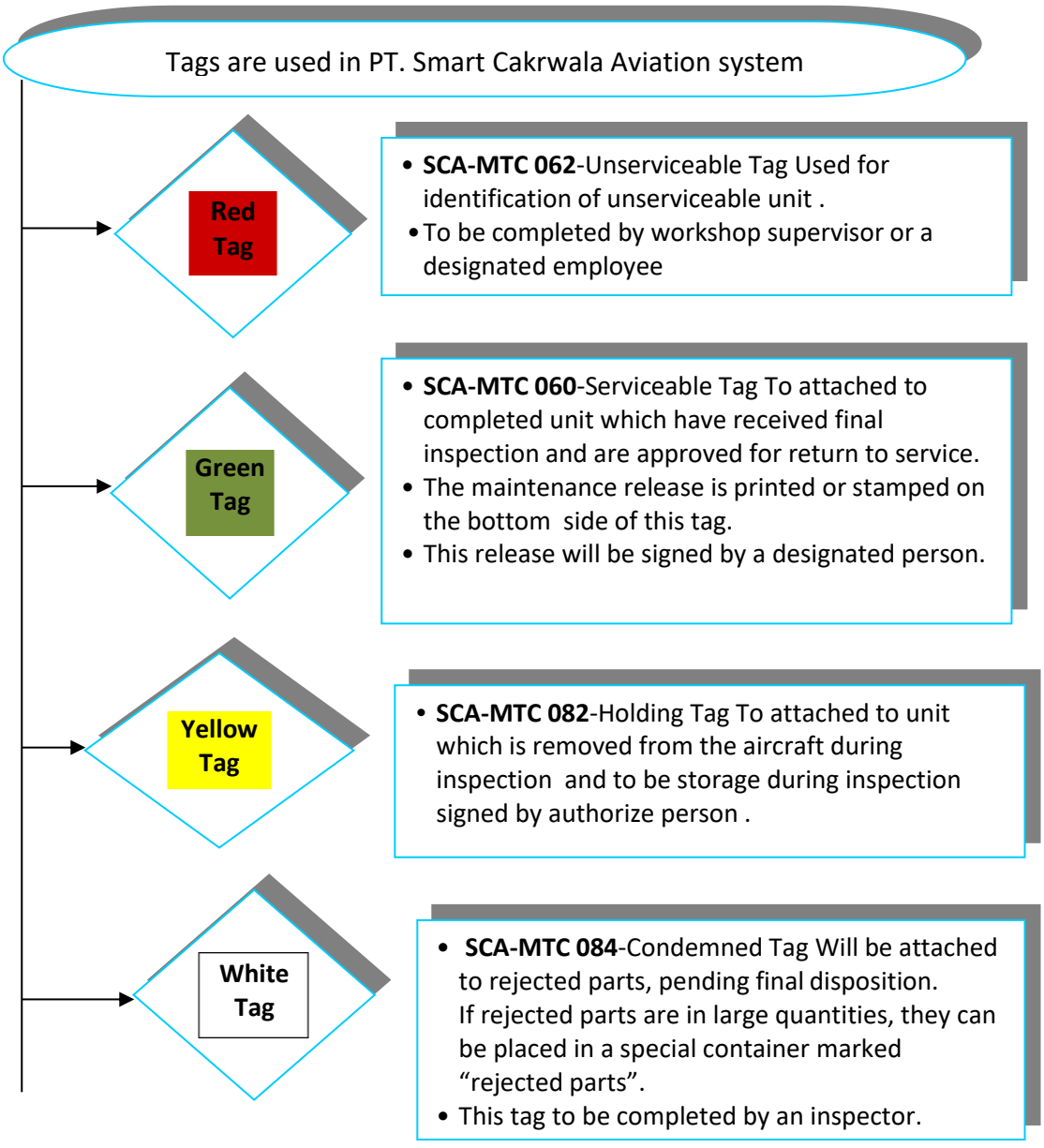
When required release information is in complete (i.e. not approved or incorrect certificates, unknown history etc.) or if the material itself is otherwise non-conforming, the material shall be in the quarantine area until the problem has been solved. Any shortcoming shall be reported by means of Unsatisfactory Report to the Technical Manager.

If shortcoming cannot be resolved the material must be returned to the supplier.

When there is a strong suspicion that an unproved part has been received the authority shall be notified in DGCA form 21-35

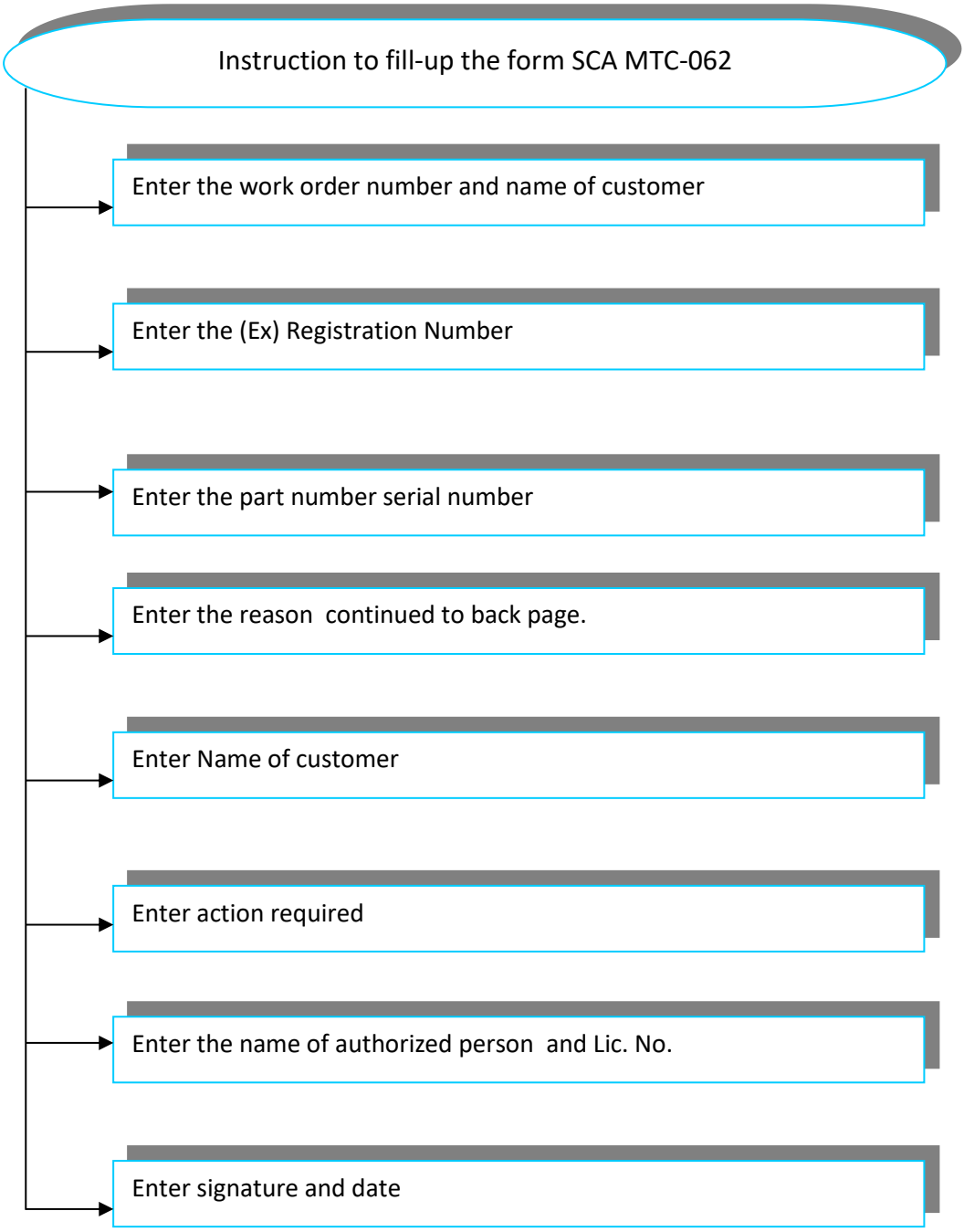
Tagging and identification of parts:

All parts shall be tagged for ease of identification of parts.



