THE AERONAUTICAL REPAIR STATION ASSOCIATION'S

DOMESTIC

MODEL REPAIR STATION

AND

QUALITY MANUAL

Preface

Purpose

This model manual was written by the Aeronautical Repair Station Association (ARSA) to help companies develop a repair station and quality control manual to establish compliance with Title 14 Code of Federal Regulations (14 CFR) part 145 and the associated Federal Aviation Administration (FAA) guidance material. Although directed at domestic repair stations, very few adjustments would be needed to show compliance with the foreign repair station requirements.

To aid repair stations in developing a document that fully complies with 14 CFR part 145 this model manual includes hyperlinks to each regulation referenced.

General Instructions

The model manual is in Microsoft Word (Word) 2003 format. It is compatible with Word 2007 and 2010. If the document is updated to a more current version or Word, additional format editing will be required; **all editing should be accomplished by someone knowledgeable with that software**. It is highly recommended that the editor have advanced knowledge in the following Word functions—

- Cross-References
- Format Painter
- Hyperlinks
- Page Numbering
- Styles
- Table of Contents
- Tables

It is delivered in read-only format; immediately re-save the document using a different file name. Always keep the original version for reference.

ARSA encourages users to work with this manual in the "View Paragraph Marks" and "View Table Gridlines" mode. This permits the user to see the special characters that control the formatting of this document.

The model contains the requirements for both a repair station manual and a quality control manual. The requirements for a quality control manual are addressed in Section 8 which may be used to create a separate document if preferred. As stated in the preamble to the final rule and the FAA's internal guidance either option is acceptable to the FAA.

Gray, shaded boxes and **bold** text or text in brackets indicate a "Note to User." These notes and options guide manual users through the process of modifying the document to reflect the actual practices of the repair station. Every "Note to User" must be deleted from the final version of a repair station's manual; all **bold** or bracketed text must be completed or changed to reflect accurate information for the particular repair station.

Management and other position titles such as Accountable Manager, Chief Inspector and Quality Manager are used throughout the manual. If a repair station uses different titles for those positions, modifications must be consistent. To facilitate consistency in modifications, all position titles are in **bold** font.

This publication addresses every paragraph of 14 CFR part 145 in Appendix A; the Appendix must be updated when paragraphs of this document are deleted or reorganized.

Preface

Revision Number:	6
Revision Date:	08/07/2014
Original Issue Date:	08/04/2003

We recommend that users update the List of Effective Pages, Table of Contents and the Appendix after the final edits of the manual are complete. The List of Effective Pages and the Appendix must be updated manually. The Table of Contents is a Microsoft Word "field" that can be updated automatically at any time (click to in the left margin of the Table of Contents and press the "F9" key).

The headers and footers are different for each section; be sure to include the specific information for your company to protect the document from unauthorized use.

The manual revision information is set forth in the footer associated with each section. The final version of the document should reflect the proper dates and revision level.

Finally, this model includes many options; therefore "delete is your friend." If a particular word, sentence, paragraph or section does not apply to the repair station's operation—delete it. Also, change or move words, sentences, paragraphs or sections to match the particular policy, process or procedure used by the repair station.

After completion, update the Table of Contents, List of Effective Pages, Appendix and footers to reflect your changes.

Previous Revisions of this Document

Previous revisions to this document were less sophisticated. Revision 4 and subsequent provides specific instructions to ensure repair stations are able to adjust the content to its operations.

Specific changes are documented in the Model Manual Record of Revisions at the end of the Preface.

ARSA Publications

ARSA has other publications available that will help a repair stations comply with domestic and international regulations. These publications can be ordered online at http://www.arsa.org.

References

To facilitate an understanding of regulatory compliance, all references to the CFRs are hyperlinked to the Government Printing Office Web site; all references to Advisory Circular 145-9 (Guide for Developing and Evaluating Repair Station and Quality Control Manuals) are hyperlinked to the FAA Web site. If a hyperlink does not work, go to either http://ecfr.gpoaccess.gov or http://www.faa.gov and do a search.

