KAAN AIR

EASA PART 145

MOE

Maintenance Organisation Exposition

EASA.145.0778

Document Reference No: MMD-05

Issue:	**2**
Revision No:	**0**
Revision Date:	**01.12.2023**

(COPY NR: 4)

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EASA - IFP - F145 - MOQM - EASA held and approved data

Report for quality managers. Shows EASA approved documents, approved post holders, concessions (all), approved locations

EASA approved documents (directly and indirectly approved)

EASA Approval Number	Full Organisation Name	Document Type	Document Name/Reference	Document Issue Number	Document Issue Number Date	Document Revision Number	Document Revision Number Date	Date of Acceptance/Approval	Indirect Approval
EASA.145.0778	KAAN HAVACILIK SANAYI VE TICARET A.S.	145 - List of certifying staff, support staff and airworthiness review staff (1.6)	MMF-24E		04/08/24	3		08/11/24	Yes
EASA.145.0778	KAAN HAVACILIK SANAYI VE TICARET A.S.	145 - Maintenance Organisation Exposition	MMD-05	2	01/12/23	0		30/10/24	No

Location: EASA

RESERVED FOR APPROVAL PAGE

0.0 COMPANY APPROVAL

This manual, MOE is prepared in accordance with EASA PART-145 requirements and signed by KAAN AIR managers to set forth the procedures and the methods used and the responsibilities of KAAN AIR to keep the aircrafts that it maintains and operates airworthy at required level of safety.

In the case of any changes of organisation procedures, locations, scope of work and regulations are issued by EASA, this manual amended and send to the EASA for approval.

As of Date:
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MOE Iss 2 Rev 0, dated 01.12.2023, Approved by EASA
MOE Internal review by the organization:

Reviewed By:	Gozde UNLU POLAT Comp.Mon.Manager	Date and Sign:	01.12.2023

MOE Approval (to be **only used in case** of MOE change **not requiring prior approval**)

Approved By:	Gozde UNLU POLAT Comp.Mon.Manager	Date and Sign:	01.12.2023

0.3 LIST OF ISSUES / AMENDMENTS RECORD OF REVISIONS

Iss No	Iss Date	Rev No	Rev Date	Pages	Rev Type	Reason for change	Indirect Approval (YES/NO)
1	06.12.2019	0	06x.12.2019	All	Initial	Initial Issue	NO
		1	05x.01.2021	0-1 thru 12 1-8 thru 10 1-13 2-1 thru 2 2-2 thru 6 2-8 thru 11 2-12 thru 14 2-15 thru 16 2-17, 2-20 2-21 thru 23 2-27 thru 28 2-32 thru 34 2-35 2-43 thru 44 2-53 L2-1 thru 2 3-4 3-18 3-29 4-1 5-4 5-7 5-8 5-13 6-1	Major	TOC, LOE, ROR, DISTRIBUTION; Manual in the company website, ABBREVIATION List of CS/SS procedures Scope of Work references Supplier Evaluation procedures Acceptance A/C Components procedures Storage / Tagging procedures Monitoring Tool service procedure Determining Tool Serviceability Prior to Issue Leonardo added, Enstrom, Rolls Royce deleted A/C Maintenance Programme Compliance Technical Record Control CRS Issuance with Limitations SUP reports Critical Maintenance Tasks syntax change MP for ELA2 procedure cancellation Additional Line Maint.Procd. syntax change Corrective Action Level-1 findings procedure CS/SS records access Assessment records furnishing at leave Contracted Operator syntax change C/S List Sample revised EASA Form-1 Revision no change Quality Audit Plan format change Syntax change and MMF-88 Subcontactor List definition New Chapter; “6.Operators Maintenance Procedures (Part-145 AMOS Who Are Also Operators)”	NO
		2	19x.05.2023	0-1 thru 11, 1-1, 1-3 thru 5, 1-10, 1-12, 1-13, 1-14, 1-15 thru 18, 2-11, 2-16 thru 20 2-22, 2-23, 2-31, 2-36, 2-38, 2-39, 2-44 thru 45, 2-48,	Major	LOE, ROR, Statement by the ACM, Revised duties for ACM, CMM, MM Decreaesed Man-power and revision, New lay-out at hangar section Revised Scope of Work according to Line / Base Maintenance separation Maintenance away from approved location, Procedures for changes (including MOE amendments REQUIRING or NOT REQUIRING prior approval, Revised Special Storage Requirements for Grease Gun Cabinet Revised Control of ALTERNATE TOOLS procedure Added STCs to maintenance instructions, Tool Room Personnal has designated as Technical Information computer revision responsible, Task Card procedure, Checking Task Cards Page Numbers Typo correction, New sub-chapter “Issue CRS by Flight Crew, Quality Manager added to internal occurrence reporting system, confidentiality, web page chg, Mutilation of unsalvageable parts, Critical Task Procedures and Control, independent qualified person,	NO