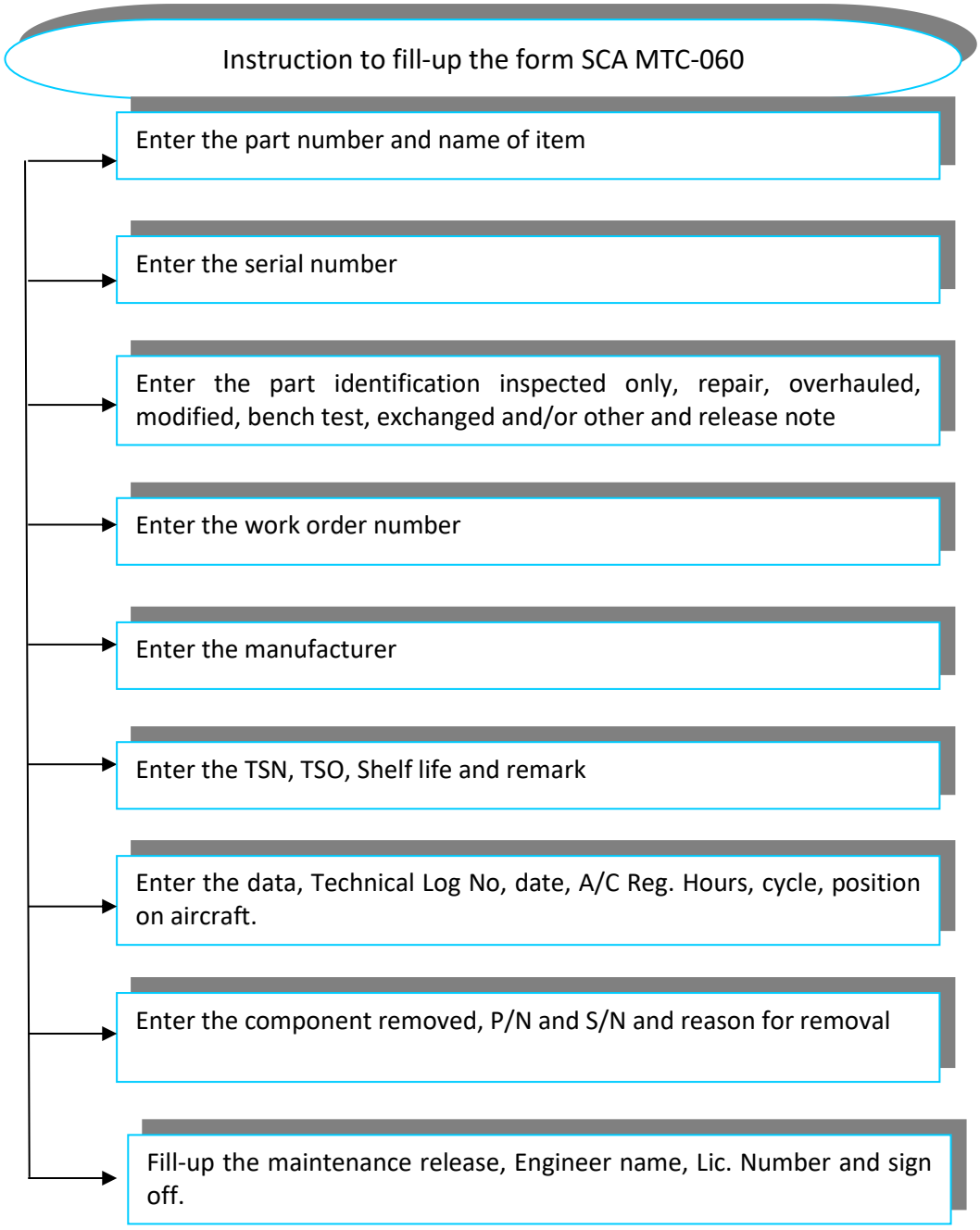
a. Unserviceable Tag

- Used for identification of unserviceable unit.
- Executed by maintenance Supervisor or AMO Engineer/Inspector.

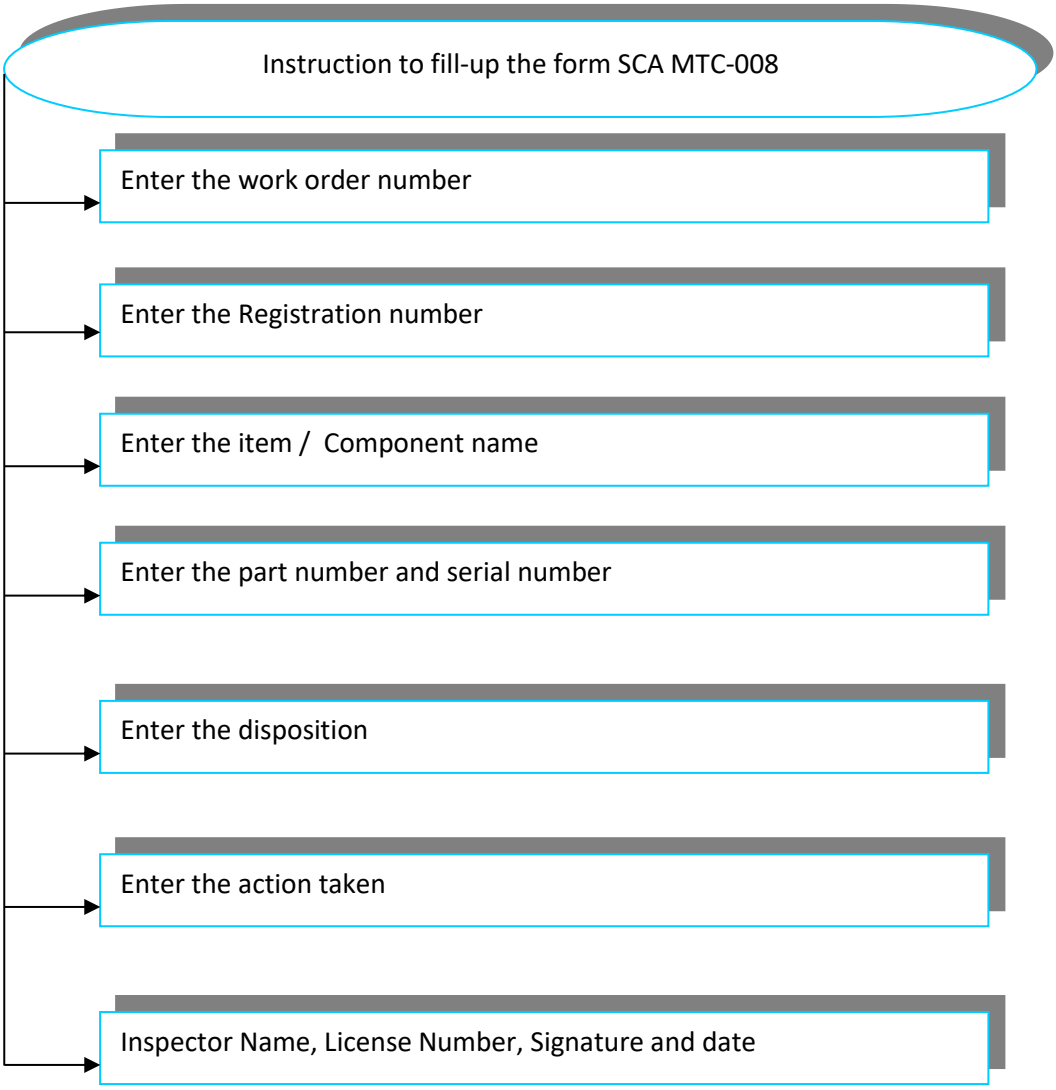


b. Serviceable tag

- Serviceable item label.
- Executed by maintenance Supervisor or AMO Engineer/Inspector.



c. Rejected label (White Color)



3.2. PRESERVATION OF PART.

Articles are preserved in accordance with manufacturer's recommendations or other acceptable industry standards.

To afford protection against humidity, extreme temperature, dust, rough handling or other damage, the articles will be preserved by wrapping in suitable containers, plastic bags, and /or rigid boxes containing suitable shock absorption material.

Storage of pt. PT. Smart Cakrawala Aviation preserved articles will be accomplished by storing in a separate location maintained by the material section. The location should provide maximum protection from physical damage.

The proper preservation of articles requires compliance with the

Following:

- Provide corrosion protective oil to bare metal surface for articles within process.
- Provide thread protectors on externally threaded articles except small fasteners.
- Separate or partition parts to prevent metal-to-metal contact that disturb surface finishes.