Some links will direct the user to Adobe Portable Document Format (PDF) files. A recent version of Adobe Reader is required to view these documents (download the most recent free version here).

Government Web sites Hyperlinks and Internet Addresses

Federal Aviation Administration:

http://www.faa.gov

European Aviation Safety Agency:

http://www.easa.europa.eu/home/index.html

Transport Canada:

http://www.tc.gc.ca

Hyperlinks and Internet Addresses to Referenced Documents and Materials

EASA Airworthiness Directives:

http://ad.easa.europa.eu

Electronic Code of Federal Regulations: Title 14:

http://ecfr.gpoaccess.gov/cgi/t/text/text-idx?sid=79c4e905311cc352d52ebdad7e0b2f5a&c=ecfr&tpl=/ecfrbrowse/Title14/14tab_02.tpl

FAA Airworthiness Directives:

http://www.airweb.faa.gov/Regulatory_and_Guidance_Library/rgAD.nsf/MainFrame?OpenFrameSet

Guide for Developing and Evaluating Repair Station and Quality Control Manuals:

http://rgl.faa.gov/Regulatory_and_Guidance_Library/rgAdvisoryCircular.nsf/0/f1bf2d45c148209e8625758b00504191/$FILE/AC%20145-9%20CHG%201.pdf

Disclaimer

This document is not all-inclusive; each repair station is unique. Modifications to this model manual will be required to ensure the specific procedures and forms used by the repair station will comply with the regulations. Further, the model manual does not address satellite repair stations. If your company wishes to develop a managerial repair station with satellites, please contact ARSA for assistance in modifying this document to meet those requirements.

Model Manual Record of Revisions

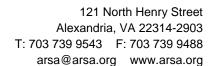| REVISION NUMBER	REVISION DATE	SECTION(S) OR PARAGRAPH(S) AFFECTED	REVISION DESCRIPTION
Original	08/04/2003	ALL	Original Issue
01	11/30/2003	1.1	The words "and in this manual" are deleted, and Additional words added to mirror the words of FAR 145.109.
01	11/30/2003	1.7	Added user note to clarify non-certificated maintenance contractor requirements.
01	11/30/2003	3.3	Added matrix to clarify part 65 personnel requirements and language to support that one person may fill multiple positions.
01	11/30/2003	4.2	Added user note to clarify the use of titles and movement of duties to reflect actual practices.
01	11/30/2003	7.3.3	Deleted duplicative language of paragraph 7.3.1
01	11/30/2003	9.2	Added language to clarify stamp assignment.
02	01/15/2004	3.3.2	Added responsibility of submitting serious failures, malfunction or defect reports.
02	01/15/2004	9.4	Specified responsibility of submitting serious failures, malfunction or defect reports.

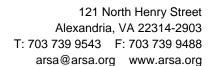Preface

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Original Issue Date: 08/04/2003
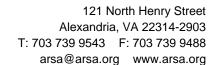
REVISION NUMBER	REVISION DATE	SECTION(S) OR PARAGRAPH(S) AFFECTED	REVISION DESCRIPTION
03	01/23/2004	7.6.1	Clarified that outside sources referred to non-certificated sources.
03	01/23/2004	7.6.2	Added update an availability of maintenance vendor listing.
03	01/23/2004	9.1	Added clarification that records retention begins from the date the article is approved for return to service.
04	04/16/2008	ALL	This revision is a complete re-write of the ARSA Model Repair Station and Quality Manual; it includes— Sophisticated and advanced features of Microsoft Word. Reorganized sections and paragraphs into a more logical format for consistency. Specific instructions (notes to users) to ensure repair stations are able to adjust the content to their operations. Regulatory changes that have taken place since 2003.
05	10/05/2012	Preface	Revised general instructions to include specific Microsoft Word recommendations. Added model manual record of revisions
05	10/05/2012	Cover Page	Note to User revised to reflect correct paragraph references.
05	10/05/2012	Table of Contents	Note to User enhanced to include the use of Microsoft Word "Cross-References" throughout the manual.
05	10/05/2012	Manual Distribution List	Table modified to support portrait orientation.
05	10/05/2012	Record of Revisions	Note to User enhanced to introduce the Manual Transmittal Letter. Table modified to support portrait orientation and columns revised to support new process methodology.
05	10/05/2012	List of Effective Pages	Note to User enhanced to introduce section level revision control. Table modified to support portrait orientation and columns revised to support new process methodology.

