CAMPBELL HELICOPTERS LTD.

AIR OPERATIONS

MAINTENANCE CONTROL MANUAL

P.O. Box 2008
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Manual Serial No.
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Acronyms

AC	Air Craft	**NCF**	Non-Compliance Finding
ACA	Aircraft Certification Authority	**PO**	Purchase Order
AMO	Approved Maintenance Organization	**SCA**	Shop Certifying Authority
AME	Aircraft Maintenance Engineer	**SDR**	Service Difficulty Report
CAR	Canadian Aviation Regulations	**QAM**	Quality Assurance Manager
CAP	Corrective Action Plan	**TATSM**	Total Air time Since Manufacture
CHL	Campbell Helicopters Ltd.	**TC**	Transport Canada
DOM	Director of Maintenance	**TN**	Tracking Number
DDCS	Deferred Defect Control Sheet	**TA**	Tolerance Authorization
EW	Elementary Work	**TS**	Transcribed
ICC	Independent Control Check	**WO**	Work Order
MAC	Maintenance Activity Control		
MCM	Maintenance Control Manual		
MSA	Maintenance Schedule Approval		
MSR	Maintenance Scheduling Report		
MPM	Maintenance Policy Manual		

COMPLIANCE STATEMENT

This Maintenance Control Manual constitutes the manual required by Canadian Aviation Regulations 706.08. It reflects the means by which Campbell Helicopters Ltd. will comply with the current requirements of the Canadian Aviation Regulations. All incorporated documents identified herein and every amendment hereto, shall meet the requirements established in this manual. The policies and procedures outlined in this manual and in all incorporated documents identified herein must be strictly adhered to at all times.

_____ _____

Bruce Campbell Date
President/Accountable Executive
Campbell Helicopters Ltd.

Each document incorporated by reference shall contain the following certification signed by the Director of Maintenance:

This document meets all requirements established in Campbell Helicopters Ltd. Maintenance Control Manual as per the requirements of CAR 706.08(2).

This Maintenance Control Manual is approved as meeting the requirements for an Air Operator, pursuant to Canadian Aviation Regulation 706.08.

_____ _____

Civil Aviation Safety Insepctor Date

LIST OF EFFECTIVE PAGES

Page No.	Amendment Date	Page No.	Amendment Date
1	07-Oct-08	5-1	07-Oct-08
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4-6	07-Oct-08		

Director Of Maintenance Date

Civil Aviation Safety Inspector Date

RECORD OF AMENDMENTS

Amendment No.	Amendment Date	Date Inserted	Amended By
Reissue	07-Oct-08		

INTRODUCTION TO MANUAL

This Maintenance Control Manual has been compiled for the use and guidance of Operations, Pilot in Command, and maintenance personnel in the performance of their duties. It contains policies and procedures on the AC Technical Dispatch, defect control, maintenance control, and defines personnel responsibilities.

The MCM standards, practices, policies, and procedures and are in accordance with the Canadian Aviation Regulations. Any error or omission in this regard does not relieve company personnel of the responsibility of observing Canadian Aviation Regulations at all times. Should any item within this manual contradict the CAR's, CAR's will take precedence over the manual. This manual will be made available to all personnel responsible for the operation and maintenance of company aircraft.

All personnel concerned with the Operations and maintenance of company aircraft are to be knowledgeable of the contents and are to apply the procedures as specified in this manual.

The standards, practices, and procedures as promulgated in this manual are provided to attain the highest standard of aircraft maintenance in keeping with safety and efficiency. Economic requirements shall not take precedence over safety in the inspection and maintenance function.

Compliance with the practices and procedures of this manual are mandatory for all personnel of the air carrier and of the contracted maintenance organization. No aircraft shall be released for service unless it has been maintained and certified in accordance with this manual.

Failure to comply with this manual may result in suspension of the operating certificate, the aircraft certificates of airworthiness, or both. Employees who deviate from the procedures contained in this manual may be subject to disciplinary action.

Amendments submitted to Transport Canada and certified by the Air Operator may be implemented while awaiting approval by Transport Canada. Amendments to this manual will be submitted to Transport Canada by the Director of Maintenance upon changes to the Organization, Regulation, or when directed by the Minister.

The DOM will periodically review the contents of the MCM to ensure that it continues to comply with CAR's and reflects the company policies and procedures used. Amendments will be submitted to Transport Canada if required.

When reference is made to the Air Carrier, the Company and/or Operator in this manual, it shall be taken to mean Campbell Helicopters Ltd.

Section 1 MAINTENANCE CONTROL MANUAL ADMINISTRATION

1.1 Distribution of this Manual

Serial No.	Holder
1	Director of Maintenance
2	Transport Canada District Office Abbotsford
3	Quality Manager
4	Operations Manager
5	Company President
X	Assigned by the DOM to each AC or other location as necessary

This manual will be made available to all pilots or technical personnel. The DOM is responsible for distribution of this manual. Each person holding a copy is responsible for the care and control of the manual and inserting amendments accurately and prior to the due date.

1.2 AMENDMENT PROCEDURE

Amendments to this manual may be made when requested by Transport Canada, where the MCM does not meet CAR's, or the MCM policies or procedures do not meet the regulatory requirements, or the activities of the air operator require it. The Director of Maintenance will forward two copies of the proposed amendment to Transport Canada, with amendment instructions. A vertical bar in the right margin will indicate changes. The DOM may implement amendments prior to approval by TC, if the DOM has approved them and they have been submitted to TC for approval.

- Each page will show the amendment date (DD-MMM-YY) in the lower left hand corner. Each page will show a page number in the top right hand corner.

- When an amendment requires additional pages, they shall bear the number of the preceding page in the manual with an alphabetical suffix.

- An Amendment Control Page signed by the Director of Maintenance will be included with each amendment. Transport Canada will approve the amendment by signing the Amendment Control Page and the list of effected pages, return one endorsed copy of the amendment to the company.

- A new list of Effective Pages will be included with each amendment.

- Upon receipt of an approved amendment, the Quality Manager will prepare copies for the other manuals. When incorporating an amendment it will be recorded in the register of amendments at the front of the manual. A copy of the Amendment control page, signed by the person amending the manual shall be returned to the Quality Manager for tracking purposes. Amendments will be incorporated in all manuals within 30 days of approval by Transport Canada. If the amendment control page has not been returned by the due date, the DOM will be informed and action will be taken to ensure the amendment is inserted.

Amendments to this manual will be proposed by the Director of Maintenance upon any changes to the organization, its maintenance control system, CAR's, or when requested by Transport Canada.