Preservation of Parts:

The proper preservation of parts requires compliance with the

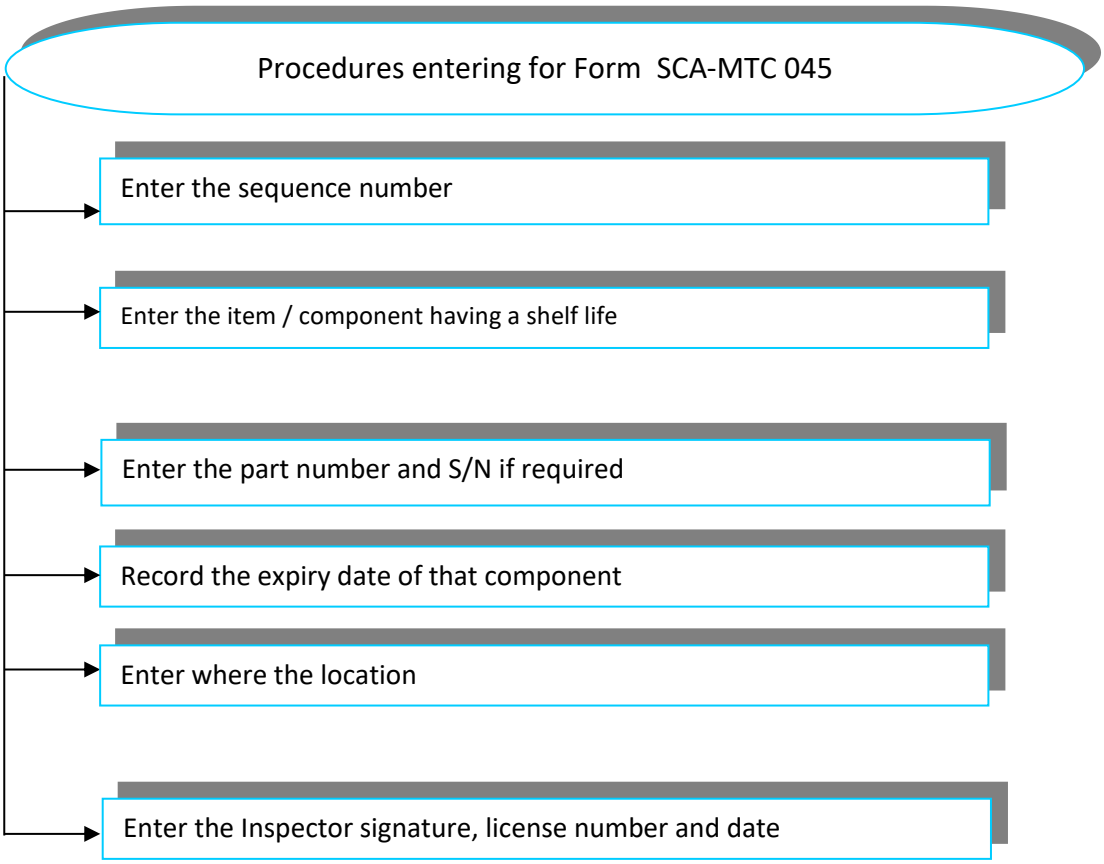
- Provide corrosion protective oil to bare metal surfaces for parts in process
- Provide thread protectors on externally threaded parts except small fasteners.
- Separate or partition parts to prevent metal to metal contact that disturbs surface finishes.
- Compliance is required with the following related sections :
  - Handling of parts
  - Part storage
  - Shelf life

3.3. SHELF LIFE.

The receiving inspector will complete Form No: SCA-MTC 045 during the first ten (10) calendar days every months, for items having specific shelf life.

Components of parts that have exceeded allowable shelf life will be white tagged (condemned) and will be forwarded to the Chief Inspector for final disposition.

Shelf Life:



3.4. HARDWARE AND EQUIPMENT STORAGE.

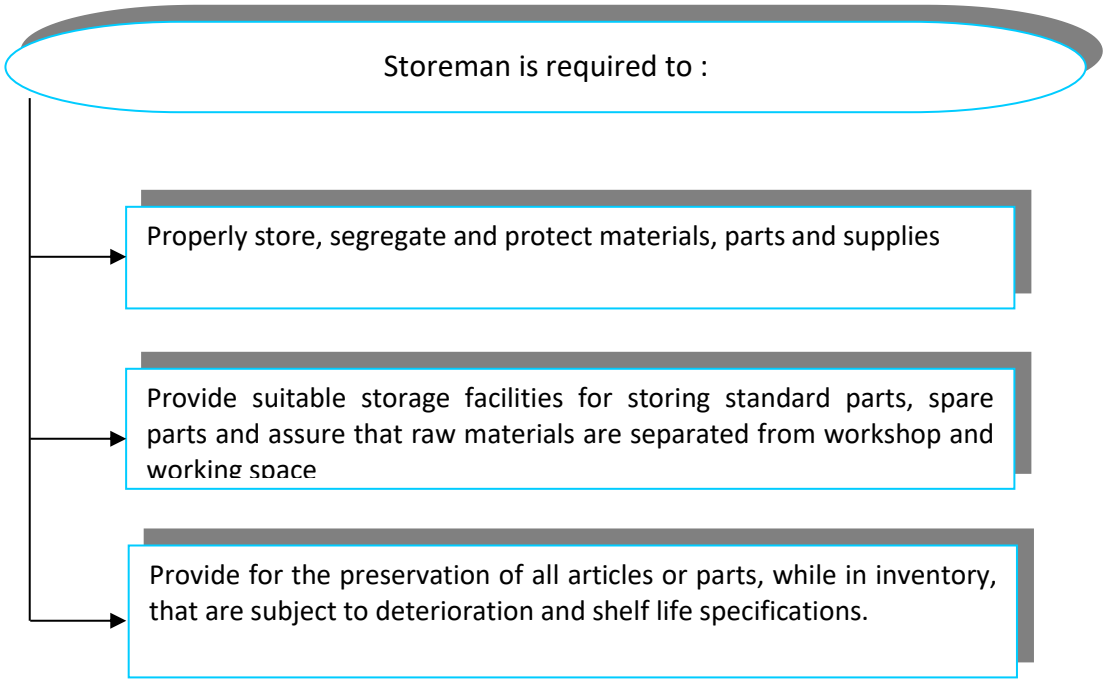
The store man is responsible to Technical Support for the operation of the stock room and responsible for controlling segregation and maintaining all stock and tools as to a serviceable category approved by the inspector.

In addition the store man is required for:

- Properly store, segregate and protect materials, parts supplies.
- Provide suitable storage facilities for storing standard parts, spare parts, and assure that raw materials are separated from work shop and working space .
- Provide for the preservation of all articles or parts, while in inventory that are subjected to deterioration and shelf life specifications.

Only acceptable parts and supplies will be issued for any job performed by pt. PT.Smart Cakrawala Aviation . Acceptable industry practices shall be followed for the proper protection and storage materials.

Hardware and Equipment Storage:



4.1 CALIBRATION OF MEASURING & TEST EQUIPMENT

Reference: CASR part 145.109

4.1.1 Scope

This procedure specifies how the calibration of inspection tools and test equipment will be controlled and managed by PT. Smart Cakrawala Aviation and covers all inspection tools and test equipment to be controlled, evaluated and calibrated.

4.1.2 General

An authorized metrology/KAN shall calibrate all inspection tools and equipment used by PT.SCA AMO. However, PT. Smart Cakrawala Aviation shall control that all inspection tools and test equipment are initially and periodically calibrated.

