

**CAMPBELL HELICOPTERS LTD.**

**AMO**

**MAINTENANCE POLICY MANUAL**

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**Manual Serial No.**

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For Training Use Only

# CAMPBELL HELICOPTERS MAINTENANCE POLICY MANUAL

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

**COMPLIANCE STATEMENT**

This Maintenance Policy Manual (MPM) constitutes the manual required by Canadian Aviation Regulation (CAR) 573.10. 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 thereto, 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, President/Accountable Executive  
Campbell Helicopters Ltd.

\_\_\_\_\_  
Date

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

This document meets all requirements established in Campbell Helicopter Maintenance Policy Manual as per the requirements of CAR 573.10(3).

\_\_\_\_\_  
This MPM is approved as meeting the requirements for an Approved Maintenance Organization, pursuant to Canadian Aviation Regulation 573.10.

\_\_\_\_\_  
Civil Aviation Safety Inspector

\_\_\_\_\_  
Date

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**LIST OF EFFECTIVE PAGES**

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1	8 Oct 2008	6-1	8 Oct 2008
2	8 Oct 2008	7-1	8 Oct 2008
3	8 Oct 2008	7-2	8 Oct 2008
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Director of MaintenanceDate

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Civil Aviation Safety InspectorDate



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## MPM Introduction

This manual has been compiled for the use and guidance of maintenance personnel in the performance of their duties at Campbell Helicopters Ltd.

This manual will be used to maintain aeronautical products to their design standards through the repair, overhaul, inspection, alteration and by the replacement of parts according to the limitations set and approved by Transport Canada.

In the event of conflict between the policies and procedures or the lack of, in this manual and established Canadian Aviation Regulations, the Regulations shall prevail.

Compliance with this manual and additional procedure manuals is mandatory for all personnel of the Approved Maintenance Organization.

Aircraft shall not be released for flight unless they have been maintained and certified in accordance with this manual and/or that customer's Maintenance Control Manual.

Economic requirements shall not take precedence over safety in the inspection and maintenance function.

Failure to comply with this manual may result in suspension of the maintenance limitations, certificate of approval, or both.

Employees who deviate from the procedures contained in this manual may be subject to disciplinary action, up to and including dismissal.

The DOM will periodically review the contents of the MPM 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 Company or AMO in this manual, it shall be taken to mean:  
**Campbell Helicopters Ltd.**



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## SECTION 1 MAINTENANCE POLICY MANUAL ADMINISTRATION

### 1.1 Distribution of this Manual

<u>SERIAL NO.</u>	<u>HOLDER</u>
1	Director of Maintenance
2	Transport Canada District Office Abbotsford
3	Quality Manager
4	Operations Manager
5	Company President
X	Assigned to each AC or location as necessary by the DOM

This manual will be made available to each person who performs or manages maintenance within this Organization. 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, prior to the due date.

### 1.2 Amendments to the MPM

Amendments to this manual may be made when requested by Transport Canada (TC), when required to address changes to CARs, or when the activities of the AMO 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 Certificate Holder has approved them and they have been submitted to TC for approval

- (a) Each amended page will show the amendment number and the date in the lower left hand corner. Each page will show a page number in the top right hand corner.
- (b) When an amendment requires additional pages, they shall bear the number of the preceding page in the manual with an alphabetical suffix.
- (c) 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.
- (d) A new list of Effective Pages will be included with each amendment.
- (e) 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

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## SECTION 2 DESCRIPTION OF APPROVED MAINTENANCE ORGANIZATION

Campbell Helicopters Ltd. is a privately owned charter company operating out of Abbotsford International Airport, providing maintenance on rotary wing aircraft under an AMO issued by Transport Canada.

The AMO employs approximately 12 AME's and 6 Apprentice AME's to carry out maintenance.

Campbell Helicopters Ltd. AMO 148-92 is approved by Transport Canada to carry out maintenance as listed below.

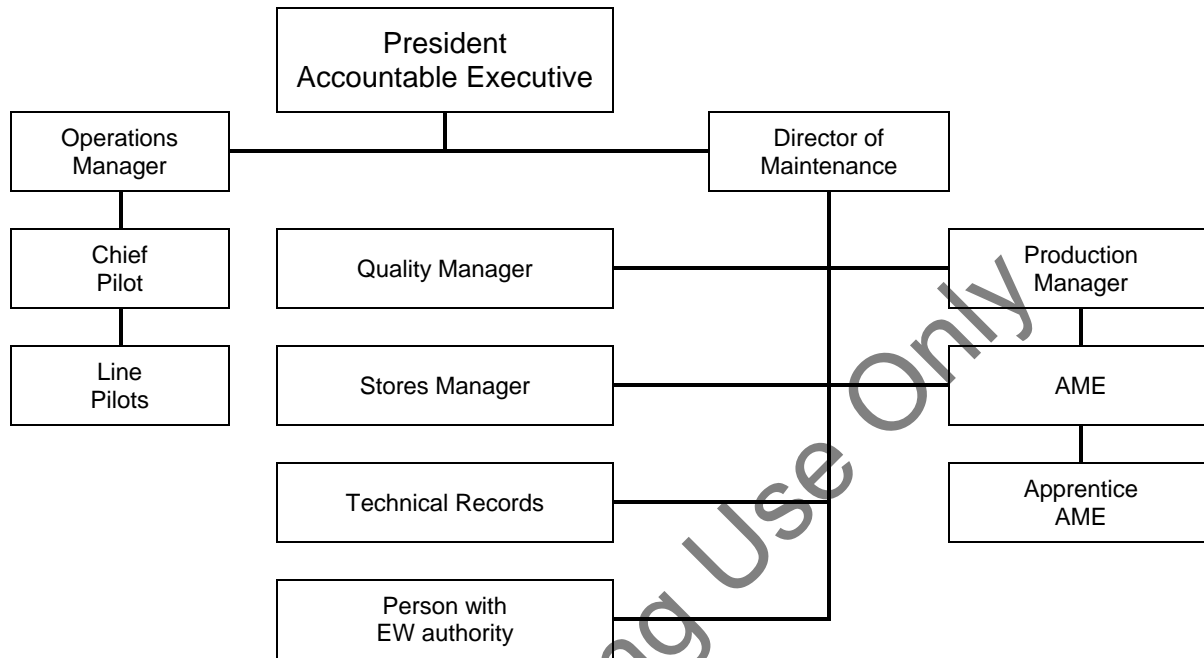
### 2.1 AMO Capabilities

<b>NON-SPECIALIZED</b>		
<b>Category</b>	<b>Ratings</b>	<b>Limitations</b>
Aircraft	Bell 204/205	All non-specialized work
Aircraft	Bell 212/412	All non-specialized work

