

APPENDIX A
Figure 1

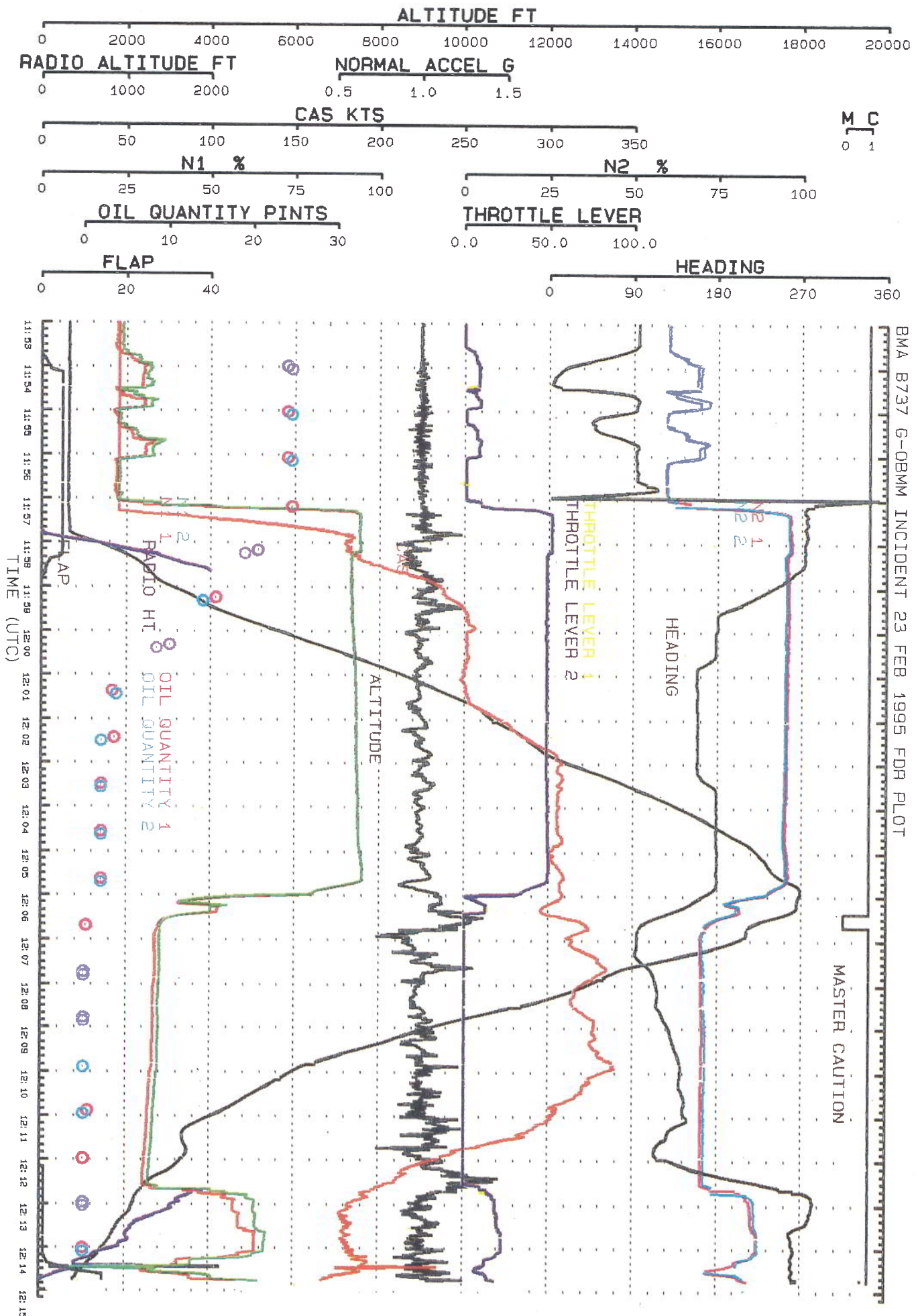