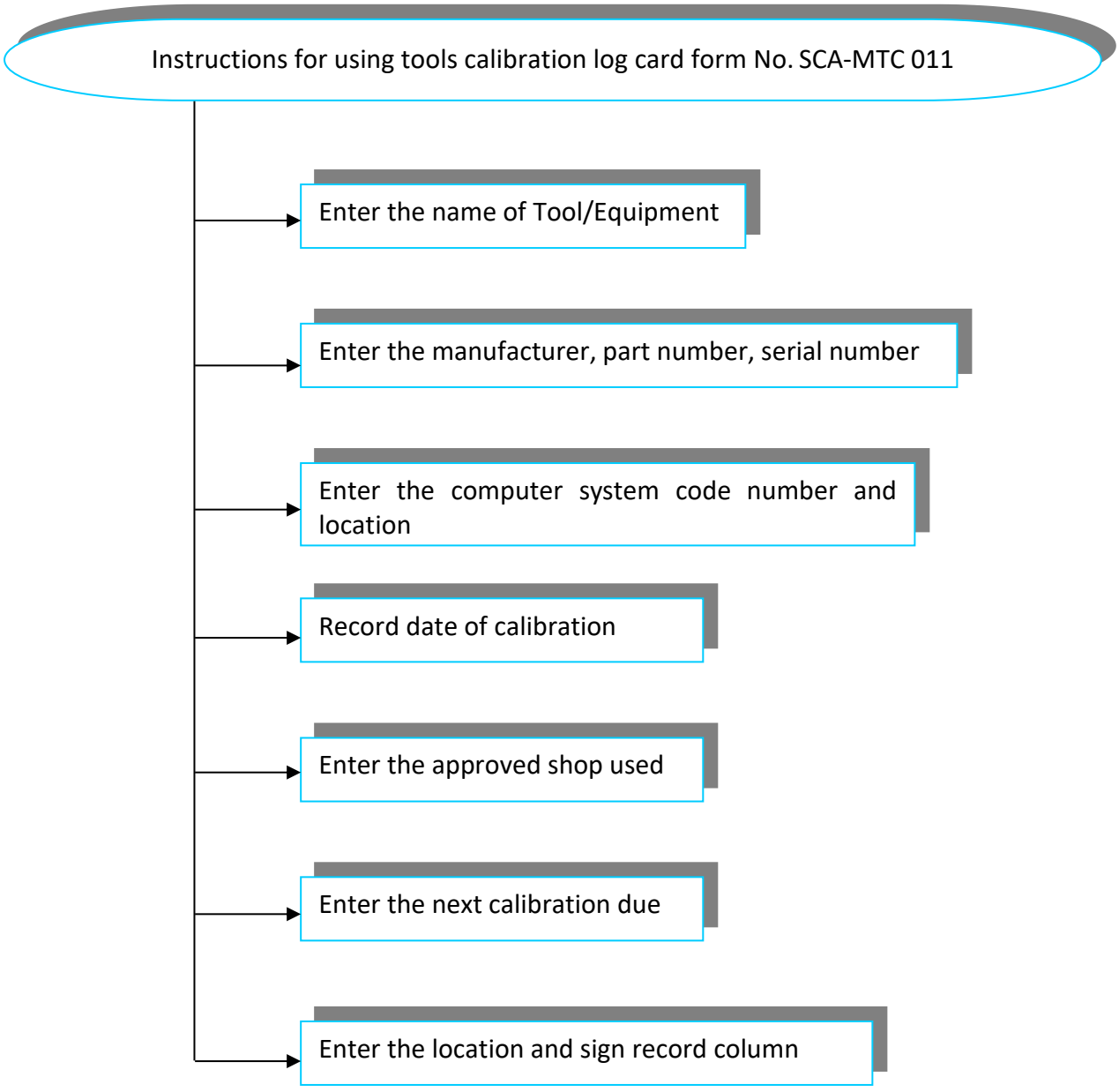
4.1.3 Procedure.

4.1.4 Record of Test and Calibration of Precision Equipment.

A System is maintained on all precision test equipment that will properly identify each piece of equipment, and a file system is maintained to properly identify the equipment and record the date and person testing or calibrating each individual, piece of precision equipment.

Every test and/or calibrating of precision tool and equipment shall be recorded on appropriate form signed by the inspector performing the test or calibration.

Calibration Log Card Form:



4.2 CONTROL OF PRECISION TOOLS AND TEST EQUIPMENT.

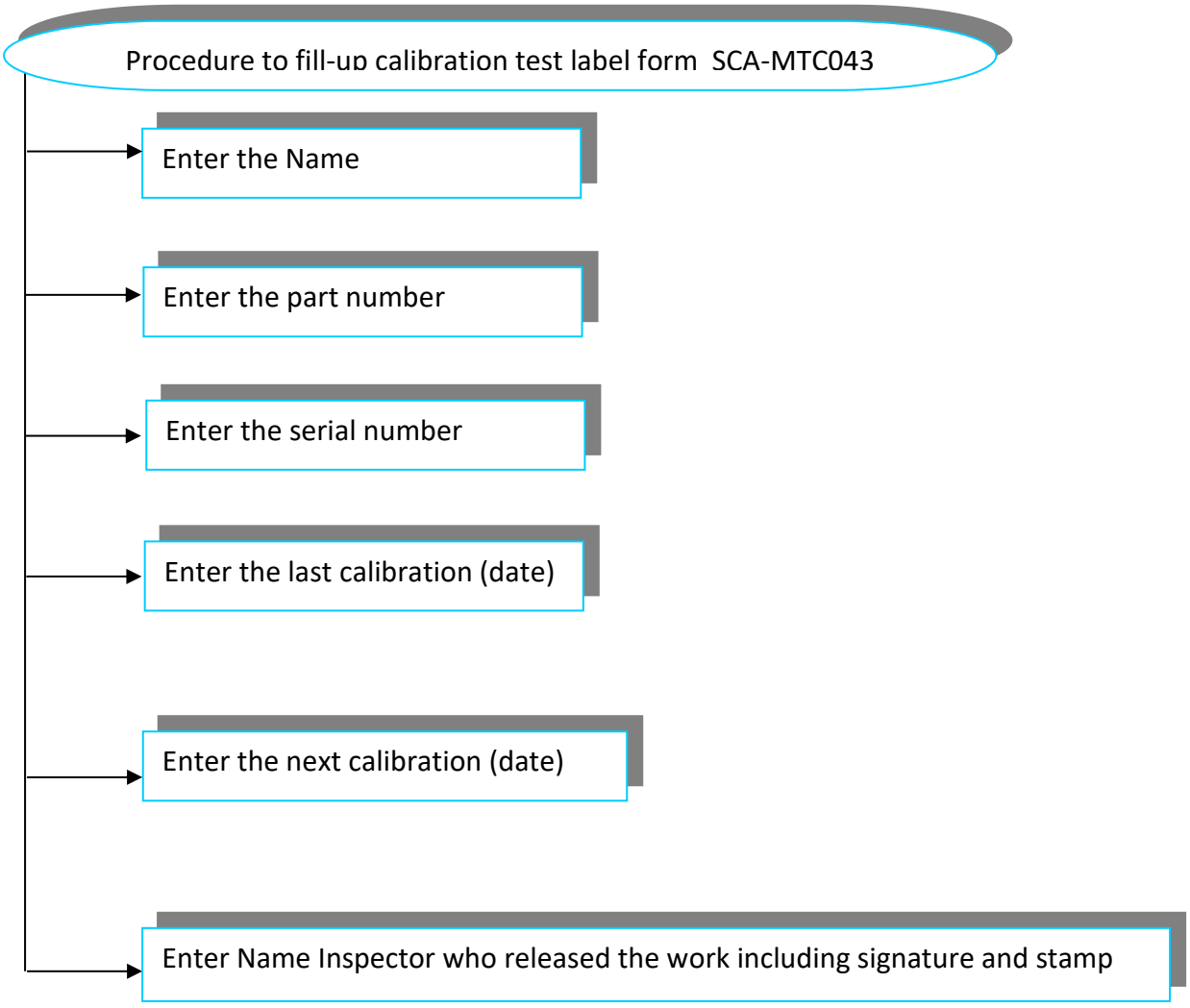
Precision tools, gauges, scales, pressure gauges, ammeters, ohmmeters, voltmeters, radio, electronics, NDT equipment's used in PT. Smart Cakrawala Aviation AMO operation are subject to periodic checks and calibration in accordance with appropriate PT. Smart Cakrawala Aviation AMO procedure.

A current listing of all precision tooling /Test equipment and current calibration status will be kept in the office of Chief Inspector on an active file. Refer to Form SCA-MTC 011 of AMO Manual.

All technical personnel, before using test equipment are responsible to check that the tooling /testing units have current calibration label attached, Refer to Form SCA-MTC 043.

Any piece of tooling /test equipment found in the workshop without a current calibration label attached shall be given to the Technical Support for calibration and to be stored in a quarantine place/cupboard before sending to outside shop contracted.

Test Label Form:



4.3 TEST EQUIPMENT CALIBRATION REQUIREMENTS.

Test equipment shall be calibrated at periodic intervals established on the basis of stability purpose and degree of usage. 24 months shall be the maximum calibration interval. Each piece of test equipment will be labeled. The attached label must indicate the last calibration date and next calibration due date.

During the first week of each month the Chief Inspector will review the test equipment calibration history card file and give cards for test equipment requiring calibration to the Chief Maintenance and each workshop inspector as appropriate.

It will be the responsibility of those persons to issue work orders to the company shops or outside contractors as necessary for the calibration of the units and attachment of updated calibration Labels.

After calibration, the tooling /test unit will be checked for the proper labeling and the equipment calibration history card will be updated and returned to Chief Inspector's active file. At no time will any person be permitted to perform work on aircraft or components using tooling /test equipment which is out of calibration.