<b>SPECIALIZED</b>		
<b>Category</b>	<b>Ratings</b>	<b>Limitations</b>
Structures	Sheet metal structures	Work not requiring fixtures
Components	Dynamic Components	Overhaul Bell 204/205/212 components

**SECTION 3 MAINTENANCE PERSONNEL**

**3.1 Organizational Chart**



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

The DOM will appoint a qualified person to the above positions. The QAM will maintain the List of Management Personnel Appointments. The list will contain the appointment date and date of resignation. Record of qualifications and training will be kept in the person's training file.

### **3.2 Duties and Responsibilities**

#### **3.2.1 Director of Maintenance (DOM)**

Must be appointed to the position by the company President and be approved by Transport Canada (TC) in accordance with CAR 573.03

The Person Responsible for Maintenance is the Director of Maintenance and reports all activities of the AMO to the company President. The DOM will ensure that these activities are accomplished in accordance with the policies and procedures defined in both this manual and the Customer's Maintenance Control Manual. Responsibilities include, but are not limited to:

- Manage the activities in the AMO and ensure that Canadian Aviation Regulations and Company MPM policies are adhered to at all times.
- Development of a Quality Assurance Program and Safety Management System.
- Report to the company President the results of internal audits, any findings and corrective actions undertaken.
- Keeping records of audits, findings, and corrective actions.
- The assignment of management personnel as defined in this MPM.
- Liaison between the Company and TRANSPORT CANADA.
- Purchase of parts, materials, repairs/overhaul by vendors, and engineering services.

#### **3.2.2 Quality Assurance Manager (QAM)**

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 Production Manager**

The Production Manager reports to the DOM and must hold Company ACA on type. Responsibilities include, but are not limited to:

- Open work orders for the work to be carried out on the AC in the main base.
- Supervising and coordinating the activities of the AME's and apprentices.
- Ensure all documentation for the work carried out is complete prior to release of the AC.
- Ensure all work is complete prior to release of the AC.
- Monitor the work carried out to ensure it meets the applicable standard of airworthiness.
- Ensure the work area is clean and safe.
- Report any defect that may require SDR action.
- Report any Non-Compliance as defined in Section 7 of this MPM.

### 3.2.4 Stores Manager

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

- Keep records of aeronautical products received and issued.
- Conduct receiving inspection of aeronautical products.
- Inform the DOM of products received that fail inspection.
- Ensure shelf life items are not issued if due.
- Ensure aeronautical products issued are accompanied with the appropriate documentation.
- Ensure aeronautical products are stored safely and with the correct documentation.
- Ensure aeronautical products are purchased from approved sources.
- Report any non-compliance found.

### 3.2.5 Aircraft Maintenance Engineers (AME)

The AME reports to the Production Manager when assigned to the main base, to the DOM when in the field. Responsibilities include, but are not limited to:

- Complete and certify all applicable Technical Records for work accomplished in accordance with this MPM and the Customer's MCM.
- Ensure AC is not modified except when directed by the Company.
- The disposition of parts issued from stores.
- Report unserviceable maintenance equipment to the DOM/Production Manager.
- Ensure safety precautions are taken in all activities.
- Complete training as directed.
- Report any defect that may require SDR action.
- Comply with the policies and procedures contained in this Maintenance Policy Manual.
- Comply with the policies and procedures of the Maintenance Control Manual applicable to the AC worked on.
- Tagging and disposition of unserviceable parts or components.
- When assigned to a specific aircraft, to review the next required maintenance of the AC and ensure it is completed as required.
- Directly supervise the work carried out by apprentice AME.
- Report any Non-Compliance as defined in Section 7 of this MPM.

### 3.2.6 Technical Records Person

The Technical Records Person reports to the DOM. Responsibilities include, but are not limited to:

- Checking the correct times and cycles in technical records.
- Updating the Maintenance Scheduling Report for the AC.
- Transcribing Technical records from the Journey log to other documents as required.
- Report any Non-Compliance as defined in Section 7 of this MPM.

### 3.2.7 Apprentice AME

The Apprentice AME reports to the AME they are assigned to. Responsibilities include, but are not limited to:

- Ensure all work assigned to them, is checked by the AME responsible.
- Ensure safety precautions are taken in all activities.
- Complete training as directed.

## 3.3 Training Program

The company will provide training to ensure that personnel with technical and/or regulatory responsibilities are knowledgeable and competent. The Company training program will include Initial, Update, and Additional training applicable to the responsibilities that person is assigned. The DOM or a person assigned by the DOM will carry out this training. All personnel with Technical and or Regulatory responsibilities will be given examinations or practical evaluations for the training given. Records of all training and Certification Authority will be retained in engineering office in each individual's personnel record. Records will be retained for 2 years after last entry. A copy of all training will be provided to the person who has completed the training. The "MPM Training Manual" will contain check sheets for the training syllabus applicable to the training required. The "AMO Authority List" will contain the personnel and authority issued, issue date, and expiry date. The MPM training manual and certification authority list will be maintained and certified by the QAM. AMO personnel will be made aware of safety issues pertinent to their tasks and responsibilities by the most effective means.