1.2.1 AMENDMENT CONTROL PAGE

Install this amendment in to Manual Serial Number

Due date to update manual

Campbell Helicopters, Ltd. P. O. Box 2008, Abbotsford Station A, Abbotsford, BC, V2T 3T8

Amendment No.		Date	
Remove Pages	Insert Pages	Remove Pages	Insert Pages

Signature _____ Date _____

DOM

Signature _____ Date _____

Civil Aviation Safety Inspector

Signature _____ Date _____

Person Inserting Amendment

Return to Maintenance Department prior to due date.

Section 2 AIR CARRIER DESCRIPTIONS

2.1 Operations

Campbell Helicopters Ltd. is a privately owned charter company providing services to the public under CAR 702 and 703 licences in Canada. The company operates the aircraft from a main base at Abbotsford Airport in British Columbia. All the company aircraft may be utilized in fire protection roles, across Canada during the summer months, servicing federal and provincial forest agencies. The aircraft are employed in miscellaneous charter work to the general public when not involved with fire protection.

2.2 Aircraft

Aircraft operated are as follows:

Type	Quantity
Bell 212	8

A list of specific aircraft registrations will be held in the Maintenance Office. This list will be maintained and certified by the QAM.

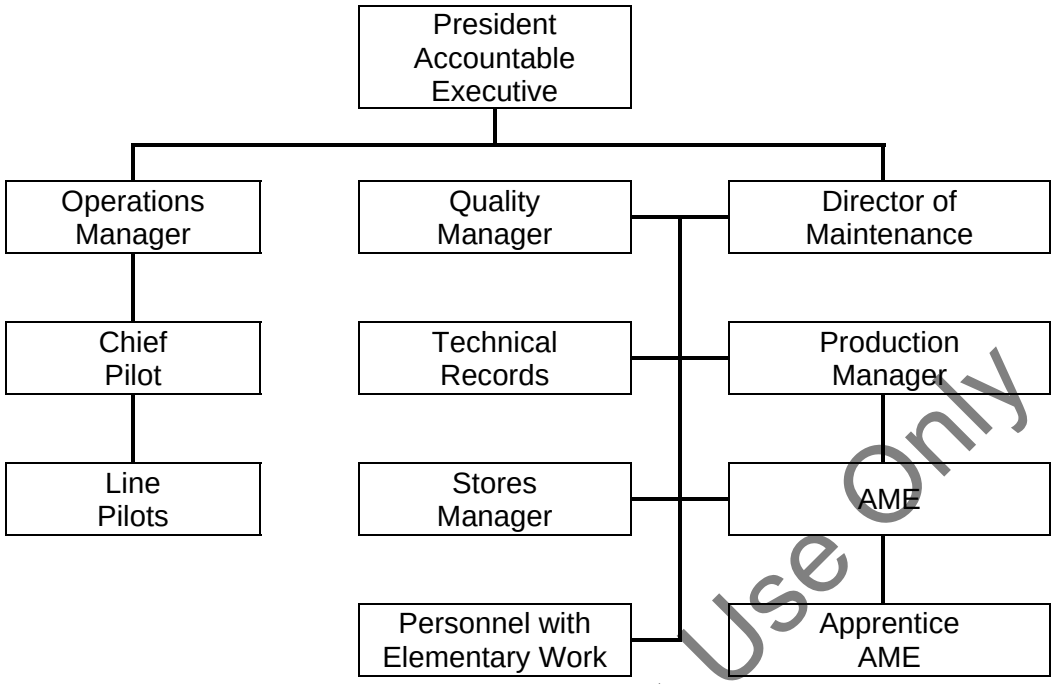
2.3 Facilities

Campbell Helicopters has Office and Hangar space at 30740 Threshold Drive, Abbotsford Airport and all regular maintenance will be performed by Campbell Helicopters' own AMO #148-92.

07-Oct-08

Section 3 **PERSONNEL**

3.1 Organizational Chart



President / Accountable Executive	**Bruce Campbell**
Director of Maintenance	**Al Singh**
Quality Manager	**Richard Mackinnon**
Technical Records	Appointed by DOM

The DOM will appoint qualified persons to the above management positions. The QAM will maintain the List of Management Personnel Appointments. The list will contain the appointment date and date of resignation. The qualifications and training requirements for the appointed maintenance management person will be found in the Company MPM.

3.2 Duties and Responsibilities

3.2.1 Director of Maintenance

The DOM is the person responsible for maintenance and is appointed pursuant to CAR 706.03. He reports to the Company President. The DOM will coordinate with the Ops Manager to ensure that these activities are accomplished in accordance with the policies and procedures defined in this manual. The DOM will designate a qualified person to assume the responsibilities of the position when absent. Responsibilities include but are not limited to:

- Ensure aircraft are removed from operation because of non-compliance with regulations or if there is a danger to safety of the aircraft, other aircraft, person or property.
- Ensure maintenance is carried out by an approved organization.
- Ensure defects are reported and rectified.
- Ensure there is a system of aircraft dispatch and that no maintenance is over flown.
- Ensure there is a system of weight and balance control and that it is accurate.
- Develop, update, and carry out internal audits of the QA Program.
- In accordance with Canadian Aviation Regulations submits “SDR’s”.
- Report to the Company President results of audits and corrective action plans.
- Develop and maintain the AC Maintenance Schedule Approvals.

3.2.2 Quality Assurance Manager

The QA Manager reports to the DOM. Responsibilities include, but are not limited to:

- Conduct audits as directed by the DOM and report non-compliance findings.
- Monitor all activities of the MPM for compliance and report non-compliance findings.
- Approved by TC for the position.

3.2.3 Pilot in Command

Must be trained and authorized by this MCM to carry out Elementary Work, Servicing, Technical Dispatch, Defect Control, etc, of the Company aircraft and reports to the DOM (or a representative) on the serviceability of the aircraft to which they are assigned. Responsibilities include but are not limited to:

- To record in the Journey Log elementary work and servicing carried out.
- To record in the Journey Log defects found during aircraft operation and report to the assigned AME (if no AME assigned, report to the DOM) prior to the next flight.
- To record in the Journey Log abnormal occurrences and report to the DOM prior to the next flight.
- To record in the Journey log aircraft performance. IE: Results of required flight tests or power checks.
- To record the following: flight time, cycles, landing, hook time, torque events, engine cycles, etc.
- The technical dispatch of the AC and to ensure no maintenance or AD requirement is over flown.