Iss No	Iss Date	Rev No	Rev Date	Pages	Rev Type	Reason for change	Indirect Approval (YES/NO)
				2-51 thru 52, 2-55, 2-57 thru 60 3-1, 3-8 thru 12, 3-14 thru 17 3-18, 3-20 thru 22, 3-23, 3-24, 3-25, 3-29 thru 30, 32 5-1 thru 2 5-9 thru 10 6-2		New chapter Maintenance Check Flights, Revised Dedect n Rectify Maint Errors procedure Production Planning – Decision Making, New chapter Maintenance away from approved locations, Audit of quality system, Some minor change on competence requirements table Detailed explanation on Nature of the experience for Cat A, B1, B2, C and Combinations New sub-chapter “Flight Crew LCA” Revised Qaulifying Inspectors and Mechanics, Revised Task exemption procedure, Revised NDT procedure, Revised Control of Manufacturer’s Team, Revised Competence Assessment procedure, New List of Forms Used added, New personnel assessment form design Added blank page	
2	01.12.2023	0	01.12.2023	All Pages	Major	Implementation of SMS System Change of Compliance Mng. New Safety Manager proposal.	NO

0.4 DISTRIBUTION LIST

MOE Copy No	MOE HOLDER	FORMAT
Copy No. 1	Accountable Manager	PDF
Copy No. 2	Aircraft Maintenance Manager	PDF and Paper
Copy No. 3	Compliance Monitoring Manager	PDF and Paper
Copy No. 4	Safety Manager	PDF and Paper
Copy No. 5	EASA (overseeing authority)	PDF
Copy No. 6	Technicians Office	Paper
Copy No. 7	Product Planning Engineer Department	PDF
e-copy	https://kaanair-depo.online/MANUALS/MAINTENANCE/	PDF

0.5 LIST OF ABBREVIATIONS

A/C Aircraft
AD Airworthiness Directive
AM Accountable Manager
AMC Acceptable Means of Compliance
AML A/C Maintenance License
AMM A/C Maintenance Manual
AMO Approved Maintenance Organisation
AMP A/C Maintenances Program
AOG A/C on Ground
ASB Alert Service Bulletin
BT Bulletino Technico (Technical Bulletin)
CAME Continuing Airworthiness Management Exposition
CAMO Continuing Airworthiness Management Organization
CAO Combined (Continuing Airworthiness Management and / or Maintenance) Organisation – Non-Complex aircraft and non-licenced air carrier
CAP Corrective Action Plan
CDCCL Critical Design Configuration Control Limitations
CDL Critical Design Limitation
CMM Component Maintenance Manual
CRS Certificate of Release to Service
CS Certifying Staff
CYC Cycle
DI Duplicate Inspection
DOA Design Organization Approval
EASA European Aviation Safety Agency
ELT Emergency Locator Transmitter
FAA Federal Aviation Administration
FTS Fuel Tank Safety
GM Guidance Material
HF Human Factor
HIL Hold Item List
MI Mandatory Inspection
MCF Maintenance Check Flight
MH Man-Hour
MM Maintenance Manager
MOE Maintenance Organization Exposition
MP Maintenance Program
MPD Maintenance Planning Documentation
MSN Manufacturer Serial Number
NDT Non-Destructive Testing
NRC Non-Routine Card
OJT On-The-Job Training
PMA Part Manufacturer Approval
P/N Part Number
PO Purchase Order
PPB Principal Place of Business
QM Quality Manager
SB Service Bulletin
SIL Service Information Letter
SL Service Letter
SRM Structural Repair Manual
S/S Support Staff
SUP Suspected Unapproved Parts
TB Technical Bulletin (BT – Bulletino Technico)
TC Type Certificate
TCCA Transport Canada Civil Aviation
TR DGCA TURKEY Directorate General of Civil Aviation
UMC Unscheduled Maintenance Check
WO Work Order

1 MANAGEMENT

1.1 STATEMENT BY THE ACCOUNTABLE MANAGER

145.A.70(a)1, GM 145.A.70(a), 145.A.90(a)

This exposition and any associated referenced manuals define the organization and procedures upon which the Part-145 approval certificate is issued by EASA.