### 3.3.1 Initial Training

Human Factors initial training must be given within 6 months of hire. Persons exercising ACA or SCA authority must have completed initial training prior to issue for that authority. Stores, Technical Records, and apprentice component technician persons will be given initial training within 50% of on the job training time. Apprentice AME must be given initial training within 6 months of hire.

All apprentice AME's or component shop technicians will receive on the job training for the tasks they are given and all work will be directly supervised and checked by persons with the applicable ACA or SCA authority. The apprentices are required to ensure that all carried out by them, does not proceed beyond the point where it cannot be checked by their supervisor.

**Cont. next page**

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All staff with technical responsibilities will be given initial training for the work they are accomplishing as follows:

<b>ACA 205 or 212 Training</b>	<b>Instruction hours</b>	
MCM-ACA Procedures	4	Written Exam
MPM-ACA Procedures	4	Written Exam
CARs-ACA	4	Written Exam
ACA-205-T53-type	8	Written Exam
ACA-212-PT6-type	8	Written Exam
Human Factors Training 573.06(3)	8	Written Exam

Note: Company Type training may be waived if candidate has passed TC approved training in last 3 Yrs

<b>Apprentice AME Training</b>	<b>Instruction hours</b>	
MCM-ACA Procedures	4	Written Exam
MPM-ACA Procedures	4	Written Exam
CARs-ACA	4	Written Exam
Human Factors Training 573.06(3)	8	Written Exam

<b>Stores Person Training</b>	<b>Instruction hours</b>	
MPM- Procedures Stores	1	Written Exam
CARs- responsibilities Stores	1	Written Exam
Human Factors Training 573.06(3)	4	Written Exam
On the job training (with no previous experience)	100	

<b>Technical Records Person Training</b>	<b>Instruction hours</b>	
MPM- procedures technical records	2	Written Exam
MCM- procedures technical records	2	Written Exam
CARs- responsibilities technical records	2	Written Exam
Human Factors Training 573.06(3)	4	Written Exam
On the job training (with no previous experience)	500	

<b>SCA Components Training</b>	<b>Instruction hours</b>	
MPM-SCA Procedures	2	Written Exam
CARs-SCA	2	Written Exam
205/212 Components	4	Written Exam
Human Factors Training 573.06(3)	8	Written Exam
On the job training (with no previous experience)	1000	

<b>ACA Structures</b>		
MPM-Structures Procedures	2	Written Exam
CARs- Structures	2	Written Exam
205/212 Structures	4	Written Exam
Human Factors Training 573.06(3)	8	Written Exam

All exams require a 70% mark to pass (corrected to 100%). Failure of an exam will require additional training in order to rewrite.



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### 3.3.2 Update Training

Update training will be given to personnel with technical responsibilities. Update training given will require a minimum of 16 hours for ACA/SCA, 4 hours for Stores personnel and 4 hours for Technical records person over a 3-year period to ensure that personnel are competent in tasks undertaken. Update training will be given in the following subjects; Company MCM, Company MPM, Company Procedures, Company Forms, Log Books, Record Keeping, Human Factors, AD'S, SB's changes to OEM procedures, and any other information required. Examinations will be given for the update training.

### 3.3.3 Additional Training

Additional training will be provided where it is shown to be necessary by a Non-Compliance Finding made under the Quality Assurance Program. Additional training will require exams applicable to the training given.

### 3.3.4 Certification Authority

The Director of Maintenance or appointed person will issue an AMO Authority Card appropriate to the training and qualifications of the person. The card will include the holder's name and AME number. If the holder does not have an AME number, the AMO number followed by a number issued to that person would be used. (148-92-01) The Certification Authority is only valid for work carried out under the control of this AMO. A list of personnel with Certification Authority will be held in engineering office. 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. A copy of the training record shall be made available to the employee. (See Maintenance forms List for sample AMO Authority Card)

### 3.3.5 Qualifications: ACA 205 or 212

- A valid M1 or M2 Aircraft Maintenance Engineer Licence.
  - Recent experience, 6 months in the last 24 months.
  - Completed Transport Canada approved Type AC and Engine Training Course or,
  - TC Historical record for Type authority.
  - Completed Company Initial, Update, or Additional training as required
- The person that meets the above qualifications is authorized to sign a Maintenance Release for non-specialized work on BHT 205 and/or 212.

### 3.3.6 Qualifications: SCA Components

- Recent experience, 6 months in the last 24 months.
- TC Historical record for Component authority or 1000 Hrs experience component overhaul.
- Completed Company Initial, Update, or Additional training as required.

The person that meets the above qualifications is authorized to sign a Maintenance Release for specialized work (overhaul) on BHT 204/205/212 components/parts.

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### 3.3.7 Qualifications: ACA Structures

- A valid M1 or M2 Aircraft Maintenance Engineer Licence.
  - Recent experience, 6 months in the last 24 months.
  - Completed Company Initial, Update, or Additional training as required.
  - TC Historical record for "S" authority or 36 Months sheet metal structures experience.
- The person that meets the above qualifications is authorized to sign a Maintenance Release for major sheet metal structural repair or modifications (see AMO approval for limitation).

### 3.3.8 Qualifications: Stores

- Completed Company Initial, Update, or Additional training as required.
  - Complete 100 hrs OJT.
- The person that meets the above qualifications is authorized to carry out Stores parts receiving and issuing.

### 3.3.9 Qualifications: Technical Records

- Completed Company Initial, Update, or Additional training as required.
  - Complete 500 hours OJT.
- The person that meets the above qualifications is authorized to update MSR, CHR's, AF Log, and Engine Log.

### 3.4 Ultrasonic Inspection Main Rotor Grip 212

The training and authorization to conduct the ultrasonic inspection is conducted in accordance with Std 571 Appendix K. Bell Helicopters, an NDT approved organization, or NDT training organization will carry out the initial and recurrent training. The person that is trained and authorized must have Campbell Helicopters' ACA/SCA. Recurrent training will be conducted each 3 years. Records of training, authorization, and each inspection carried out will be kept in that person's file. Record of inspections carried out will include the following.