3.3 Personnel Training Program

The training program will contain three elements; initial, update, and additional training for employees given technical and regulatory responsibilities. Company AMO will provide all training. Training exams require 70% to pass. Exams will be corrected to 100%. Upon successful completion of initial training, personnel will receive an Air Operator Authority Card detailing their authorities. The Authority will expire 3 years from issue. Renewal is subject to the completion of all update or additional training as required for the Authority given.

The personnel file will contain copies of all training syllabuses, exams, and authorities issued. Training records will be kept for a period of not less than 2 years after the employment of the applicable person has been terminated. Personnel will be given copies of all training given.

The **Air Operator Authority List** will be maintained and certified by the QAM.

Air Operator personnel will be made aware of safety-related issues pertinent to their tasks and responsibilities by the most effective means.

3.3.1 Initial Training

All persons given Air Operator Authority must complete initial training.

The training will be performed in accordance with the MCM Training Manual. The **MCM Training Manual** will contain the syllabuses of the training applicable to the Regulatory and Technical responsibilities of persons authorized. The Training manual will contain a list of CAR 625 Appendix 'A' elementary tasks that personnel will be trained on.

Technical dispatch, Elementary Work, Servicing, ICC 212	**Hours**	
MCM Procedures (technical dispatch, defect control, WB control, abnormal occurrence, Journey log entries, ect.)	3	Written Exam
CAR Responsibilities including CAR 571.02 & .03 and 605 Division IV	2	Written Exam
Human Factors as per CAR 726.12 (3)	4	Written Exam
Servicing 212/205	1	Practical
Elementary work 212/205 CAR 625 appendix A	3	Practical
Independent Control Check 212/205	4	Written Exam

3.3.2 Update Training

The company will also provide update training to ensure that personnel remain competent and are made aware of any changes to the regulations, standards, and Air Operator MCM procedures. The update training must be completed within 36 months from issue of Air Operator Authority. A minimum of 8 hours update training will be given over the three-year period. Update training will include completion of exams.

3.3.3 Additional Training

Additional training will be given where it is shown to be necessary by a finding made under the Quality Assurance program described in Section 6 of this manual. Additional training will be given when the training program has been found to be weak or when personnel have failed to follow procedures. Additional training will include completion of exams.

3.3.4 Qualifications Air Operator Authority

To be issued Air Operator Authority, personnel must meet the following requirements.

- Complete initial training MCM 3.3.1.
- Complete update and/or additional training as required.

3.3.5 Air Operator Authority Card

Each person given Air Operator Authority will be issued a card (for sample see Maintenance forms List). The card will contain the following information.

- Name and identification number.
- Issue date.
- Expiration date.
- Technical Dispatch authority
- Elementary work authorized by type (List of task authorized).
- Servicing by type.
- ICC by type.
- Signature of DOM or designated person.

Section 4 MAINTENANCE POLICIES

4.1 Maintenance Schedule Approval (MSA)

The aircraft operated by the Company will be maintained in accordance with their respective Maintenance Schedule Approval, CARs, and this MCM. The MSA number will be recorded in the aircraft Journey Log. Copies of the latest MSA will be kept with each copy of this manual.

4.1.1 Identification of Maintenance Schedules

The following are approved Maintenance Schedules held by Campbell Helicopters Ltd.

Bell 212 Approval No. P-1070

4.1.2 Amendments to Maintenance Schedule Approval

All amendments to Maintenance Schedule Approvals will be proposed by the Director of Maintenance and approved by Transport Canada. Once approved, Maintenance Schedules will be distributed to all those performing maintenance on company aircraft. The DOM must monitor changes to the Manufacturer's maintenance program, CAR's, and/or the operational history of the AC and submit amendments if required.

4.1.3 Tolerances of Maintenance Schedule Approval

Airworthiness limitations or Airworthiness Directive requirements cannot be exceeded. Tolerances are not to be applied on a regular basis; they are only used to assist in Maintenance Scheduling due to unforeseen circumstances. The tolerances approved are found in the appropriate MSA. At any time during an extension the item extended becomes defective the extension is terminated.

The DOM or Designated person must ensure no AD requirements or airworthiness limitations will be exceeded and authorize all tolerance applications. An inspection must be carried out to the degree necessary to ensure the AC is in satisfactory condition to operate for the period of the extension.

The following will be entered into the current page of the Journey Log:

I have carried out an inspection to the degree necessary to ensure the AC condition is satisfactory to operate for the period of the extension, TA (number)
The (Inspection or component)
Is extended (Hrs or Days)
Now due at (TAT or Date)
Signature_____ ID #_____ Date _____.

The MAC List in the journey log will be revised to the new time; next to the item extended will be written "TA".

A Tolerance Authorization (TA) form (for sample see Maintenance forms List) will be completed and authorized by the DOM or Designate. If necessary the authorization can be transmitted by phone. The original forms will be filed in the engineering office. The Maintenance forms list will be maintained and certified by the QAM.

When the tolerance is applied to the overhaul of a component, the person authorizing the extension will make an entry in the CHR Maintenance and Overhaul Records section as follows:

TBO Extended (# Hr or Days) IAW TA#_____, sign and date.

The authorization number will be created from “AC reg.-Year-Month-Day”.
Sample: CGXYZ-2002-02-21

4.2 Maintenance Arrangements

Campbell Helicopters Ltd. AMO #148-92 at the Abbotsford Main Base will perform all maintenance.

When it is required to have another AMO carry out maintenance, the AMO must be on the Company MPM Approved Vendors List. A purchase order will be issued stating all the maintenance that is required and that a maintenance release is required.

The Quality Manager will review the P/O and Journey Log entry to ensure all work requested was completed. The Technical Records person will update the Maintenance Scheduling Report.

4.3 Defect Recording, Reporting, and Rectification

4.3.1 Recording and Reporting Defects

The Pilot will enter in the Journey Log all defects observed, prior to the next flight. If the aircraft is operating without an AME, Pilot will immediately notify the Director of Maintenance of the defect. The Director of Maintenance shall notify the Operations Manager of the defect. The Director of Maintenance will make arrangements to have the defect rectified or deferred if applicable.

All defects observed by an AME assigned to an AC must be entered in the Journey Log prior to the next flight. The AME will rectify the defect prior to the next flight or if applicable defer it.

If the AME requires any parts to rectify the defect, the DOM will be informed and arrangements will be made to dispatch the required parts.

4.3.2 Deferred Defects

Only defects that do not affect the airworthiness of the aircraft may be deferred. The following are a definition of defects that are not deferrable:

- A defect that affects the safety of the AC or its occupants.
- Defective equipment required by regulation or Airworthiness Directive.
- Defective equipment required for the mission.