These procedures are endorsed by the undersigned and must be complied with, as applicable, when contracts or work orders are being progressed under the organization approval certificate. These procedures do not apply to aircraft which are outside the remit of the Basic Regulation.

These procedures do not override the necessity of complying with any new or amended regulation published from time to time where these new or amended regulations are in conflict with these procedures.

It is understood that approval of the organization is based on the continuous compliance of the organization with Part-145, Part-M and Part-ML, as applicable, and with the organization's procedures described in this exposition. EASA is entitled to limit, suspend, or revoke the approval certificate if the organization fails to fulfil the obligation imposed by Part-145, Part-M and Part-ML, as applicable, or any conditions according to which the approval was issued.

01.12.2023

M. Kemal SULER
Accountable Manager, Captain
KAAN Hvcl. San. Tic. A.Ş.

1.1.1 Access to the Organization

145.A.140

For the purpose of determining compliance with the relevant requirements of Regulation (EU) 2018/1139 and its delegated and implementing acts, KAAN AIR will ensure that access to any facility, aircraft, document, records, data, procedures or to any other material relevant to its activity subject to certification, whether it is subcontracted or not, is **granted to the Inspectors assigned** to perform the oversight tasks.

1.1.2 Immediate Reaction to a Safety Problem

145.A.155; 145.A.95

KAAN AIR will implement any safety measure mandated or relevant safety information issued by EASA.

1.2 SAFETY POLICY AND OBJECTIVES

145.A.30(a)2, 145.A.200(a)(2), AMC1 145.A.200(a)(2), 145.A.70(a)2

The prime objective of KAAN AIR is commitment to follow and achieve all compliance standards, required for safe and effective aircraft maintenance in accordance with EASA PART-145. **Each individual is responsible** to follow and continuously improve positive attitude towards objectives:

- ☐ Comply with all the applicable legislation, to meet all the applicable requirements, and adopt practices to improve safety standards,
- ☐ Provide the necessary resources for the implementation of the safety policy,
- ☐ Apply human factors principles, including giving due consideration to the aspects of fatigue,
- ☐ Enforce safety as a primary responsibility of all managers,
- ☐ Encourage personnel to report maintenance-related errors, incidents and hazards,
- ☐ Apply **'just culture'** principles to internal safety reporting and the investigation of occurrences and, in particular, not to make available or use the information on occurrences:
  - to attribute blame or liability to front-line personnel or other persons for actions, omissions or decisions taken by them that are commensurate with their experience and training; or
  - for any purpose other than the maintenance or improvement of aviation safety,
  - KAAN AIR is committed to maintaining and operating its business in accordance with the highest safety standards. In order to achieve this goal, it is of utmost importance to ensure that all accidents, incidents, dangers, risks and other information that may prevent the safe conduct of the maintenance and operation are reported without restrictions. In this context, each personnel of the company is encouraged and held responsible for reporting safety-related information,
  - Reporting is independent of any pressure. The main purpose of reporting is risk control and prevention of accidents and incidents, not condemnation. Unless there is a deliberate rule violation, unreasonable suspicion and gross negligence, action will not be taken against any employee who reveals danger concerns through the danger reporting system,
  - Method of collecting, recording and disseminating safety information, it ensures the confidentiality of the reporter's identity within the framework of the law.
- ☐ Ensure Senior Management continually promote the safety policy to all personnel, demonstrate its commitment to it, and provide necessary human and financial resources for its implementation,
- ☐ Promote **proactive** and **systematic safety management and positive safety culture**,
- ☐ Define **Safety Objectives**, which:
  - form the basis for safety performance monitoring and measurement;
  - reflect the KAAN AIR's commitment to maintain or continuously improve the overall effectiveness of the management system;
  - are communicated throughout KAAN AIR; and
  - are periodically reviewed to ensure they remain relevant and appropriate for the organisation,

☐ **Safety Objectives** are:

1. To provide and maintain a safe working environment,
2. To increase Safety Awareness and always keep it at the highest level,
3. To minimize accidents and incidents,
4. To maximize the level of training,
5. To establish the Safety Reporting system and to provide reporting at the maximum level,
6. Maximum level of compliance with regulatory requirements and standards,
7. Increasing efficiency.