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REVISION NUMBER	REVISION DATE	SECTION(S) OR PARAGRAPH(S) AFFECTED	REVISION DESCRIPTION
05	10/05/2012	Section 1	Added clarifying language with regard to the RSQM being "acceptable" to the FAA.
			Revised and enhanced the revision control process to be effective at the section level and implement positive controls.
			Deleted the use of revision control bars and implemented a detailed record of revisions.
			Added specific references to forms and letters and implemented an associated numbering system.
			Converted terms and acronyms to a table format.
			Added a document request process and a prototype procedures process.
05	10/05/2012	Section 2	Introduced an Application for Repair Station Certificate or Rating Letter process.
05	10/05/2012	Section 3	Added clarifying language regarding the repair station roster.
05	10/05/2012	Section 4	Added specific references to forms.
			Added language that requires updates to the Operations Specifications when needed.
			Enhanced the signature stamp control process.
			Added employment of former FAA employee procedures.
			Eliminated duplicate procedures covered by the forms instructions.
			Added new duties to corresponding changes from sections of the manual.
05	10/05/2012	Section 5	Added cleanliness and safety procedures.
			Added specific references to forms and letters.
05	10/05/2012	Section 6	Note to Users enhanced regarding when the submission of a hazmat training certification letter is required.
			Added requirement for hazmat employers to submit a hazmat training certification letter.
05	10/05/2012	Section 7	Enhanced the RII qualification process.
			Added specific references to forms and letters.
			Added duty time requirements.

REVISION NUMBER	REVISION DATE	SECTION(S) OR PARAGRAPH(S) AFFECTED	REVISION DESCRIPTION
05	10/05/2012	Section 8	Added specific references to forms and letters.
			Enhanced the purchasing of aviation articles or services process.
			Enhanced the incoming review of stock process to include used parts, tools and equipment, life limited parts, calibrated tool and non-certificated maintenance provider requirements.
			Added TCCA SUPS requirements.
			Added return to inventory procedures.
			Added electrostatic discharge handling procedures.
			Added data plate or identification information replacement procedures.
			Added C.A.S.E. Standard 1A procedures for repair stations that must meet that standard.
			Added proficiency of inspection personnel procedures.
			Added completed aircraft in-process inspection procedures.
			Added shift turnover procedures.
			Added general aviation aircraft inspection procedures.
			Added logbook approval for return to service procedures.
			Added disapproval of return to service procedures.
			Added leased or borrowed equipment and tooling procedures.
			Enhanced the certificated and non-certificated contract maintenance procedures.
05	10/05/2012	Section 9	Added procedures for forms created by owners, operators and type certificate holders.
			Enhanced work order package document requirements.
			Enhanced maintenance record completion procedures.
			Added TCCA serious defect or unairworthy condition reporting procedures.
05	10/05/2012	Appendix A	Added new 14 CFR part 145 requirements.
			Updated all cross references to current RSQM references.

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REVISION NUMBER	REVISION DATE	SECTION(S) OR PARAGRAPH(S) AFFECTED	REVISION DESCRIPTION
05	10/05/2012	Appendix B	Added Canadian MIP Cross-Reference Table for repair stations that perform maintenance, preventive maintenance and alteration on any civil aircraft, aircraft engine, propeller, subassembly, appliance, material, part or component under the regulatory authority of the Transport Canada Civil Aviation Directorate (TCCA) and do not perform maintenance, preventive maintenance or alteration on Canadian-registered aircraft operated in commercial air service pursuant to Part VII (air carriers) of the Canadian Aviation Regulations (CARs).
05	10/05/2012	Appendix C	Added C.A.S.E. Standard 1A Cross-Reference Table to show compliance with the standard dated June 30, 2012.
06	08/07/2014	All	Updated links to recently revised 8130-3 form.
06	08/07/2014	Manual Distribution List	Update note to user.
06	08/07/2014	Record of Revisions	Update note to user.
06	08/07/2014	1.8	Update note to user.
06	08/07/2014	Sections 4 and 5	Added accountable manager duties and paragraphs regarding facility security and point of contacts regarding Transportation Security Administration rule.
06	08/07/2014	All	Edits of typographical errors.