Deferring Defects Without an AME

If the Director of Maintenance decides to defer a defect, he will issue the pilot a deferred defect control number. This number will consist of the Aircraft registration and current date of the phone call using the following format: Reg.-YY-MM-DD (CXXXX-91-12-03). The Director of Maintenance will record this number and the details of the defect in the AC Deferred Defect Control Sheet (DDCS) master list. The PIC will enter next to the defect recorded in the Journey log the following.

Defect Deferred Authorization (enter number) (sign) (date)

The pilot in command then will enter the deferred defect in the Journey Log DDCS.

Deferring Defects With an AME

When the aircraft is operating with an AME, the AME will follow the procedure as defined in the proceeding paragraph titled (Deferring Defects Without an AME) to defer defects. The Technical Records person will enter the Deferred Defect in the AC DDCS master list.

Rectification of Deferred Defects

Deferred defects will be scheduled for rectification by 100 hours from the time of discovery. If the defect has not been rectified by the next 100-hour AC inspection, it must be inspected at the 100-hour to ensure it has not become an airworthiness issue. When the defect has been rectified the date rectified box and rectified by box of the DDCS must be completed.

Unserviceable AC Equipment

Equipment cannot be removed or left unserviceable if it is required for the following reasons:

- The standards of airworthiness that apply to day or night VFR.
- The AC manufacturer has listed it as required equipment for flight.
- An airworthiness directive requires it.
- It is required by regulation.

If the equipment is not required as listed above, it can be removed or left unserviceable if the following is carried out:

- If not removed it is isolated and secured if applicable.
- The appropriate placards are installed.
- An entry is made in the Journey log as applicable.
- It is listed in the deferred defects to ensure rectification.

4.3.3 Records of Defects and Rectification

All defects and the corrective action taken will become a part of the technical record for the AC.

4.3.4 Recurring Defects

A recurring defect is one that is repeated 3 times on a particular aircraft within 15 flight segments.

It is the responsibility of the Pilot and/or AME to monitor the defects to determine if a recurring defect is identified, the AC is grounded and the DOM is to be informed.

All recurring defects must be the subject of a special investigation by the Director of Maintenance. The investigation must be recorded by opening a separate defect sheet, annotated **Recurring Defect** across the top. This report shall include details of each occurrence, and the rectification action taken. (See Maintenance forms list for sample of Recurring Defect)

Aircraft that are subject to a special investigation for a recurring defect shall not be returned to service until the Director of Maintenance approves the release. Completed Recurring Defect reports shall be retained with the aircraft records, and additional copies shall be placed in the recurring defects file in the Engineering office.

4.3.5 AC Defect Log

Each AC will have a defect log, and it will contain a record of date, total airtime, and description of the defect.

4.4 Service Difficulty Reporting (SDR)

A reportable service difficulty means any defect, malfunction or failure of an aeronautical product affecting the safety of, or which if not corrected is likely to affect the safety of, the aircraft, the occupants, or any other person, or a suspected unapproved part.

Maintenance personnel that become aware of a reportable service difficulty are to report to the DOM as soon as possible, providing as much detail as possible. SDR's will be submitted within 3 working days from the discovery. The DOM will evaluate defects for any possible SDR requirements. The Quality Manager will complete and submit the SDR to Transport Canada by means that will ensure compliance with reporting time limitations. The AMO will retain a copy for the aircraft work report. If the report is not complete, the additional information will be submitted within 14 days.

4.5 Technical Dispatch

The Pilot must be issued Air Operator Authority by this MCM and is responsible for the technical dispatch of the company aircraft. Prior to flight, the PIC must review the aircraft Journey Log Book. Any non-compliance to the following will invalidate the Flight Authority and a flight shell not be conducted until rectified:

- **Deferred Defect Control Sheet** to ensure any deferred defect does not conflict with the mission requirements.
- **Maintenance Activity Control (MAC)** list in Journey Log to ensure scheduled maintenance or airworthiness directives will not be over flown.
- **Last Journey Log** entries for any recorded defects to ensure they have been rectified or deferred.
- **Last Journey Log** entries for any test flight requirements.
- **Current Journey log page** to ensure daily checks, AD'S, and special checks have been completed prior to the first flight of the day.
- **The AC** is appropriately equipped and configured for the intended mission.
- **Appropriate flight authority** (C of A or Flight Permit, must be onboard)
- **Current Weight and Balance Configuration List** in the front of the Journey Log to ensure the last entry is consistent with the AC as it sits.
- **Transponder/encoder** must be serviceable if the AC is to be operated in Designated Transponder Airspace, except if special provisions are made with ATC.

4.6 Flight Authorities and Flight Permits

Flight Authorities are the following; Certificate of Airworthiness, Special Certificate of Airworthiness, or Flight Permit

All aircraft operated by Campbell Helicopters will normally have a Certificate of Airworthiness. The following are examples of when the C of A is not in force.

- If any required maintenance is over flown.
- If any requirements of an Airworthiness Directive are over flown.
- If defects found by the Pilot or AME have not been recorded in the Journey Log.
- If defects recorded in the Journey Log have not been rectified or deferred.
- If an Independent Control Check has not been carried out when required.
- If a Conditional Maintenance Release was not made when it should have been.
- If a required Test Flight has not been carried out
- If the results of ground test/checks or test flights have not been recorded

Cont. next page

- If equipment required for the mission is defective
- If any required placards and markings are illegible, missing,
- If the Weight and Balance data recorded in the Journey Log is not correct.
- If a Maintenance Release has not been completed for work carried out
- If an abnormal occurrence has not been recorded in the Journey Log and reported to the DOM and rectified
- If in the judgment of the Pilot the AC is unsafe to fly

A flight permit will be required to ferry an aircraft with an invalid C of A for maintenance. The DOM and the pilot-in-command must agree that the flight can be safely carried out. The DOM or Production Manager can apply for a Flight Permit.

Prior to commencement of the flight, the aircraft must be inspected to the degree necessary to ensure that aviation safety will not be affected, and a Journey Log entry will be made that the aircraft is being flown under a flight permit. The flight will be non-revenue and with essential crew only. The flight limitations for the flight permit will be followed and if during the flight the situation deteriorates the flight will be ended as soon as possible.

4.7 Elementary Work and Servicing

All Parts and materials will be provided and controlled by the Company AMO.

4.7.1 Elementary Work (EW)

Only persons with Air Operator Authority issues from this MCM may carry out Elementary Work on Company aircraft. All elementary work and servicing tasks will be carried out in accordance with the manufacturer's instructions or where the manufacturer has made no specific recommendations, standard industry practices will be used.