- Name of technician.
- Date.
- AC registration and total airtime.
- Grip part number, serial number, TSN.
- Equipment used and calibration due date.

### 3.5 205/212 Type Differences Training

The objective of this training is to upgrade a person with TC approved 205 type training, to a 212 type training equivalent. The training will be carried out in house. Students will have access to technical manuals, shop tools, and AC as required. A copy of a training manual that covers subject material will be given to each student.

The class size is limited to 8 students. The course duration is 40 hours and 95% attendance is mandatory. A written exam will be given, with a 70% grade required to pass. Exams will be corrected to 100 %.

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- The company name.
- A description of training.
- The full name of the student.
- The date of course completion.
- The signature of the Company DOM.
- The course duration in hours.

**Training records** will be retained for 5 years and will contain:

- Student attendance and grades.
- A copy of graduation certificate.
- The instructor qualifications.

**The student** must have successfully completed a TC approved Bell 205 Type course.

**The Instructor** must have a valid AME license, a 212 ACA issued by an AMO or TC approved Bell 212 course or equivalent, and a minimum of 5 years Bell 212 experience.

**Lesson / training objectives** are based on a thorough knowledge of the Bell 205 airframe and related systems. A brief overview will be presented with the primary objective, the specific differences between the 2 models.

**The 3 primary training objectives are:**

- To explain aircraft equipment, systems and related sub-systems.
- To locate and identify equipment systems and related sub-components.
- To explain equipment systems and related sub-systems operation.

**Primary systems included are:**

- Airframe fuel storage and delivery systems.
- Airframe hydraulic systems.
- Airframe AC and DC electrical systems.
- Airframe structure, this will include the engine cowls, fire protection systems, firewalls, and fire detection.
- Engine and airframe interface including rigging and troubleshooting.
- The power train.
- The Type Certificate Data Sheet differences relating to required equipment that must be installed and operational under the type design.
- The differences relating to aircraft weight and operating limitations.

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## 4.1 Standards of Maintenance

All personnel who perform maintenance under this AMO will use the latest revision or amendment to the following standards as per CAR 571.02.

- Customer's MCM.
- Customer's Maintenance Schedule Approval.
- Original Equipment Manufacturer's maintenance manuals and ICA's
- \*Supplemental Type Certificate (acceptable to Transport Canada).
- \*Limited STC (limited to AC serial number, operated by the Company)
- \*AMOC approved or accepted by Transport Canada.
- \*Approved Repair (issued by Transport Canada).
- \*Airworthiness Directives issued by the Country of manufacture and/or by Transport Canada.
- \*Service Bulletins, Service Instructions, Technical Bulletins, or Modifications issued by the OEM.

\*These standards must be recorded in the technical record when used.

All personnel who perform maintenance will use the tools and test equipment that is specified by the Manufacturer or equivalent in accordance with recognized industry standards. If applicable they are calibrated to a national standard.

All work undertaken, whether specialized or non-specialized shall be accomplished in accordance with the Company AMO approval granted pursuant to CAR 573.02.

This AMO is not approved to carry out NDT as defined in CAR 571 Schedule 1

## 4.2 Work Order (WO) Number Control and Opening

The work order number will be issued from the Work Order List. The QAM will maintain and certify the work order list.

## 4.3 Opening WO

When the customer requests work the DOM, Production Manager or designated person will open a work order. Note that WO numbers are not required for work carried out on the AC in field operations. The Work package will follow the WO process and when completed filed in the appropriate technical records.

## 4.4 Work Order Control Sheet (for sample see Maintenance forms List)

Personnel opening a WO get the next number from the "**Work Order List**" and enter it on a work order control sheet. Any other documents required for the work to be carried out will be added to the WO package, for example: Inspection Check Sheets, Maintenance Work Sheets, STC, Component Overhaul Check sheets, etc...

Prior to signing the Maintenance Release personnel will all requested work, additional work, and documentation has been completed. The WO package will be forwarded to the engineering office upon completion.

The engineering office will review the package and ensure it is complete before closing and then file the WO.

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## 4.5 Maintenance Work Sheets (for sample see Maintenance forms List)

The following will be documented in the Maintenance work sheets for a given Work Order.

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- Defects and rectifications.
- AD's and SB's not part of check sheets.
- Modifications.
- Part changes.
- Component changes.
- Special inspections.
- Abnormal occurrence investigation.
- Inspection after incidents (over-torque, hard landing, over-temp, sudden-stop etc...).
- Any outstanding element of work not completed.
- Any fastener or engine/flight control disturbed by the work.

### 4.6 AC Scheduled or Special Inspection Check Sheets

The Customer's MCM will dictate the form of inspection check sheets to be used.

### 4.7 Tracking Number tags

Record the WO number, Registration, and A/F time on the tags for the parts installed. Place all the tags in the WO package. Transfer the information to the maintenance work sheet. (See Maintenance forms List for sample tracking number tag)

### 4.8 Independent Control Checks

Only personnel with ACA or ICC authority applicable to type are permitted to perform an independent check of engine and flight controls. ICC's must be completed prior to certifying the Maintenance Release.

### 4.9 Journey Log Entries

All Journey Log maintenance entries for work carried out under a Company WO will include the Work Order number and AMO number. Where the maintenance standard is other than the OEM's, a reference to that standard will be included with the appropriate task. All defects and maintenance tasks will be recorded in accordance with the Customer's MCM.

### 4.10 Maintenance Release of Aircraft

Only personnel with appropriate ACA are permitted to sign a maintenance release upon completion of maintenance and recording of work performed, ground checks or tests in the applicable logs. If required an Independent Control Check will be carried out prior to Maintenance Release completion. The authorized person will sign, date, and record the MPM Certification Authority number. A Maintenance release statement will be made in accordance with the Customer's MCM requirements. If the customer does not have a MCM the following Maintenance Release statement will be made. **"The described maintenance has been performed in accordance with the applicable airworthiness requirements"**.