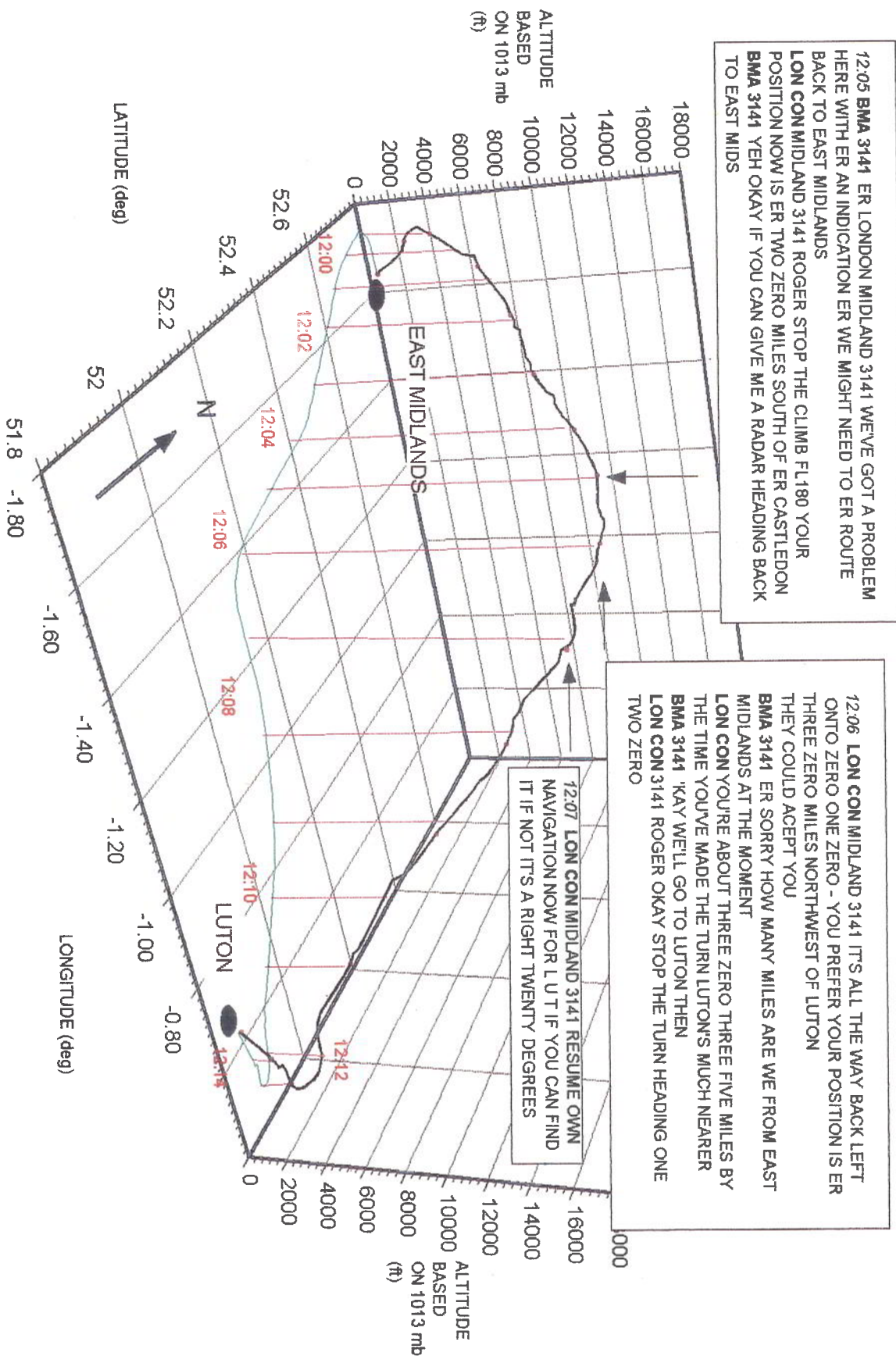