A copy of the technical work instructions for elementary work and this MCM will be available to each person performing EW.

The person conducting elementary work on Company AC must be authorized to carry out that task. A record of the work carried out will be made on the current Journey log page. Date, signature, and identification number will certify the entry.

4.7.2 Servicing AC

Only persons with Air Operator Authority issued from this MCM, (or persons who are directly supervised by an authorized person) can carry out aircraft servicing. The instructions for servicing are found in the aircraft flight manual.

A record of the work carried out will be made in the current Journey log page. Date, signature, and identification number will certify the entry.

4.8 Abnormal Occurrences

The Pilot prior to next flight must record all abnormal occurrences observed by the Pilot in the Journey log. Journey Log entry will describe the event and relative severity of the incident. The AC is grounded. The DOM will be informed of the occurrence and will determine the corrective action required for a maintenance release of the AC prior to the next flight.

Under some circumstances a preliminary inspection may be made by an AME and the AC ferried to a location for completion of inspection and any corrective action required for a maintenance release of the AC. An entry in the Journey log will be made be the AME as follows:

" The AC condition is satisfactory for a flight to (Location), for inspection and a maintenance release."

The pilot must agree that the AC is safe for the flight, and there cannot be any persons on board except flight crew. Under these conditions a flight permit will not be required.

In the absence of maintenance personnel, the final decision about AC serviceability remains with the Pilot.

The following are some examples of abnormal occurrences:

- Sudden changes in vibration level.
- Sudden change in noise level.
- Hard Landing.
- Engine Flame out.
- Engine RPM surging.
- Main or tail blade strike

Section 5 MAINTENANCE PLANNING, CONTROL

5.1 Maintenance Planning and Control

The Director of Maintenance will determine if maintenance is to be carried out substantially ahead of scheduled due time because of operational concerns. A computer system will be used to establish a complete maintenance schedule. An up-to-date Maintenance Schedule Report (MSR) shall accompany each aircraft leaving the base for an extended period of time. The AME is responsible to ensure the Journey Log Maintenance Activity Control (MAC) is updated with all the applicable due dates and times on the MSR. The Pilot is responsible to ensure the MAC tasks are not over flown. The person responsible for AC in the field will report on a minimum of a weekly basis as to the flight activities and maintenance of each aircraft to ensure the MSR is updated. The tear out copy of the Journey Log page and all other completed maintenance documents shall be forwarded to the Engineering office each week, this will be used to update the MSR and all other technical records. The Person responsible for the AC will inform the DOM if any major maintenance items were close to being time-expired, to ensure they will be addressed in a timely manner.

The aircraft Journey Log has a Maintenance Activity Control Page in the front of it. This MAC will display the upcoming Date or Total Air Time Since Manufacture (TATSM) and when the following functions are due to be completed in the next 100 hours or 60 days:

- Scheduled Inspection.
- AD or SB.
- Overhaul.
- Special Inspection.
- Calendar Inspection.
- Life Item.

When the AME has completed an item in the MAC, completing the “Completed at” section will close that task. The AME will review the MSR and enter any new maintenance to be carried out as defined in the paragraph above.

Prior to the aircraft being dispatched away from the main facility for an extended period, a full review of all aircraft maintenance records will be completed to identify component changes and scheduled inspections that may cause lengthy down time during the upcoming period. At this time a decision will be made to either complete that function early or schedule increased manpower to expedite this action with the least amount of down time or choose any other acceptable alternative.

5.2 Airworthiness Directives and Service Bulletins

5.2.1 AD and/or SB Process Control

The DOM will review AD/SB or revised AD/SB and direct the incorporation into the maintenance system. The aircraft will be grounded if necessary until they are in compliance with the Airworthiness Directives or Service Bulletins that are mandatory.

If a SB reduces the time-life or overhaul for items of an AC, or reduces the time interval of AC inspections, compliance will be mandatory. If a SB is referenced in an AD, it becomes mandatory and the record of compliance will be with the AD. If the Company has chosen to not comply with non-mandatory SB, a record of this will be made in the AD/SB Master list and reviewed annually to

ensure no change in status is required.

AD/SB Process Control procedure:

The areas of the maintenance program that are affected by AD/SB's will be identified in the AD/SB master list for each AC type. The following is a list of requirements:

- If the AD/SB has alternate requirements, the identification of alternates will be used.
- If the AD/SB is not multi-part, a determination of how the AD/SB will be recorded will be made.
- If the AD/SB is multi-part each part, a determination of how the AD/SB will be recorded for each part will be made and each part recorded separately in the system.
- If the AD/SB is recurring an inspection check sheet will be created. The check sheet will be added to the applicable AC Maintenance Scheduling Report.
- If required Elementary Work training and Authorization will be revised.
- If required AD/SB's will be documented in AC Journey Logs, Component History Cards, and or Engine Log books
- If required a Company Directive will be issued to inform maintenance personnel on how, when, and/or where to comply with AD's.

5.2.2 AD/SB Master Index

The QAM will maintain and certify the following AD/SB master index applicable to the AC type

212 AD/SB Master Index.
This will include AD/SB's for BHT212, Miscellaneous Equipment, and PT6T-3/-3B

If an AD/SB is part of a Maintenance Check sheet, a reference to that check sheet will be made in the Master index. When the recurring AD's are applicable to an AC, that Check Sheet and AD/SB number will be added to the AC MSR.

If an AD/SB is applicable only to a Component with a CHR the AD/SB master index will indicate the name of the component and where the compliance with the AD can be found.

If an AD/SB is applicable only to an Engine (applicable to parts of the engine that do not have a CHR) with an Engine log book the AD master index will indicate where the AD compliance will be found in the Engine Log book.

If the DOM can determine by means other than direct inspection that the AD/SB is not applicable to the AC, or equipment of the AC, an entry will be made in the applicable AD/SB Master Index and in the applicable AC AD/SB Compliance Record. If in the future direct inspection is required the AD/SB will be assessed and reprocessed.

AD/SB Compliance Record List

The AD/SB compliance Record is a copy of the AD/SB Master Index applicable to the AC type, which is assigned to the AC. The results of non-recurring AD/SB compliance on the AC, the name and number of the person that carried it out, and date of compliance will be transcribed to it.

5.2.3 AD/SB Compliance C/O on AC

When recurring AD/SB's are carried out on AC, the record of compliance will be found in the AC Journey Log.

When one-time AD/SB's are carried out on AC, the compliance will be recorded in the AC Journey Log. The Technical Records person will transcribe the record of compliance from the Journey Log into the AD/SB Compliance Record applicable to the AC.