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Where the person signing the maintenance release determines that a test flight is necessary to verify that the maintenance performed is satisfactory, the person shall complete the release statement by adding the phrase **"subject to satisfactory test flight of"** and indicating what system or test are required.

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Following a test flight made in accordance with this section, the entry will be made in the Journey Log stating satisfactory operation and recording the test flight results by the pilot in command in order to complete the aircraft for return to service.

It may be necessary during or after the test flight that additional maintenance, ICC, or Maintenance Release are required to complete the work.

### **4.11 PMA and PDA Parts**

Any time Parts Manufacturing Approval (FAA) or Parts Design Approval (TC) parts are installed, the part number will be recorded, the Customer will be informed and it will be verified that the installation is acceptable to the regulatory body.

### **4.12 Major Repairs and Major Modifications**

All major repairs and major modifications will be made to “approved data” (Type Certificate, STC, LSTC, RDA or FAA approved equivalent) or “specified data” (specified in AD, Manufacturer SB-TB-SI-EO, or Manufacturer SRM).

All other repairs and modifications will be made to “acceptable data” (manufacturer recommended, TC advisory, or FAA AC43.13-1 and -2).

When approved data is unavailable for repairs or modifications the DOM will contract services of a DAR to facilitate the appropriate approvals.

### **4.13 Parts Removed From Aircraft for Maintenance**

All parts removed from an aircraft will be inspected. If serviceable and intended to be reinstalled on the same aircraft, they will be placed in a segregated storage that is clearly identified as serviceable parts for specific A/C to ensure re-installation on the same aircraft. If defective they will be tagged unserviceable and returned to the main base for disposition. (see Maintenance forms List for sample Unserviceable Tag)

### **4.14 Parts Removed For Troubleshooting or Serviable**

If a part is removed to troubleshoot a problem and it is determined that it is not defective, and is reinstalled, the WO and Journey Log entry will document the reason for removal and install.

If a part is removed to troubleshoot a problem and it is determined that it is not defective, and is not to be installed on the same AC, a maintenance release tag must be completed, and on the back of the tag a note made that the item was removed for troubleshooting and found not to be defective. The part can now be put in inventory.

Parts removed serviceable that are not reinstalled must at the least be inspected equivalent to a 100-hour inspection, and must have a Maintenance Release tag completed for the removal and inspection. If the item is subjected to overhaul or time life limitations this must be recorded in the MR tag.

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### **14.15 Retention of Work Performed Records**

Where original completed technical record documents are required to be forwarded to other locations, a copy of those documents will be retained in the WO package. Records of work performed by the AMO are to be retained for a minimum of 2 years.

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The following is a minimum list of records that if applicable to the work carried out must be kept in the WO package:

- Aircraft inspection check sheets with maintenance release certifications.
- Maintenance release tags generated from the WO.
- 0078 ARC forms generated from the WO.
- Work records of engine appliance and component repair and overhaul.
- Ground and Flight-test records.
- Copies of CHRs where a maintenance release is required.
- Copies of Journey Log entries where a maintenance release is required.
- Copies of work in respect of Airworthiness Directives.
- Copies of work in respect instructions of continuing airworthiness.
- Copies of Weight and Balance Amendments.
- Copies of defects and corrective action taken.
- Copies of all Maintenance releases generated from the work carried out.

### 4.16 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.

### 4.17 Component Overhaul or Repair Procedures

The QAM will maintain and certify the "**Component Overhaul Check Sheet List**". The component overhaul/repair check sheets will be created from the most recent instructions from the manufacturer's overhaul manuals. The tasks to be carried out will be linked to the instructions in overhaul manuals. Stage inspections will be incorporated into the check sheets. All work carried out must be inspected by a person with authorization for stage inspection.

**Continued on next page**

### **Component Overhaul Check sheets**

The check sheets will include as applicable the following information:

- Name or component or part.
- Part number.
- Serial number.

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- Time history.
- Work to be carried out, defects and rectification.
- AD's, SB's or TB's to be carried out.
- All tasks to be completed.
- Stage and final inspection.
- NDT check sheets (standards for NDT, and any special instructions for NDT facility).
- Records of any TC or FAA Approved repairs or modifications carried out.

### **4.18 Component Overhaul or Repair Work Qualifications**

All work will be carried out by a person, or supervised by a person, with SCA Components. Personnel with SCA will carry out stage inspections.

### **4.19 Component Work Order**

Refer to MPM section 4.2 to 4.4 for opening and completing component work orders. The work order will contain all applicable check sheets and any other documentation necessary to complete the work.

### **4.20 Maintenance Release of Parts or Components**

The final inspection, responsibility for completing the Work Order documentation, ensuring all work requested is completed, and the Maintenance Release will be assigned to a person with SCA. That person will complete a Maintenance Release Tag for the work carried out. Where additional work is required on installation ensures that work is documented on the Maintenance Release Tag. (See Maintenance forms list for sample Maintenance Release tag)

If the work carried out is applicable to a component with a CHR, the record of work carried out will be recorded on it as follows:

- Brief description of work performed.
- Date and the time, work performed.
- AMO number.
- Work order number.
- If the standard of work performed is other than the manufacturers, that other standard.
- Signature and identification number of the person certifying the work

### **4.21 Additional Maintenance on Installation**

When installing parts or components with a MR tag, the tag must be reviewed for additional maintenance to be completed and recorded in the technical record.

Whenever new or used parts or components are installed the maintenance instructions must be reviewed for additional maintenance to be completed and become a part of the technical record.

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### **4.22 Life-limited Parts**

All life-limited parts will have CHR to record the history of the part. When a life-limited part is installed into a higher assembly, an entry will be made in that CHR that will identify the higher assembly it was installed in.