Figure 2



Extract from British Midland Procedures Manual. Volume 1

Quality Objectives

- 1.1 The stated objectives of the Quality Assurance Dept. are to ensure that all JAA, NAA (UK CAA) and company requirements are complied with by maintaining a continuous check on the effectiveness of the maintenance organisation and also the procedures and system employed to achieve an acceptable high standard of continuing airworthiness.
- 1.2 These objectives are accomplished by a process of individual responsibility for the Quality of the work produced together with personal monitoring of performance and a formalised Planned Quality Audit Programme.
- 1.3 An individual will generate the highest Quality Levels whenever they perform a task correctly, in accordance with the prescribed standards. Inspection cannot achieve Quality, it can only ensure conformity.
- 1.4 Departmental Self Auditing is a function whereby a department will formally audit, investigate and sample its own products to ensure that any non-conformance is highlighted and that corrective actions are made as required in order to maintain the continued airworthiness of these products.
- 1.5 The key to Quality Control, therefore, is the principle of Formalised Self Monitoring. To be able to achieve this condition, both the individual and the department must have access to and be capable of using the standard procedures, as approved by the company and in accordance with the statutory and Manufacturer's requirements.
- 1.6 Overall Quality Assurance will be achieved by the monitoring and auditing of each department's adherence to approved standards and requirements and by the evaluation of data from all sources of company activity.
- 1.7 In order to achieve the Company's Quality Objectives, the Quality Assurance Department will carry a planned programme of audits on the following:
 - a) Aircraft - on Base Maintenance and Line Maintenance
 - b) Departmental - including Line Maintenance Control
 - c) Line Stations
 - d) Vendors, Overhaul and Repair Agencies
 - e) Quality Assurance
 - f) Computer System Audits - including IT Dept.
 - g) Sub-Contracted Organisations.
 - h) Secondary Organisations.
 - i) Test House - i.e. Metrology.

JAR 145.65 Maintenance procedures and quality system (See ACJ 145.65)

- (a) The JAR-145 approved maintenance organisation must establish procedures acceptable to the Authority to ensure good maintenance practices and compliance with all relevant requirements in this JAR-145 such that aircraft and aircraft components may be released to service in accordance with JAR 145.50.
- (b) In addition, the JAR-145 approved maintenance organisation must establish an independent quality system to monitor compliance with and adequacy of the procedures to ensure good maintenance practices and airworthy aircraft and aircraft components. Compliance monitoring must include a feedback system to the person or group of persons specified in JAR 145.30(a) and ultimately to the accountable manager to ensure, as necessary, corrective action. Such systems must be acceptable to the Authority.

ACJ 145.65(a)

**Maintenance Procedures and Quality System
(Interpretative Material)
See JAR 145.65(a)**

- 1 The maintenance procedures should cover all aspects of carrying out the maintenance activity and in reality lay down the standards to which the JAR maintenance organisation intends to work. The aircraft/aircraft component design organisation standards and aircraft operator standards must be taken into account.
- 2 The maintenance procedures should address JAR 145.25 to 145.60 inclusive and the limitations of JAR 145.75 to 145.95 inclusive. The Appendix 2 example exposition contains typical procedures that are to be addressed.

ACJ 145.65(b)

**Maintenance Procedures and Quality System
(Acceptable Means of Compliance)
See JAR 145.65(b)**

- 1 The quality system is in fact an independent system under the control of the JAR 145.30(a) quality manager looking at the JAR 145.65(a) maintenance procedures and the correctness of the JAR 145.95 equivalent Safety Case process.
- 2 The JAA expects the quality system to review all maintenance procedures as described in the exposition in accordance with an approved programme or otherwise once a year in relation to each aircraft type maintained. The quality system should show when audits are due, when completed and establish a system of audit reports which can be seen by visiting JAA staff on request. The audit system should clearly establish a means by which audit reports containing observations about non-compliance or poor standards can be actioned. The means ultimately should lead to the accountable manager.
- 3 A JAR-145 organisation claiming compliance with ISO 9002 at Issue 1 dated 1987.04.01 should mean that the organisation is in compliance with this paragraph, but the JAA will still need to be satisfied that compliance with this paragraph is established.