When one-time AD/SB's are carried out on AC are applicable to Components with a CHR or Engine (general), the record of compliance from the Journey Log will be transcribed into the CHR or Engine Log as required by the TR person.

5.2.4 Recording the Results of AD/SB Inspections or Checks

When an AD/SB inspection or check is carried out the following will be recorded.

- The number of the AD/SB.
- The paragraph or section number for a multi-part AD/SB if applicable.
- AD/SB revision number if applicable.
- The acceptable results of the AD/SB inspection or check.
- Identification of alternate requirements if used.

The following are samples of acceptable results

- NA by part and/or serial number.
- NA part not installed.
- NA equipment not installed.
- No defect found.
- Wear within limits.
- NA modification not installed.

If the results of the AD/SB inspection check are unacceptable, this **MUST BE RECORDED**. The AC is **GROUNDED** until the defect can be rectified.

5.2.5 AD/SB Compliance Certification

When the AD/SB Compliance record is entered in the Journey Log under Air Operator Authority, the person will certify the entry by signature, identifier number, and date.

When the AD/SB compliance record is made in the Journey Log under the authority of ACA, the person will certify the entry by a Maintenance Release statement, signature, identifier number, and date.

5.2.6 Recording AD/SB Compliance for Parts, Components, or Engines off AC

- AD/SB's carried out on parts will have the compliance recorded on a Maintenance Release tag.
- AD/SB's carried out on components will have the compliance recorded on the CHR.
- AD/SB's carried out on engines will have the compliance recorded in the engine log.

5.3 Technical and Regulatory Publications

The Company AMO provides access to its Technical and Regulatory Library to the Company Air Operator. The DOM will review all changes to the Technical Publications and CARs and implement any changes required to the MCM, Approved Maintenance Schedule, and/or Incorporated Documents.

5.3.1 Technical Publications Assigned to AC

When an aircraft leaves a base for work in the field or any other work facility the following publications shall accompany the aircraft:

- Flight Manual including all applicable flight supplements (must be available to the PIC in flight).
- Copy of the Maintenance Control Manual and Maintenance Policy Manual.
- Type: Maintenance Manual(s) for aircraft and engines.
- Type: IPC for aircraft and engine.
- O/H Manual (if applicable).
- Standard practices manual (SPM) and Electrical SPM.
- Inspection check sheet manual applicable to type.
- Maintenance Manual Supplement incorporating:
    - MSR applicable to AC.
    - Repeating AD's.
    - Repeating SB's.
    - Repeating Technical Bulletins.
    - Operational Safety Notices.
    - Service Difficulty Advisories.
    - Water bucket Manual.
    - Foam kit manual.
    - Long line information.
    - STC's as required.

5.4 Technical Records

Campbell Helicopters will keep the following technical records in respect of the aircraft as per CARs 605.92. A Company Journey Log, Company Airframe Log, Engine Log, Component Historical Card, Weight and Balance Report, and AD/SB Compliance Record. All technical records (other than Journey Logs) are kept in the Engineering Office. All entries made in the technical records must be accurate, legible, permanent, and include the person's signature and identification number. It is the responsibility of the person that has care and control of the AC technical records to ensure they are protected against damage or loss. When opening a new volume of a technical record it is that person's responsibility to ensure that record is unbroken. Technical records will be retained for as long as the AC is registered.

5.4.1 Errors Made In Technical Records

Whenever an error is made in any technical records the original error will be crossed out with a single line, so it can still be read. An explanation for the correction will be made and a corrected entry made followed by the signature of the person making the entry and the date.

5.4.2 Transcribing Records

The records from the Journey Log will be transcribed within 30 days of the original entry. The person transcribing technical records will record the name and number of the person making the original entry and write "**Transcribed**" or "**TS**" and sign.

5.4.3 Company Journey Log Book (see List of Maintenance forms for sample)

The Company Journey Logbook must meet the requirements of CAR 605.94 and will be available to the PIC prior to and on completion to flight. It must be on board as long as it is not planned to land and shut down at a location that is not the point of departure. The following are instructions for the Journey Log use.

Front cover: On the front cover the AC registration with be recorded and the volume number of the book.

Aircraft: The tombstone data for the AC is recorded here.

Journey Log Controlled Inspection/Checks List. The List contains the repeating inspections or checks that are only controlled by the MAC section of the Journey log due to the short time interval between compliance.

Maintenance Activity Control List: The list will contain all scheduled maintenance up to the next 100-hour inspection or 60 days

Deferred Defects list: The deferred defects are documented here.

Current Weight and Balance Configuration: The last entry in this section will be the current WBR amendment, configuration and C of G for the AC.

Journey Log page White copy: This page is permanent and under no circumstances is to be removed from the book.

Journey Log page yellow copy: This page is removable and when removed is to be forwarded to Engineering office. This copy will become the Airframe Log for the AC.

Journey Log page

Section 1: AC Daily Inspection and all Elementary Work are certified here, when completed by a person with Elementary Work authority.
Section 2 to 14: Is used by the PIC to make an entry for the flight or series of flights for that day.
Section 15: Is for the PIC to certify the flight entry by signature and a recording of License number.
Section 21 to 26: This section is used to record defects and rectification, inspection carried out, parts or components installed, independent control checks, test flight requirements, maintenance release, etc…

5.4.4 Company Airframe Log (see List of Maintenance forms)

The tear out copy of the Journey Log page, when removed will be installed in a binder and will become the Airframe Log. Each volume will have a cover page

5.4.5 Engine Log

The Company uses a standard engine logbook to record maintenance of engines. The engine logbook is used to record component changes, modifications, and AD/SB work to the engines. All engine maintenance that is recorded in the Journey Log will be transcribed into the engine log.

5.4.6 Component Historical Record (see List of Maintenance forms for sample)

Component Historical Record (CHR) cards are used to record the history of life-limited parts, component overhaul, and some on-condition parts. Airworthiness Directives, Service Bulletins and modifications to a component are recorded on the CHR. Overhaul, Special Inspections, and Repairs are recorded on the CHR. When a component is installed into a higher assembly a record will be made in the CHR as to the higher assembly it is installed.

5.4.7 Component Replacement Record (see List of Maintenance forms for sample)

A record of Component replacement is retained in the Company computerized AC technical records.

5.4.8 Particulars to Be Entered Into the Technical Record

The following work performed and the reference data if other than the AC or engine manufactures data, must be entered into the technical record directly or transferred from a work order.