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When life-limited parts are installed, the person responsible will be given the necessary information to ensure the part has not exceeded the time life limitation. Used life-limited parts will be accompanied with a Maintenance Release tag when installed. When a life-limited part is included in a higher assembly, the Maintenance Release tag for the higher assembly will cover all sub-parts.

When life-limited parts are time-expired they are to be identified with an Unserviceable tag with clear indications that the item is Time Expired (TX). They are to be segregated from other serviceable parts to ensure they are not used. When disposing of time life parts they are to be rendered unusable.

Each life-limited part will have a CHR that will record all the data required in accordance with the time-life limitations of the part such as hours, cycles, landings, lifts, flights, RINs, etc... They will contain history of installation, removal, work carried out, modifications, repairs, overhaul, abnormal inspection, AD's, and/or SB's as required.

### **4.23 Recording the Results of AD/SB Inspections or Checks Components**

When an AD/SB inspection or check is carried out on a component or part with a CHR the following will be recorded.

- The number of the AD/SB.
- The paragraph or section number for 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.

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## **SECTION 5 MAINTENANCE RESOURCES**

### **5.1 Main Base Facilities and Equipment**

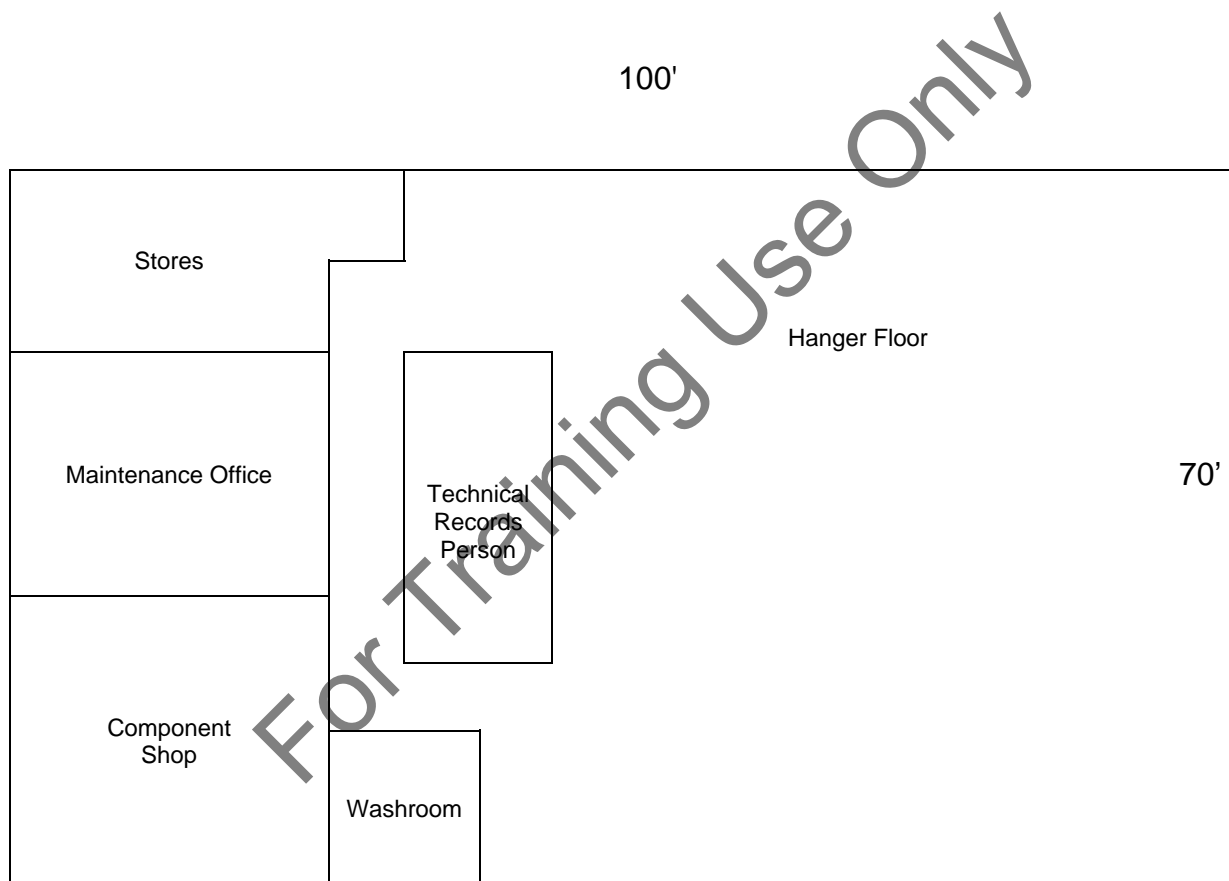
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Campbell Helicopters Ltd. has its facilities located at 30740 Threshold Drive, Abbotsford International Airport. The building is 70' x 100', of metal construction. It contains a hangar, stores, office space and a storage room. The hangar can accommodate the largest aircraft operated by the company.

The level of work carried out at this facility is non-specialized work and specialized work consisting of sheet metal repairs and component overhaul.

The DOM will ensure that personnel will have available all the tools and equipment necessary to carry out maintenance undertaken.

The building has fluorescent lighting and is heated. The facility has an adequate supply of electrical power and a compressor supplies air pressure to the outlets in the hangar.



## 5.2 Maintenance Away from Base

The level of maintenance carried out away from the Base will consist of scheduled inspections, minor repairs or component changes.

If, for unforeseen circumstances, a higher level of maintenance is required, the DOM will make arrangements for local facilities to carry out the work.

In all cases the maintenance staff will be provided with the required tools, lighting and a clean area to enable quality maintenance to be performed.

Maintenance performed outside or away from the main base is subject to the same standards as maintenance performed at the main base.

## 5.3 Precision Tool Control

The tools or measuring devices that must be included in the "Calibration Tool List" are defined as follows:

### **Tools or Measuring Devices that need to meet a standard of measurement for a Maintenance Release**

Only precision tools that are controlled by Company procedures are to be used to carry out the maintenance functions on aircraft. Precision Tools shall be assigned a serial number and be calibrated to a National Standard by an approved facility at scheduled intervals. The initial calibration interval is 1 year.