Note to User: DELETE THE COVER PAGE AND THE ENTIRE PREFACE FROM THE FINAL VERSION OF THIS MANUAL.

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REPAIR STATION
AND
QUALITY MANUAL

[ENTER REPAIR STATION COMPANY NAME]
[ENTER ADDRESS]
[ENTER CITY, STATE ZIP]
[ENTER PHONE AND FAX NUMBERS]

Federal Aviation Administration (FAA) Air Agency Certificate Number

[ENTER REPAIR STATION NUMBER OR THE WORD "PENDING"]

Note to User: Use of the "Control Number" and "Copy Assigned To" information below is most important when this manual is issued in paper format. If the manual is being distributed electronically, control will be established by the delivery method, i.e., read only, and the revision date. Please adjust this page after completing Section 1: particularly after selecting paragraph 1.2.1 or 1.2.2.

DELETE THIS NOTE FROM THE FINAL VERSION OF THE MANUAL.

Control Number

[Enter Control Number]

Copy Assigned To

[Enter Assignment Name]

TABLE OF CONTENTS

Note to User: The Table of Contents is automatically generated by Microsoft Word. After all the revisions are complete, click anywhere in the table of contents and press the F9 key. Select "Update entire table" and click "OK." This will update all section/paragraph titles and page numbers.

After the Table of Contents is updated, select Print Preview. This will update all the "Cross-References" to the appropriate paragraph numbers. The manual should then be reviewed for the phrase "**Error! Reference source not found.**" This indicates the cross-referenced paragraph was deleted. The correct cross-reference must be inserted or the error phrase removed, as required.

DELETE THIS NOTE FROM THE FINAL VERSION OF THE MANUAL.

Revision Number: _____
Revision Date: _____
Original Issue Date: _____

Revision Number: _____

Revision Date: _____

Original Issue Date: _____

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Revision Number: _____
Revision Date: _____
Original Issue Date: _____

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REPAIR STATION QUALITY MANUAL

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[Enter City, State Zip]

T: **[Enter phone]**
W: **[Enter Web site]**

Revision Number: _____

Revision Date: _____

Original Issue Date: _____

Manual Distribution List

Note to User: This page is designed to track the controlled versions of the manual. It should only include the information necessary to control manual distribution. For example, if the manual is electronic, the "Control Number" column can be deleted. Methods of distribution may include electronic mail, CD-ROM, local area network (LAN), etc. Manuals distributed in a secured or "read only" format should be noted as such under the "Method of Distribution" column.

If hard copies of the manual are distributed, the person receiving the revisions should sign the Manual Revision Transmittal Letter (Form 502) and returned it to the Quality Manager. The repair station should also obtain a return receipt by E-mail or U.S. postal service return receipt requested for all external transmittals. The requirements for transmittal and verification of receipt are explained further in paragraph 1.2. If that section or paragraph is changed, the columns in this table must be updated to reflect the amendments.

DELETE THIS NOTE FROM THE FINAL VERSION OF THE MANUAL.

CONTROL NUMBER	ASSIGNMENT (INDIVIDUAL'S TITLE)	ORGANIZATION OR LOCATION	METHOD OF DISTRIBUTION*	DATE
Master				
001	Principal Aviation Safety Inspector	FAA		
002				
003				
004				

* E-mail, LAN, CD-ROM, Certified US Mail Return Receipt or Hand Delivery

Revision Number: _____
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Original Issue Date: _____

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Record of Revisions

Note to User: The purpose of this table is to track changes to the manual in sufficient detail to ensure that the reasons and justifications for revisions are captured. This method of tracking changes also ensures that auditors can determine when a change was made and when new procedures became applicable.