- AD compliances and findings.
- SB compliances and findings.
- Maintenance affecting an item of the AC Maintenance Scheduling Report.
- Defects and rectifications.
- If subject to test flight, details of test flight requirements.
- Results of test flight.
- Maintenance tasks requiring independent control checks.
- Major modifications and major repairs
- Modifications and repairs that are not major
- Weight and Balance changes
- Elementary Work and Servicing
- Abnormal occurrences and rectifications
- Extensions to inspections and overhauls.
- New parts installed.
- Used parts installed.
- Special Inspections.
- Inspections, after abnormal events.
- Torque checks – state when next due.
- Work Order Number when applicable.
- AMO Number.
- Independent control check results, Signature and ID #.
- Maintenance Release, Date, Signature and ID#.
- The results of a compass swing
- The completion and results of ground runs, leak checks, and test
- Additional work from maintenance release tags, or from maintenance manual due to work carried out
- Work that is outstanding or not complete

- Etc…

5.4.9 Weight and Balance Report

Copies of Weight and Balance Reports and all amendments from the last re-weigh will be filed in the aircraft technical records file.

5.4.10 Electrical Load Analysis

When a change is made to the type of electrical equipment installed in an aircraft the Weight and Balance Equipment List will require a change and an electrical load analysis will be carried out. The Load Analysis Report will be signed and dated by the person assigned and a copy of the report will be filed in that aircraft technical file.

5.4.11 Major Repairs and Modification Report (see MCM appendix B)

The MRMR form will be completed in accordance with Airworthiness Manual section 571.12. A copy of completed forms will be sent to Transport Canada and a copy will be filed in the aircraft technical records.

5.4.12 AC Registration Change

When there is a change to the registration number to an AC an entry must be made in all technical records as to the change. This includes the Journey log, AF log, Engine log, WBR, CHR's, etc…

5.5 Ground Runs, Tests, and/or Checks

The person who will sign a Maintenance Release must determine if ground runs, tests and/or checks are required. If they are required they must be completed prior to signing the Maintenance release.

5.6 Maintenance Release

When an AC has undergone maintenance a Maintenance Release must be completed prior to the next flight. Only a person with appropriate ACA can sign a maintenance release upon completion and record the work performed in the Journey Log. The following statement will constitute a Maintenance Release statement. "**The described maintenance has been performed in accordance with the applicable airworthiness requirements**."

The person making the maintenance release will sign and record the date, AMO #, and ACA number to certify the Maintenance Release.

5.7 Conditional Maintenance Release

The person signing a maintenance release must determine if a test flight is required to verify the aircraft's performance. The following are examples of subject to test flight statements:

Subject to satisfactory test flight of Items (enter item numbers from Journey Log section 22)
The AME will enter in Journey Log section 22 the following test flight requirements as applicable

- Man rotor track and balance required.
- Auto-rev check required
- Power check required
- Ng or N1 toping required
- Max torque check required
- IGV open check required

- Etc.

When the test flight requires specific data or parameters to be met, that information will become part of the PIC entry. Example

(Section 23) **Auto-rev check**
(Section 24) **Test Flight Satisfactory, 7500lbs, +20C, Alt 2000ft, RPM 96%**
The PIC will certify the above Journey Log entry by signature, recording PIC number and dating it.
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The entry in the Journey Log by the PIC is mandatory to complete the Conditional Maintenance Release of the AC.

5.8 Weight and Balance Control

A new WBR will be made when the aircraft is reweighed and it will start at amendment "A1". When the WBR is amended, copies of the old reports will be kept on file. The WBR will contain a Maintenance Release statement.

5.8.1 Equipment Changes that require WBR Amendment

This procedure will be part of a reweigh or amendment to the current WBR. Whenever permanent changes are made to the equipment installed an entry must be made on the current Journey Log page and WBR to the items removed and/or installed. An entry will be made in the current Journey Log page and the Current Weight & Balance page of the Amendment #, Configuration #, Empty weight, long arm; lateral arm. **Sample: WBR A1 / M2 / 6521.3 / 142.55 / 0.21**

A copy of the current WBR will be placed in the applicable aircraft Operations Manual. An authorized person will date, sign, and record ACA number for a Maintenance release in the JL and WBR. (See Maintenance forms list for sample WBR)

5.8.2 **The basic equipment list** (Configuration Basic)

The equipment list will be a part of each amended copy of the WBR and shall include the following items:

- Items required by the aircraft manufacturer
- Additional avionics equipment
- Major modification items
- Major repair items
- Minor modification items

Alternate Configuration – Elementary Work

Alternate configuration changes that can be carried out under elementary work by a person authorized are identified in the WBR as (P#) under configuration. An entry will be made in the current Journey Log page as follows:

- The items remove and/or installed.
- The WBR amendment number, Configuration number, Weight, Long arm, Lat arm.
- Certify with name, identification number, and date.

Enter in the front of the Journey Log in the Current Weight and Balance Configuration as follows:

- Airtime, WBR amendment number, Configuration number, Weight, Long arm, Lat arm.
- Signature, identification number

Alternate Configuration – Maintenance Release

All configuration changes made under ACA authority require a Maintenance Release. An entry must be made on the current Journey Log page to the items removed and/or installed. An entry will be made on the current Journey Log page and the Current Weight & Balance page (front of the Journey Log) of the Amendment #, Configuration #, Empty weight, longitudinal arm, and lateral arm. An authorized person will date, sign, and record ACA identifier number to certify the Maintenance Release in the JL.

5.8.3 Weight and Balance Accuracy Check

The accuracy of the weight and balance report will be checked annually. If the accuracy of the weight and balance report cannot be confirmed or is in question at any time the aircraft will be reweighed.

5.9 Repairs and Modifications

All repairs and modifications to aircraft shall be made to data accepted or approved by Transport Canada. Where aeronautical engineering services are required, the Director of Maintenance shall make arrangements. All repairs and modifications will be inspected for conformity to accepted or approved data and certified by qualified personnel prior to release of the aircraft for return to service.

5.10 Independent Control Check

When the person signing a maintenance release determines an independent control check is required due to maintenance carried out on engine and/or flight controls, that person will ensure an ICC is completed prior to signing the maintenance release.

A person who is assigned to complete the ICC must not be the person signing the maintenance release or have been directly involved with the work carried out. The person that completes an ICC must be authorized in accordance with this MCM or hold ACA on type. Upon successful completion of the ICC that person will certify the entry in section 25 of the current Journey Log Page.

5.11 Magnetic Direction Indicator (non-stabilised)

If the MDI is replaced a new compass card must be completed. The results of the compass swing must be entered into the Journey Log.