Upon calibration, a sticker is applied to the equipment, showing the date the next calibration is due. No equipment shall be used after the date shown on its calibration sticker. The Quality Manager shall on a monthly basis; check the calibration control list to ensure an item is removed from service by the due date and sent for calibration. Any Company measuring equipment not bearing a sticker must be returned to the Quality Manager, where it will be held in quarantine until its calibration status can be established. An employee's measuring equipment, which does not bare a sticker, cannot be used for maintenance. The QAM will maintain and certify the calibration tool list. A **Calibration Tool List** is held in the Maintenance Office.

Tools that have been tested and found within tolerance when received for calibration check thru 2 consecutive check cycles will be eligible for a 6-month extension to the calibration frequency. Tools failing test will have the calibration frequency reduced by 6 months.

#### 5.4 Technical and Regulatory Publications

The following publications are available at the Transport Canada web site “[WWW.tc.gc.ca/CivialAviation/ims.doc.htm](http://WWW.tc.gc.ca/CivialAviation/ims.doc.htm)” or FAA web sit [WWW.faa.gov/](http://WWW.faa.gov/)

- Canadian Aviation Regulation.
- Airworthiness Notices.
- Airworthiness Directives issued for the aircraft, engine, accessories and equipment types maintained by this organization.
- FAA AC 43.13 Parts 1B & 2A.

The QAM will maintain and certify a “**Technical Documents List**”. This list will contain all controlled documents such as manufacturer’s manuals, STC, LSTC, etc... Note that AD’s, SB’s, and TB’s will be tracked in other lists. The list will contain information on document subscription renewal where necessary. The list will contain information on the latest revision or amendment status. Each copy of these documents will be uniquely identified for the purpose of tracking revision status. Sub-lists will be made for each location the controlled documents are found, indicating the title, identification number, and revision status. Note that a location may be documents assigned to an AC registration.

When an amendment/revision arrives for these engineering office manuals the Technical Document list will be updated with the new number and due date to amend all copies. A review will be made to determine where all the copies of the host document are, and Amendment/Revision control sheet will be sent along with a copy of the change to each location and or person responsible.

All copies of controlled documents must be updated within 30 days of receiving amendments/revisions.

The person responsible for the host document will insert the amendment/revision, complete the control sheet, and return the control sheet and pages removed from the document on or before the due date to the QA manger. The QA manager will inform the DOM on any amendment/revisions that have not been completed on time. The DOM will take immediate action.

The DOM will review all changes to the Technical Publications and CARs. Any changes required to the MPM or Incorporated Documents will be implemented under the direction of the DOM.

## SECTION 6 TECHNICAL RECORDS

### 6.1 Record Retention

The records of Work Orders will be retained for 5 years.

### 6.2 Maintenance Release Tag (for sample see Maintenance forms list)

The Maintenance Release tag will be completed for parts or components having met the inspection criteria for the task undertaken and certified by a person with MPM Certification Authorization with the appropriate rating. Where additional maintenance upon installation is required for a part or component the Maintenance Release tag will be completed with the additional maintenance requirements and those requirements will be included in the technical record for the work completed.

### 6.3 Unserviceable Tag (for sample see Maintenance Form List)

Removed parts that are defective will be tagged with an Unserviceable tag. The DOM will determine if the item is repairable and whether it is to be sent for repair or placed in storage as is for future disposition.

### 6.4 Condemned Parts

The DOM will determine if parts are to be condemned. Parts to be disposed of will be damaged in a manner that will insure they cannot be put in service.

### 6.5 Component History Record (for sample see Maintenance forms List)

The CHR is used to record the history of airworthiness limitations or overhaul schedule of components. Some items require additional data to be recorded, such as cycles or special inspections; an adjusted format will be used to accommodate those requirements. They will contain records of installation, removal, work carried out to the component, and/or if installed into a higher assembly, the identification of that higher assembly.

When a component or part has AD or SB requirements, a record of compliance will be included in the CHR.

### 6.6 Location of Records

All company records will be retained at the company's main base facility at Abbotsford International Airport.

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**SECTION 7                      QUALITY ASSURANCE PROGRAM**

**7.1      QA Audit Process**

The DOM will instruct the QAM when to carry out an audit. The auditor will follow the “**MPM Audit Check List**” and sample maintenance records or systems to verify compliance with the MPM and CAR's. The Auditor will report non-conformities on a non-compliance finding (corrective action plan) (NCFcap) 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.

**7.2      QA Audit Schedule**

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

**7.3      QA Audit Check Sheets**

The QAM will maintain and certify the “**MPM Audit Check Sheets**”. The check sheets will identify compliance or non-compliance and will cover all functions defined by this MPM, that the MPM meets the requirements of CARs, and that the QA Audit Check Sheets meet the requirements of CAR 573.09.

**7.4      Non-Compliance Finding Report** (see MPM 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, report to the DOM, and corrective action taken prior to the next flight. Any safety issue is subject to a NDF report. 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.

**7.5      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 CAP forms along with the responding finding report 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 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 has not been effective a new "NCF" will be issued and the corrective action re-evaluated. The NCF cannot be closed until all corrective actions and review are complete.

**7.6 Personnel assigned to a QA Function**

If assigned to carry out QA functions, that responsibility overrides all other responsibilities.

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## **SECTION 8      Aeronautical Products and Services Control**

### **8.1      Purchasing Aeronautical Products**

The QAM will maintain and certify the “**Stores Procedure Manual**” that details the procedures to be followed to ensure that all aeronautical products purchased for subsequent supply to the Company are acquired from approved sources and that they are supported by valid certification documents attesting to their conformity with relevant approved design data. The DOM or when absent a designated person will be responsible for all purchase orders. All purchases will be made from approved vendors.

### **8.2      Receiving**

The Stores Manager will ensure that the certification requirements for aeronautical products are in accordance with Canadian Aviation Regulations.