This revision procedure is outlined in paragraph 1.2, if changes are made to the suggested language the columns in this table must be updated so that it is consistent with that section.

DELETE THIS NOTE FROM THE FINAL VERSION OF THE MANUAL.

NOTE: See paragraph 1.2 of this manual for instructions on distributing, entering, and recording revisions.

REVISION NUMBER	REVISION DATE	PARAGRAPH(S) AFFECTED	REVISION DESCRIPTION
Original	mm/dd/yy	ALL	

Revision Number: _____
Revision Date: _____
Original Issue Date: _____

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List of Effective Pages

Note to User: The purpose of the List of Effective Pages is to track the revision level of each section to ensure the manual's currency. In previous versions ARSA used page level control. This presented administration issues associated with the software.

Effective with revision 5, ARSA is recommending section level revision control.

The repair station must take care that each page number is correctly reflected in the "Starting Page" and "Ending Page" column of the chart. For each revision, the repair station must note the revision number and revision date in the column adjacent to the affected section.

DELETE THIS NOTE FROM THE FINAL VERSION OF THE MANUAL.

NOTE: All pages of each section maintain the same revision level and revision date. Substantive revisions are described in the Record of Revisions.

SECTION	STARTING PAGE	ENDING PAGE	REVISION NUMBER	REVISION DATE
Title Page	N/A	N/A	N/A	N/A
Table of Contents	i	iv		
Manual Distribution	v	v		
Record of Revisions	vi	vi		
List of Effective Pages	vii	vii		
1	1-1			
2	2-1			
3	3-1			
4	4-1			
5	5-1			
6	6-1			
7	7-1			
8	8-1			
9	9-1			
Appendix A	A-1			
Appendix B	B-1			
Appendix C	C-1			

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Section 1: General and Administrative Procedures

1.1 Introduction

> **Note to User:** This paragraph provides (1) a general statement of the purpose of the manual, (2) the basic areas included in the manual, and (3) a paragraph to provide information that addresses 14 CFR §§ 145.1, 145.5, 145.59, 145.61 and 145.201.
>
> DELETE THIS NOTE FROM THE FINAL VERSION OF THE MANUAL.

This Repair Station and Quality Manual (RSQM or manual) describes the repair station's policies and procedures relating to the performance of maintenance, preventive maintenance or alterations on civil aviation articles.

These policies and procedures are used to meet the requirements of Title 14 Code of Federal Regulation (14 CFR) part 145. This manual describes the housing, facilities, equipment, maintenance data, personnel and general operating rules pertinent to the requirements for the issuance of a Federal Aviation Administration (FAA) repair station air agency certificate.

All ratings and limitations issued to this repair station by the FAA under 14 CFR part 145 are described in its air agency certificate and Operations Specifications.

The maintenance, preventive maintenance or alteration of U.S. civil aviation articles performed under the repair station's air agency certificate will be performed in accordance with 14 CFR.

The repair station will not use its air agency certificate to maintain or alter any article for which it does not hold an appropriate rating. The repair station will not maintain or alter any article for which it is rated if the appropriate housing, facilities, equipment, personnel or technical data are not available.

Certificates, acceptances and approvals received from other civil aviation authorities are based upon the information contained in this manual. When other national aviation authority (NAA) regulations differ from 14 CFR, compliance procedures are explained within the appropriate sections and paragraphs of this manual or are contained in supplemental manuals. The additional procedures will be used when work is being performed under the foreign NAA requirements, such as the European Aviation Safety Agency (EASA) and Transport Canada Civil Aviation (TCCA).

Additional details for performing or recording particular operations are contained in maintenance data and forms. See definitions for descriptions of these terms and other terms used by this company.

The RSQM must be acceptable to the FAA. Unlike an FAA-approved document, which may not be changed without prior agency approval, the RSQM may be implemented and revised without FAA approval or acceptance. However, all material contained in the RSQM is subject to FAA review for compliance with 14 CFR part 145 and other pertinent regulations.

Revision Number: _____
Revision Date: _____
Original Issue Date: _____