5.12 Pitot-static System Work

Work affecting the pitot-static system will require a leak check of the system. Replacing the encoder or altimeter will require a 2-year calibration test.

5.13 ELT Removed for Repair

If it is required to remove an ELT for repair, the following procedure can be applied:

- Label the instrument panel with “ELT REMOVED”
- Make an entry in the MAC in the Journey Log to replace the ELT 30 days from the removal date
- Make an entry on the current Journey Log page with the ELT serial number to reinstall the ELT 30 days from the removal date

5.14 Placards and Markings

No person shall conduct a take-off if the following placards and markings are not attached or legible:

- Required by the type certificate or flight manual

- Required by STC, LSTC, RDC, or other modification of the AC
- Required by Airworthiness Directive
- Required by CAR's

Section 6 QUALITY ASSURANCE PROGRAM

6.1 QA Audit Process

The DOM will instruct the QA M when to carry out the audit. The Auditor will follow the "**MCM Audit Check List**" and sample maintenance records or systems to verify compliance with this MCM and CAR'S. The QAM will maintain and certify the MCM audit checklist. The Auditor will report non-conformities on a Non-Compliance Finding corrective action plan (NCF-cap)(see Maintenance form list for sample) to the DOM. The DOM will assign a number to the "NCF" and this will be recorded in the audit check sheets. The DOM will make a summary report on audit findings and corrective actions to the Company President. QA Audit check sheets and "NCF" forms will be retained on file for 2 audit cycles.

6.2 QA Audit Schedule

The QA audit checks will be carried out each 12 months.

6.3 QA Audit Check Sheets

The DOM will maintain and certify the "**MCM Audit Check Sheets**". The check sheets will identify compliance or non-compliance and will cover all functions defined by this MCM, that the MCM meets the requirements of CARs, and that the QA audit check sheets meet the requirements of CAR 706.07. The Maintenance Schedule Approval's will be included in the check sheets

6.4 Non-Compliance Finding Report (see Appendix A for sample copy)

All employees of the Company are expected to complete a NCF report if they identified non-compliance to Canadian Aviation Regulations, MPM/MCM, to an acceptable standard of maintenance carried out on the AC. Any issue affecting the safety of the AC must be recorded in the Journey Log, reported to the DOM, and corrected prior to the next flight. All NCF reports are to be forwarded to the DOM as soon as possible. The name of the person submitting the report will be kept confidential.

6.5 NCF Corrective Action Plan (CAP) (see Maintenance Forms List for sample copy)

The QAM will maintain and certify the **"NCF List"**. The forms will be numbered by the year followed by the number for forms opened for a given year. Completed NCF-CAP forms along with the responding finding form will be filed in a book in the DOM office. They will be retained for 2 audit cycles.

When the DOM receives a NCF Report, it will be assigned a number from the NCF List. The QAM will open a NCF-CAP form, transferring the finding report information and identifying the applicable standard the finding is in non-conformity with.

Immediate/Short Term Action Section

The DOM or an assigned department manager will be responsible to determine the short-term action to be taken. The DOM will approve the action to be taken and assign a due date for completion. This will be a

maximum of 30 days from finding date.

Corrective/Long Term Action

The DOM or an assigned department manager will determine the root cause and the long-term action to be taken. The DOM will approve the action to be taken and assign a due date for completion. This will be a maximum of 60 days from finding date. The completed CAP forms will be made available to all maintenance personnel.

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Review to ensure Action is effective

The DOM will review all actions taken to ensure they are completed at a maximum of 180 days from the finding date. If it is not been effective a new "NCF" will be issued and the corrective action reevaluated. The NCF cannot be closed until all corrective actions taken and review have been completed.

6.6 Personnel Assigned to a QA Function

If personnel are assigned to carry out QA functions, that responsibility over-rides all other responsibilities. Persons who have been assigned tasks or activities by the air Operator cannot audit those tasks and activities.

6.7 Evaluation of Maintenance Schedule Approvals

The DOM and affected management personnel will review the MSA's and the Defect Logs from the last year. The purpose of the review is to determine if amendments to the MSA's are required. The following is a list of tasks the review must consider.

- Does the MSA meet current regulatory requirements
- Do changes to the Manufacturers programs require changes to the MSA
- Is there a trend to defects that require changes to the MSA
- Is there a direct impact of AC reliability due to AC operations or operating environment

A review of all SB's that have not been incorporated into the maintenance system will be carried out. A determination will be made to comply with the SB or not.

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Section 7 DOCUMENTS INCORPORATED BY REFERENCE

7.1 General

The following policies are applicable to Documents Incorporated by Reference to the MCM

- The cover/certification pages to the documents listed below are located in the engineering office.
- The responsible person must certify the initial issue of the document and each amendment to it
- The data that is contained in the documents is found in the Company computer system.
- Only the DOM or the Person Responsible can only make changes to the documents.
- Policies of the MCM must remain in the MCM.
- Amendments to the documents must comply with the Policies of the MCM.
- The documents must meet Regulatory requirements

The cover/certification page to each document will contain the following statement

This document meets all requirements established in Campbell Helicopters Ltd. Maintenance Control Manual as per the requirements of CAR 706.08(2).

7.2 Index

Document	Person Responsible
MCM Training Manual	QAM
212 AD/SB Master Index	QAM
Management Personnel Appointment List	QAM
Maintenance Forms List	QAM
MCM Audit Check Sheets	QAM
NCF List	QAM
Air Operator Authority List	QAM
List of AC Operated	QAM

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NON-COMPLIANCE FINDING

Report

The DOM will assign NCF #	

Date	AC	Location	TAT

Document	Page	Miscellaneous	Report by

This form is to be used to report any non-compliance to CAR's, MCM, MPM, MSA, Technical documents, AC airworthiness, and/or any other safety concern.

The name of the person making the report will be kept confidential

Record the details of the finding

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MAJOR REPAIR OR MODIFICATION REPORT

FOR INSTRUCTIONS; SEE STANDARD 571 APPENDIX L

1. AIRCRAFT	MAKE:	MODEL:
	SERIAL NO:	REGISTRATION MARKS:
2. OWNER	NAME:	ADDRESS:
3. TYPES OF WORK	MODIFICATION ☐	REPAIR ☐
4. NAME AND ADDRESS OF PERSON OR ORGANIZATION WHO ACCOMPLISHED THE WORK:		
5. DESCRIPTION OF WORK ACCOMPLISHED:		

SIGNATURE OF PERSON SUBMITTING REPORT	DATE OF WORK

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