The inspector will at random, to assure that equipment in use is in calibration will check the test labels. If at any time a piece of test equipment inadvertently exceeds its calibration due date, it will be immediately be removed from service until a calibration check has been performed.

Standards used to calibrate test equipment must be traceable to National standards or an approved foreign country's standards by the certificate from the testing facility.

Frequency for calibration standards may vary for different units of the test equipments.

5.1 PUBLICATIONS.

Reference: CASR part 43.13(a). CASR145.201(c) and 145.211(b)

5.1.1 Scope.

This section is describe the procedure for ensuring Technical Data is current and available for performing maintenance, preventive Maintenance, alteration, repair, and overhaul according to the Capability list or Ops Spec PT. Smart Cakrawala Aviation.

5.1.2 General.

Duplicate Technical Data is the copy of the original “approved“ Technical Data.

The Technical Data used by PT. Smart Cakrawala Aviation as a reference for performing the maintenance and Repair could include any of the following:

- Airworthiness Directive.
- Maintenance Manuals.
- IPC Manuals.
- Standard Practice Manuals.
- Service Bulletins.
- Applicable approve Technical Data or Data Acceptable to the DGCA.

Technical Data control is the controlling procedure to revise the Technical data in accordance with the manufacture’s instruction.

5.1.3 Procedure.

Chief Inspector should evaluate and ensure the Technical Data is current and available to maintenance and inspection personnel when the maintenance is being performed.

Chief Inspector will provide approval of the duplicate document before distribution.

The users should maintain and use the Technical Data appropriately.

Chief Inspector will provide current status record of Technical Data and distribute to maintenance and inspection personnel.

The users are responsible for their own area of work, to use the current Technical Data which has been approved by Chief Inspector in accordance with the current status records.

Chief Inspector is responsible for performing the updating and Technical Data Control of Duplicate Technical Data at the maintenance area and provides remarks to the out of date Technical Data. This must be done during every first week with an interval of six months.

6.1 TAKING CORRECTIVE ACTION ON DEFICIENCY/ AUDIT PROCEDURE.

Reference: CASR 145.211(c)

6.1.1 Scope.

This procedure covered on implementation of internal PT. Smart Cakrawala Aviation quality audit in the maintenance activities and also quality audit for the partner whose will be as PT. Smart Cakrawala Aviation maintenance sub-contractors.

6.1.2 General.

Ref: CASR 145.211(c)(IX)

State that quality control manual include procedure used for taking corrective action of deficiencies.

The corrective deficiencies normally an integral part of the PT. Smart Cakrawala Aviation improvement process and could include revision to procedures which is not working properly.

6.1.3 Corrective action would be in two situations.

1. Before the article is approved for return to service .
2. After the article is approved for return to service .

6.1.4 Audit

Quality audit is a systematic and independent examination to determine whether quality activities and related results comply with planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve PT. Smart Cakrawala Aviation objectives.

Quality audit are designed for, but are not limited to the following purposes:

- To verify whether the quality activities and related result comply with the given arrangements.
- To determine the effectiveness of the implementation of the quality system.
- To provide the auditee with an opportunity to improve the quality system.

6.2 PROCEDURE.

6.2.1 Corrective action before article RTS

Whenever an inspection of work scope determines that maintenance step or function has been accomplished incorrectly, the work will be repeated and inspected to assure proper completion .The process will be reviewed to ensure that improper work was not result of a deficiency in facilities, equipment, tooling or material .Although this review will not be documented, it will be the responsibility of attention the accountable Manager.

6.2.2 Corrective action after RTS.

Whenever discovered an improper maintenance, preventive maintenance or alteration action approved for RTS. PT. Smart Cakrawala Aviation will immediately rectify this situation with the customer. Additionally, Accountable Manager will determine whether the incident should be reported to DGCA.

6.2.3 Audit.

Audit shall be carried out by qualified auditors belonging to or authorized by Chief Inspector. Audit personnel shall be independent of those having direct responsibility for the activity being audited.

The scope of audits is determined with regard to the importance of activities in question and the knowledge of any existing on likely program.

The audit frequency is at least once a year for both internal and external auditing, for external audits it is consider to be as an initially audit for subcontractor's maintenance. A report shall be produced for each audit, containing particulars of the subjected area of audit, the requirements and any identified deficiency, use Form no SCA-MTC 005.

The management personnel responsible for the audited shall take timely corrective action on any deficiency found during audits. The corrective actions must be documented, and the implementation of the corrective action associated with the audit report is inspected by a follow-up audit conducted by Chief Inspector by means of continues monitoring, planned reporting back on action or direct follow up in conjunction with the audit being performed the next time, as appropriate.

The result of audits and the follow-up audits are presented at top management review by PT. Smart Cakrawala Aviation Accountable Manager. Management with executive responsibilities shall review the results of the audits and the effectiveness of the corrective action taken.

One copy of the audit report, including the notes made during follow up audits is filed by the Chief Inspector for at least 3 years. All these records are made available for authority or customer review as appropriate.

FORM CONTROL

7.1 FORM CONTROL

Reference: Part145 Section 145.211(1)

7.1.1 Scope

This procedure has been prepared to manage and to organize formats related to quality data in the PT.Smart Cakrawala Aviation organization.

Refer to Appendix F of AMO Manual .

7.1.2 Definition

Format are the Forms used, to support and for easy of processing data related to the quality data record.

7.2 PROCEDURE

Controlling of the form is used to provide the requirements of approval, publication, maintaining and instruction of executing the Forms.

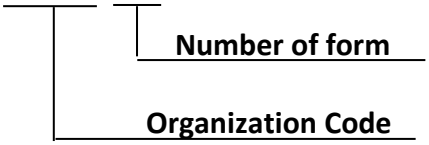
Forms used to record an inspection should be executed by indicating the inspection was completed or that inspection was not required. Result of the inspection should be entered in the form, if applicable, indicate that no discrepancies were noted.

It is possible at times to develop forms that can be used for multiple operations of work. The form should have adequate space and appropriate instructions including specific assignments, to assure that it can be properly identified with the operation for which it was used and for the recording of work performance.

7.3 FORM IDENTIFICATION

Form identification will be on top right side on each form, which will display a code as follow:

FORM SCA-MTC XXX



Organization code:

- SCA : Smart Cakrawala Aviation
- MTC : Maintenance Technical Control
- XXX` : Form Indentification Number

Before developing the Format for Cards, Tags, Labels and Sticker etc, they have to be in a standard format and contain standard instructions of execution.

Standard Format and instruction for execution will be distributed for publication.

The Chief Inspector responsible to define type of format and standard instructions for executing, including determining specific numbering, form title and have adequate space as necessary.

The Chief Inspector is responsible to reviewing the revision of Forms, and to introduce new Forms, and coordinate and inform the concerning users.

Chief Inspector is responsible for controlling all of the Standard Formats.

8.1 JOB ORDER.

Reference: CASR 145.211(c)

8.1.1. Scope.

This procedure contains the system for preparing the Job order to authorize the work to be accomplished. Also describing the Job order approval, distribution, revision and recording.

8.1.2. General.

Maintenance/Repair Job Order is used by the AMO PT. Smart Cakrawala Aviation to accomplished maintenance functions according to this Job Order, after approval has been made by Chief Inspector.

Job order has a unique numbering system that indicates assign number, reference number (customer number), time code of accomplishment and customer code.

8.2 PROCEDURE.

Upon Receipt of additional work request for maintenance or alteration on aircraft, components, accessories, avionics, instruments or a product requiring a specialized service covered by PT. Smart Cakrawala Aviation AMO certificate, the administrator will issue a Form No: SCA-MTC 030, to authorize the work to be accomplish and approved by Chief Inspector. The form is pre numbered and that number will be the basic reference for the product's maintenance record.

The Job Order additional will specify the work to be accomplished. The Job Order additional will be supplemented as necessary with detail inspection instructions a long with applicable forms, to assure proper inspection and repair of the units involved.

The number of additional forms used will be identified on the Job Order. The original of the printed and numbered Job order form will be retained in the Maintenance / Workshop supervisor's office.

Log book will be maintained in the Chief Maintenance Office for recording each Job Order in the numerical order, identifying the customer, the product for which it was issued along with the manufacture serial number, special instructions and work accomplished.

It will be the responsibility of the Chief Maintenance and Chief Inspector to assure that proper progressive servicing, inspection and testing is being performed on product involved.