Upon receipt, all aeronautical products will be reviewed for proper documentation and confirmed against the PO number, to ensure that the certification of all items received conform to traceability requirements. Parts will be inspected to verify they have not been damaged prior to stocking. Upon completion of the receiving inspection the part will be given a completed tracking tag. (See Maintenance forms List for sample Tag) A copy of the PO and certification documents will be kept on file under the PO number. The tracking number for products purchased, repair, or overhauled on a PO will be the PO number. Products received into stores from a company work order, the work order number will be the tracking number. Products received serviceable from AC in the field, the AC registration will be the tracking number.

All incoming aeronautical products shall be withheld from stock pending completion of satisfactory acceptance inspection and receipt of certification documents. Products will be held in quarantine stores until receipt of satisfactory documentation. If the vendor cannot provide satisfactory documentation, parts will be returned.

All aeronautical products will be stored in such a manner as to ensure the product is protected from damage and deterioration.

### **8.3      Shelf Life Control**

Any shelf life items acquired will have the “Use Before Date” clearly marked at the receiving inspection, and be disposed of on or before that date. When shelf life items are issued from stores, the items will be inspected to ensure the due date has not been exceeded.

It is the responsibility of any person who has control or will use shelf life items to ensure the due date is not exceeded.



#### **8.4 Hazardous Materials**

The stocking and storage of flammable materials within the hangar is to keep to a minimum. All such items are to be kept in an area of the hangar away from all equipment-testing operations.

All oils and lubricants will be located in a designated area at the Company's facilities and will be stored in accordance with applicable regulations. All items with a storage life limitation will be checked to ensure they have not expired.

#### **8.5 Distribution**

Parts that are issued from stock by the Stores Manager must have a Tracking Tag, Tracking Label or Campbell Helicopters' Maintenance Release tag with Work Order Number. To record the issuing of parts the following information will be kept: Aircraft registration, Date, P/N, S/N, Tracking Number and Quantity.

#### **8.6 Unserviceable Parts or Components Control**

Any unserviceable parts or components must be tagged with a completed Unserviceable Tag. They will be stored in the quarantine area. The DOM will determine whether they are repairable, to be stored, or disposed of. Items to be recertified will be done in-house or sent to appropriate vendors. Some items that are too large for the quarantine area will be stored elsewhere, but will be clearly marked with an Unserviceable Tag.

#### **8.7 Parts Requisition**

If a part is required for an aircraft or ground equipment, a written request must be forwarded to the Director of Maintenance for his approval before a part can be issued. If it is urgent, a telephone call to the Director of Maintenance will initiate the part's release. A written request must still follow.

After receiving the part the attending AME shall verify the proper documentation before installing the part.

#### **8.8 Flyaway Stores**

Aircraft operating away from base with an AME will be supplied with a kit of consumable parts in durable crates acceptable for traveling. These parts will all be processed through the technical stores before they are packed for travel. All documentation will accompany these parts. Preservation of these parts and documentation will be the responsibility of the AME with the aircraft. Flyaway stores returning from the field will have a receiving inspection before being returned to stores.

### **8.9 Approved Vendors List**

All aeronautical products and services will be purchased from the List of Approved Vendors. The QAM will maintain the list and certify the cover page by signing and dating all changes to the list. This list will show products or services that the Vendor is capable of supplying. The list will show the date of Vendor approval and, if applicable, disqualification.

The Vendor will complete a Vendor Qualification (See Maintenance List of MPM forms for sample of Vendor Qualification) form and submit to the DOM.

The following are acceptable aeronautical product suppliers for new parts and materials:

- Original Equipment Manufacture (Type Cert) (STC) (PMA). NOTE: the OEM that has supplied parts directly is an acceptable Vendor without qualification.
- TC, FAA, or JAA approved facility with traceability to approved sources.
- Material suppliers that can provide material certification from the manufacturer.

The following are acceptable product suppliers for used parts:

- Able to provide a Maintenance Release for the product by a TC, FAA, or JAA approved facility for that product.
- Able to provide the current history for a life limited part and a Maintenance Release for the product by a TC, FAA, or JAA approved facility for that product.

The following are acceptable Vendors for service, repair, and or overhaul

- FAA approved to perform the repair or overhaul required.
- JAA approved to perform the repair or overhaul required.
- TC approved to perform the repair or overhaul required.
- TC approved to maintain the type AC.
- Approved to certify NDT to the required specification.
- Capable to calibrate tools to a National Standard.

### **8.10 Purchase of Aeronautical Services**

A purchase order will be raised for maintenance to be carried out by Vendors from the Approved Vendors List. The purchase order will identify the item, maintenance and/or service to be performed. If applicable the standards to be followed or any special instructions required to be met will be included. The Purchase Order will constitute a contract for completion of the work or service requested.

### **8.11 Work on Aeronautical Products by External Agent Without AMO Approval**

When an external agent without AMO approval carries out work on Aeronautical Products, a person with the appropriate Company certifying authority will directly supervise the work. The work will be recorded in a Company work order, which will lead to a Maintenance Release of the product.

## SECTION 9 DOCUMENTS INCORPORATED BY REFERENCE

### 9.1 General

The following policies are applicable to Documents Incorporated by Reference to the MPM:

- 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 MPM must remain in the MPM.
- Amendments to the documents must comply with the Policies of the MPM.
- 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 Policy Manual as per the requirements of CAR 573.10(3)

### 9.2 Index of MPM DIRs

<b>Title</b>	<b>Person Responsible</b>
AMO Authority List	QAM
Technical Publications List	QAM
Calibrated Tools List	QAM
Approved Vendors List	QAM
Maintenance Forms List	QAM
Stores Procedures Manual	QAM
Work Order List	QAM
Component Overhaul Check sheets	QAM
NCF list	QAM
MPM audit check sheets	QAM
MPM Training manual	QAM
Management Personnel List	QAM