Engineer will enter work accomplished and use last names to sign off the work on the form. Inspectors will use their stamp to sign-off inspections. A list of inspectors and stamp number are contained in the AMO manual.

Schematic filling Job order additional form:

9.0 AUDIT (INTENAL/EXTERNAL)

9.0.1 AREA OF AUDITS/SURVEILLANCE OR INSPECTION

a. General

An Internal/External audit to be a complete and effective review of a SCA operation, it should normally be conducted by Chief inspector/Lead Auditor/Auditor for the area airworthiness, safety (SMS) and Quality.

b. Areas of Audit, Surveillance or Inspection

This audit or inspection focuses on specific functional areas within a company.

1) Airworthiness

An airworthiness audit or surveillance will review the activities of the following areas:

a) Management and Administration

b) Approval and Manuals Inspection

- Operation Specification and Capability list
- SCA Manual (AMO Manual, Quality Control manual, Training program manual, and another related manual);
- Publication/Library;

c) Training Program and Training Record

d) Maintenance Record System and Reporting Procedures

e) Maintenance facilities, tools, equipment, part and materials.

f) Maintenance Contract Arrangement

g) Maintenance Production Planning

h) Maintenance Process Inspection

i) Work Other than Fixed Locations

2) **Safety (SMS)**

A Safety (SMS) audit or surveillance will review the activities of the following areas:

a) Safety management system (SMS) manual;

b) SMS Implementation (hazard identification and risk management);

c) SMS Reporting System;

3) **Quality Assurance Program**

Quality audit or surveillance will review the activities of the following areas:

a) Quality assurance organization and management

b) Audit Program (Internal audit process including the contractors)

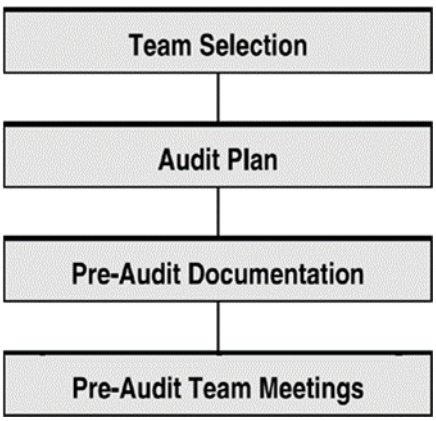
c) Auditors training and qualification program

d) Process for addressing Findings

e) Quality and audit record

9.0.2 PRE-AUDIT

The pre-audit process for audits begins with the selection of a team, followed by the preparation of an audit plan, the gathering of pre-audit documentation and the holding of a pre-audit team meeting. This process is illustrated as follows:



9.0.3 PRE-AUDIT DOCUMENTATION

This includes a thorough review of all company files and documentation and the opening of a company audit file. Information gathered during the pre-audit phase will assist the audit team in determining the specific areas, systems and activities that warrant examination; supplementing audit checklists; or amending the scope of the audit. This audit phase should:

a) Ensure that all reference manuals and documents to be used during the audit in accordance with the Reference Material Matrix are readily available and include the latest approved amendments;

b) Review the auditee's approved manuals for conformance to the appropriate Manufacture Manual/Civil Aviation Safety Regulation (CASR's);

c) Review the auditee's files and records;

d) Itemize areas which require further review auditee;

e) Select the appropriate checklist items as applicable, in accordance with the scope he procedural manual of the respective department/section.

f) Complete all pre-audit sections of the checklists;

g) Ensure that all audit documentation is chronologically recorded on the company audit sub-file; and

h) Ensure that each team member has received appropriate portions of the

i) Audit plan.

j) Previous inspection or Audit Reports;

k) Accident or incident data;

l) Any enforcement action;

m) Appropriate extracts from regulations, standards and policies; and

n) Exemption, approvals, aircraft type approvals, manufacturing limitations and operations specifications authorizations

9.0.4 PRE-AUDIT TEAM MEETING

This meeting should:

a) Confirm individual team members' duties and responsibilities;

b) Ensure that all team members have received appropriate portions of the audit plan;

c) Ensure the correct checklist appropriation by the team members;

d) Ensure that all team members are aware of restrictions regarding auditreport distribution;

e) Outline the overall audit plan;

f) Clarify any outstanding issues or problems;

g) Include a briefing by the Chief Inspector/Lead auditor/auditor on current company activities, trends,performance or other information related to previous audits; and

h) Address the issues of conflict of interest, confidentiality and access toinformation.

9.0.5 PHSYCAL AUDIT

a. General

The physical audit consists of the entry meeting, evaluation and verification, daily briefings and the exit meeting.

b. Entry Meeting

The entry meeting should discuss the plan of the physical audit. It shouldbe attended by the auditee's senior management and identified members ofthe audit team. It will outline the audit process to the company and confirm any administrative requirements so that the physical audit may be conducted both effectively and efficiently, while minimizing disruptions to the company's operation. One of the objectives of the entry meeting is to obtain the positive participation of the auditees to the audit activities.

1) The entry meeting should:

a) Take place on the auditee's premises;

b) Be attended by the auditee's senior management;

c) Specify audit details and procedures; and

d) Be brief, specific and courteous.

2) The Chief Inspector/Lead Auditor/Auditor Manager shall:

a) Explain the purpose of the entry meeting;

b) Introduce audit team members, including specialists and observers;

c) State the objective, scope and depth of the audit;

d) Address the means of communication between the audit team and the auditee;

e) Explain that company officials will be briefed daily on progress of the audit;

f) Describe the manner in which any audit finding detected will be handled;

g) Establish a location and time for the exit meeting;

h) Emphasis that the purpose of an audit is to identify non- conformances and that enforcement action may result from any of these findings; and

i) Respond to all questions from the auditees.

3) The auditee may agree to provide:

a) Adequate, preferably private, working space;

b) Access to a photocopier and internet line;

c) Measuring or test equipment;

d) Access and admission to all facilities;

e) Access to company files and records;

f) Credentials and facility pass;

g) Selected personnel for interviews; and

h) Knowledge able company advisors or liaison officers.

c. Evaluation

In the evaluation phase, the company's level of conformance withregulations and standards contained in existing legislation and company control manuals will be assessed. The following are possible means of evaluation:

1) Pre-Audit Checklists

Pre-audit checklists will determine whether all essential controls appear to be in place and are properly designed. Based on the results of the checklist, a summary of the strengths and weaknesses of the auditee's control system will be developed. This system will be most effective if all questions are answered.

2) Interviews

Interviews with company personnel are important during the evaluation phase to determine whether the control system documented in company manuals is that in use, and to assess the knowledge of supervisory personnel of their duties and responsibilities. Interviews may also confirm the validity of audit findings reached through observation or sampling. The following guidelines will be useful when preparing for an interview:

a) Prepare carefully prior to the interview by defining the areas to be explored and setting specific objectives;

b) Explain why the interview is taking place;

c) Use open questions and avoid complex questions or phrases;

d) Listen carefully to answers and allow interviewee to do most of the talking;

e) Avoid being side-tracked from your original objectives;

f) Ensure that questions are understood;

g) Terminate the interview if the atmosphere becomes highly negative;

h) Document all responses; and

i) Thank the interviewee at the conclusion of the interview.

9.1 AUDIT PROGRAM

1. Audit program is performed by Chief Inspector/Auditor.
2. Basically the function of the audit is to provide assurance that the overall standard and procedure particularly affecting the regulation and company commitment is being done effectively and efficiently. The following activities can be distinguished:
   - A systematic verification of affectivity, observance and efficiency of the quality control system and organization by mean of quality audit;
   - Initiation of corrective action when auditing result are unsatisfactory and upon detection of non conformance;
   - Control of timely execution of corrective action;
   - Reviewing and implementing the preventive action.
   - Analysis of causes of defect, failure and complaints
   - Reporting of the results to the Manager and Accountable Manager.
   - Advising in Quality affairs.

9.1.1 COMPANY COMMITMENT POLICY

1. SCA Company Commitment Policy is derived from the mission statement of the organization.
   - To achieve the objective, quality system has been developed to enabling the organization
   - To assure the quality of the activities and consequently flight safety.
   - To improve quality continuously
2. The Company Commitment Policy shall at least be in compliance with the requirement from DGCA and the international quality standard. Continuously improving quality and promoting a quality-aimed culture are tasks of all employees and is the responsibility of the management personnel.

9.1.2 QUALITY AUDIT

1. Quality audit approach can be done by either using a Audit Check List or a journalistic report, in which using an Audit check list / QACL is mostly applied to check on a sampling basis

2. efficiently. The main purpose thereof is to have an aid to investigate systematically if and to which extend existing instructions, procedures, inspections are observed and complied with and how work performance is (also with regard to workmanship). Besides they are used to verify if standards, procedures, etc. still are up-to-date, useful and cover the company needs (no lacks or surpluses).

3. Quality audit can be divided into 2 categories.

   - Quality audit to check the main element of quality control system and organization with regard requirements set forth by official authorities as DGCA and contractual requirement;

   - Quality audit to the work performed against the requirements of the programs and processed concerned.

4. The Auditor prepares audit plan. When necessary the general audit are updated to cover specific local situation; locally prepared audit bear a plan related character behind the audit number. This also implies that the relevant plants are responsible for controlling of this audit. Auditor/Surveillance section through the Chief Inspector keeps a summary of all applicable quality audits. Result and findings of the quality audit performed are recorded.

9.1.3 AUDIT PLANNING

1. Surveillance Audit is part of the Quality audit which is un-announce and spot check kind of audit. This kind of audit gives a true pictures particularly at working floor area or ramp during aircraft operation including the shop activities. Any findings during surveillance audit is duly documented and subsequently a part of audit plan.
2. In a conduct of surveillance audit, individual finding/s must be recorded/reported in the Corrective Preventive Action Report AMO FORM SCA-MTC 108 AUDIT FINDING REPORT.
3. Auditor will be performed are planned annually and registered on an auditing schedule AMO FORM SCA-MTC 109 AUDIT AMO FORM SCA-MTC 109 AUDIT PLANS.
4. Audit Plans schedule are distributed to the all Departments periodically. Frequency of performing the audit is based upon the audit results (trends) and is varied where necessary.
5. The auditing schedule shows the yearly audit planned time table, in progress and completed. The audits generally are performed at date, with the exception of certain program audits that can only be performed at time that work is carried out.
6. For main projects, quality assurance plans are generated by the Chief Inspector to identify the proceedings with respect to special quality requirement (contractually agreed) and to register the program audits and planning.
7. All regulator and external or unscheduled audit visit to the company facility will be considered or included in the revised Audit Plan.

9.1.4 AUDIT PRIVILEGES

1. The Chief Inspector will plan and implement independent quality audit to verify whether quality activities and related result comply with planned arrangement, determine the effectiveness of the quality system to ensure it can deliver a safe product and that the company remains in compliance of the requirements.
2. Records of quality audits and corrective actions will be kept for at least two (2) years from the date the finding is closed.

9.1.5 AUDIT REPORT & FOLLOW UP

Lead Auditor will audit the organisational / system procedures in accordance with the internal Audit Schedule or the External Audit Schedule using the Audit Checklist.

1. Upon completion of the audit, the Lead Auditor will compile all findings into a formal Audit Report within five (5) working days from the date the audit was completed.
2. The completed report will be sent to the department head for the audited area or organization, for appropriate corrective action.
3. Copies of the front page of the report will be given to the Technical Manager having jurisdiction, the Accountable Manager (President Director) for information.
4. Chief Inspector monitors all the audit reports to ensure that responses are returned within the specify date on the report. In addition, the staff will specifically record in the Master Control all the reports that were sent and returned. The staff will ensure consistencies in the Master Record Control
5. In the staff's absence, the Chief Inspector will perform this function.
    a. to accept and close the report after ensuring that the root cause has been identified and appropriate corrective action has been taken to prevent recurrence, or
    b. to reject the response and re-establish a new deadline (with the auditee where necessary) should the response received does not adequately address the finding.
6. Upon receiving the response, the Lead Auditor will evaluate the action taken within 3 working days (which may include verification at site) to decide Review of the audit done for the month.

9.1.6 AUDIT REMEDIAL ACTION PROCEDURE

1. All discrepancies found during Audit of the organisation and aircraft shall be duly recorded and findings submitted to the appropriate section head for corrective actions.

2. For audit of organisation, discrepancies shall be classified as follows:

   a. **Non-Compliance (immediate corrective action/Level 1)** means a deficiency in characteristic, documentation, or procedure with respect to provisions of the Aviation Act No. 01 of 2009 or a CASR.
   This is action must be taken immediately but not exceed than **15 days** upon identification of the audit and surveillance finding. Audit findings that have direct impact on aviation safety may be taken to stop the operation of aircraft, maintenance, suspend of personnel licensing or termination of AMO activities.

   b. **Non-Conformance (Short-Term Corrective Action/Level 2)** means a deficiency in a characteristics, documentation, or procedures. which renders the quality of a product or service unacceptable or indeterminate, or not according to specified requirements, e.g. physical defects, test failures. Inadequate documentation.
   This is short-term action to correct a non-conformance that does not pose an immediate threat to aviation safety, which ensures that conformance is established quickly until long-term action is completed to prevent recurrence of the problem. Short-term corrective action will maximum take place within **30 days.**

   c. **Non-Adherence (Long-Term Corrective Action/Level 3)** means a deficiency in characteristic, documentation, or procedure with respect to a recommended practice, procedure, guideline or good aviation safety. This is longer-term action and has two components.
   The first will involve identifying the cause of the problem and indicating the measures the company will take to prevent a recurrence. These measures should focus on a system change.

The second component will include a timetable for company implementation of the long-term corrective action.

Long-term corrective action will maximum take place within **60 days**.

Non adherence finding including safety observation is linked to safety and evaluation of the risks linked to operational hazards and raised when the risk pertaining to a specific hazard is evaluated by DGCA as non acceptable for safety.

3. All discrepancies shall be followed up, making sure that timely and appropriate corrective actions are taken and priority is accorded to critical and major discrepancies. Status columns are provided against the discrepancies listed in the Audit Findings Sheets so that all remedial actions can be monitored.

9.1.7 CORRECTIVE ACTION PLAN

The responsible Department – Head is responsible will:

a. Determine the root cause of the audit findings that will be develop to the corrective and preventive action process to address the audit findings.

b. Determine the corrective actions needed to eliminate the cause of nonconformities.

c. Apply proper control to ensure that the corrective action taken and that is effective.

d. Determine if changes in the procedures resulting from the corrective action must be implemented and recorded.

e. Use of appropriate sources of information to detect, analyze and eliminate potential causes of non-conformities.

f. Determination of the steps needed to deal with any problem requiring preventive action.

g. Initiation of preventive action and application of controls to ensure it is effective.

h. Use of an appropriate tool for cause and effect analysis and any broad range tools designed to prevent non-conformities.

i. Corrective Action Plan (CAP) and Corrective Action addressing the audit findings Non-Compliance (immediate corrective action/Level 1) within 15 days.

j. Corrective Action Plan (CAP) within 30 days and Short-Term Corrective Action/level 2 addressing the audit findings Non-Conformance within 30 days.

k. Corrective Action Plan (CAP) Long-Term Corrective Action/Level 3 within 30 days and corrective action the audit findings Non-Adherence (Long-Term Corrective Action/Level 3) within 60 days.

9.1.8 AUDIT ANALYSIS

1. Specific and through analysis of the cause of quality problem when:
   a. Repetitively the same or similar small non-conformances are met;
   b. Serious non conformances are met;
   c. Complaints about quality of delivered products are received from external sources;
   d. Discrepancies are found and reported by official authorities.
2. In many cases, the analysis is performed in cooperation with specialists of other section. The analysis results are recorded; the way in which this is done depends upon above mentioned categories and upon the results.

9.1.9 CORRECTIVE ACTION

1. Corrective actions are defined as those actions aimed to correct the discrepancies found and to prevent the recurrence of the same discrepancy.
2. Discrepancies recorded on the quality audit and the sample check from maintenance logs are divided into Level 1/2/3 discrepancies.
3. Level 3 discrepancies are brought to the attention of the responsible chief of the section involved for correction. The correction is recorded on the discrepancy sheet and stamped off or signed, thus enabling review by inspector or official authorities at a last date. Minor discrepancies mostly are random natures, which do not require preventive action at once.
4. Level 1 (Immediate) need corrective action and Level 2 need short term corrective action is initiated on a rectification instruction form. The addressee of a corrective action is obliged to take action and to give a written answer within the established period of time specifying the affectivity date of the corrective action taken.
5. Complaints received from external sources handled by Chief Inspector with the established procedures.

9.1.10 Reporting

1. Audit result are reported to the responsible departments involved, requesting corrective action as described above when necessary Result of quality analysis, inquiries and audits performed and
2. corrective action taken or initiated is reported to the departments concerned as well as to management. This reporting mostly is done by means of a quality report and/or internal memo.
3. Periodically meetings are held to discuss the trend of nonconformance found and other quality related problems specifically with regard to preventive action. Preventive actions are planned and initiated by the participants when required, using the applicable forms.

4. Reporting of nonconforming material or product received is performed on Audit Report AMO FORM SCA-MTC 108 AUDIT FINDING REPORT, describing the report and disposition made requesting corrective and preventive action to be taken by the addressee.
5. The external audit report (e.g. sub- contractor) either with finding/s or no finding will be provided and submitted to the audited subcontractor in the different format although a prepared audit check list have been used during the audit but the report will be in a summarize format and subsequently the expected reply is also the same.
6. The sub contractor audit report once submitted and formally received, within thirty (30) days the audited sub-contractor must response.
7. After receiving the sub contractor response, the assigned auditor must review the corrective action whether it is acceptable or unacceptable, an acknowledgement letter must be sent within a week.

9.2 ASSESSMENT OF SUB-CONTRACTOR

1. A specific task of the Audit/Surveillance section is the assessment of subcontractors with respect to quality aspects involved in the subcontracting of work. There are two categories of subcontractors are distinguished:
   - Subcontractor who are capable to perform quality inspections on material, manufacturing process, production and test equipment, product, etc, with the aim to detect deficiencies in an early stage of production and to take immediate corrective and preventive action.
   - These subcontractors having passed the assessment successfully can be chosen as subcontractors for more complex jobs.
   - Sub-contractors who are not able or do not need to perform above mentioned inspection. Less complex work can be subcontracted to these firms, having passed the assessment successfully.
2. For the assessment of sub-contractors/Vendor/MRO a standard “Questionnaire AMO FORM SCA-MTC 095 - VENDOR CONTRACTOR EVALUATION” is used, in which key data with respect to the sub-contractor and his procedures related to quality control, is recorded. This “Questionnaire” can be used & sent also through mail audit particularly those approved suppliers/vendors the engaged business is lean within two (2) years.
3. The re audit program of the approved vendors/suppliers takes every two (2) years.
4. It’s required that for those repair entities handling the repair /overhaul of any major components wherein the performance of the end product is below the industry level based on the reliability report either removed on the approved list or should be conduct again of the onsite audit.
5. For those MRO doing the repair of aircraft, engine, APU and landinggears the on site re-audit is a must.

9.3 SAMPLE AUDIT AREA

To cover all aspects/facets in maintenance, preventive maintenance and alteration of aircraft, engine, component and appliances, sampled areas covered by the audit based on the periodic interval set by the Auditor/Chief Inspector include:

1. Maintenance contractor

- Adequacy of maintenance facilities
- Adequacy of serviceability of ground support equipment
- Use manufacturer maintenance manuals to perform maintenance and alteration
- Availability of skilled and qualified manpower to perform assigned work required inspection item handling procedures, personnel qualification and authorization. The periodic audit must be done to coincide the bi-yearly audit with approved MRO while the aircraft was undergoing Scheduled maintenance Check, as necessary.
- Audit of Completed Checks

  Completed check packages will be periodically audited at least once every year based on the check involved to assure proper handling areas covered by the audits may includes Completeness of packages – Proper sign off and stamps − Inspection stamps where required – Aircraft identification − Items deferred out of checks
- Audit of Tool Equipment

  The calibration and condition of tools and test equipment used will be audited periodically in semi annual by Currency of calibration stickers − Re-calibration system control − Trace-ability of standards to the Bureau of Standard.

2. Line Out-Station /Route station

   Audit of line out-stations will determine that the station has adequate housing & facilities, training, documentation's, record/report forms, and has special tools, equipment, and personnel to perform the specific maintenance particularly on declared sub-base where aircraft was stop over night. The periodic audit in line out-station based on the company operational plan in annual basis (at least once every year).

   Audits will also ascertain that all work performed is in accordance with manufacturer's maintenance and repair manuals and the others technical manuals.

   - Adequacy and serviceability of ground support equipment – Serviceability and calibration status of precision tools and test - equipment – Use of manufacturer maintenance manuals to perform maintenance and repair – Availability of skilled and qualified manpower to perform assigned work and personnel record
   - Parts: adequacy, proper handling, segregation of hazardous material.
   - Fluids agent dispensing and storage facilities.

3. Supplier/Vendor.

   This is a routine audit done at least in every two (2) years to confirm an approved & listed contractor's capability by assessing the adequacy of facilities, personnel, inspection system, practical instructions and procedures, current approved data, and effective controls in managing airworthy repairs. Areas covered by this audit may include:

   - Aviation Authority Certificate Approval
   - Facilities, capabilities, manuals (available and current)
   - Paperwork complies with technical manual requirements
   - Personnel qualification and training.

4. Material

   The management to handling of parts and material will be subjected to periodic audits (one year basis) to assure compliance with this Technical Manual, DGCA Regulations, and accepted industry standards.

   Areas covered by the audits include:

   - Receiving inspection, Airworthiness tag,
   - Material documentation from contractor and filing system,
   - Quarantine store, material store, shelf life control,
   - Parts preservation, Parts segregation

5. Technical Library

   Manual and Publication used by SCA to certify the airworthiness of product and process will be subjected to periodic audit in semi annual to assure their:

   - Revision status
   - Proper revision sign off
   - Currency and completeness.

6. Document/Technical Manual Audit

   A document audit determines whether the Quality System is sufficiently described and whether the description in accordance with the applicable standard. It is the first part of system audit and must be performed every one year.

7. Personnel Training/Skill/Training

   Technical personnel handling work/task directly affecting the process result of the aircraft, engine and components ensuring their knowledge and skill on the assigned work and rating .

   Maintenance Release staff to determine their validity of approval based on the type of aircraft and availability of their license. The periodic audit must be done in annual based on the areas of assignment. This also apply to sub contractor handling the companyaircraft operation in daily basis.

9.4 SYSTEM AUDIT

After the accomplishment of a document audit, followed by more compliance audit so called system audit is completed. A system audit is the end result of two other audit types and not an audit on its own.

1. Process

   Audits are planned by audit team initiated by the Chief Inspector. Audit Notification shall be sent to audited organization at least 10 (ten) working days prior entry meeting.

   Audit preparation carry out by audit team; include the subject and scope of audit, required basics for the audit, and preparation of an audit checklist.

   Upon accomplishment of an audit, Audit report found are listed and Summary Audit Report (AMO FORM SCA-MTC 107 AUDIT REPORT SUMMARY) audited organization.

   No any audit report is to be close unless re-inspection on the subject is proven that its corrective action is properly done.

   - The overall business process of each unit is divided into four process categories, as follows:
   - Management: Guiding and/or structuring the preparation and realization process.
   - Preparation: Preparing and supporting the realization process, creating conditions, directly linked to realization process.
   - Improvement: Measuring the performance of all process involved, and improving those process

2. The Process owner

   Each main process has a process owner who has the final responsibility for the functioning and improvements of that process and for the recording there of. Such a process can be applicable within one department or more than one department of SCA organization. In case of a more than one department process, the process owner is responsible for the required coordination between the departments.

3. Process Audit

   A process audit is a method to investigate whether the required conditions to accomplish a main or sub process are present. A process audit can be accomplished at any moment if there are questions about the 4 (four) M's. (Means, Man, Material, Method) availability. In this kind audit the specification of the 4 M's relevant for the specific process are compared with the actual situation.

4. Product Audit

   A product audit compares the end product of a main or sub process with the product specification. The amount of product unit is per production department if the result are in sufficient, audit plant must doubled on the next years.

5. Extrinsic Audit

   An extrinsic audit is an audit accomplished by an authority or external. In this case it can be a document, compliance, process or product audit. Combination of different audit types is also possible.

9.5 HANDLING AUDIT REPORT

1. Monitoring audit Result Monitoring the result is to support theprocess owner and Lead Auditor/Surveillance in monitoring the follow up of remedial actions.

2. Registration of Audit Result. The auditor puts all information concerning the audit into computer, which the nonconformities and the text for the audit report: introduction, analysis and conclusion. The complete report is sent to the auditee/process owner by audit report.

3. Non Conformance Report When during the audit performed, non-conformity is found will be documented on a Corrective Action Report (CAR) by the auditor. The auditor shall confirm the discrepancies. This audit report shall also be used to document the corrective action to be taken by audited department.

4. Audit Report Every performed audit shall be concluded with a Audit Report. This report will contain: Department, auditors, report date, subject of audit and other particulars of the audit.

5. Status Monitoring by Management

   The main objective is to keep the management follow the progress and take action if an overdue situation occurs.