☐ Ensure that safety standards are not reduced by commercial imperatives,

☐ Recognise the need for all personnel to cooperate with the **compliance monitoring** and internal investigations

1.3 MANAGEMENT PERSONNEL

GM 145.A.10, 145.A.70(a)3, 145.A.30(a), AMC 145.A.30(a), AMC1 145.A.30(a), AMC1 145.A.30(b), 145.A.30(b)1, 145.A.30(b)2, 145.A.30(b)4, AMC 145.A.30(b), 145.A.30(ca), 145.A.30(f), AMC 145.A.30(f), AMC1 145.A.30(f), GM4 145.A.30(e), GM1 145.A.30(ca),

MANAGEMENT PERSONNEL		
Position	**Name**	**Deputy**
Accountable Manager (*)	M. Kemal SULER	Ali OZUGUR
Maintenance Manager (*)	Ali OZUGUR	Gurbuz ACIKGOZ
Compliance Monitoring Manager (*)	Gozde UNLU POLAT	Kadir ERDOGAN
Safety Manager (*)	Kadir ERDOGAN	Gozde UNLU POLAT

The management personnel are chosen or designated by the Accountable Manager according to his qualification, to his past and to his experience in aircraft maintenance.

(*) **Post Holders:** Personnel named for these positions are required to be acceptance by EASA.

Management Personnel, EASA will be informed 10 days before the planned management personnel change if any management personnel change has already been planned.

Deputy Time:
In case of permanent absence or rejection of nominated person, new person will be nominated for the related position within 45 days.

1.4 DUTIES AND RESPONSIBILITIES OF MANAGEMENT PERSONNEL

145.A.70(a)4, 145.A.30(a)1, 145.A.30(a)2, 145.A.30(b)1, AMC1 145.A.10, AMC 145.A.30(b), 145.A.30(cb)/(cc), AMC1 145.A.30(d), 145.A.200, AMC 145.A.200(a)(6), AMC4 145.A.200(a)(6), 145.A.30(c), AMC1 145.A.30(a), GM1 145.A.70(a), AMC1 145.A.30(f), 145.A.35(i), 145.A.90(b), GM1 145.A.30 (b).

1.4.1 Accountable Manager (ACM)

He/she is accountable for:

- ☐ ensuring that maintenance carried out by the approved organisation meets the standards required by EASA;
- ☐ establishing and promoting the safety and quality policy;
- ☐ nominating the management staff;
- ☐ ensuring that the necessary finance, manpower resources and facilities are available to enable the company to perform the maintenance to which it is committed for contracted operators and any additional work which may be undertaken;
- ☐ supervision of the progress of the corrective actions/review of the overall results in terms of quality;
- ☐ ensuring the competency of all personnel including management personnel has been assessed;
- ☐ ensuring that any charges are paid, as prescribed by EASA iaw the fees & charge regulation;
- ☐ to return the approval to the competent authority in case of surrender or revocation.

1.4.2 Compliance Monitoring Manager (CMM)

Duties and Responsibilities. The following list is not exhaustive:

- ☐ He/she will have direct access to the Accountable Manager on matters concerning the Compliance Monitoring;

He/she is responsible for:

- ☐ ensuring that the activities of the organisation are monitored for compliance with the applicable requirements and any additional requirements as established by the organisation, and that these activities are carried out properly under the supervision of the nominated persons;
- ☐ ensuring that any maintenance contracted to another maintenance organisation is monitored for compliance with the contract or work order;
- ☐ establishing an independent audit system to monitor compliance of the Part-145 organisation with EASA requirements, and that an audit plan is properly implemented, maintained, and continually reviewed and improved;
- ☐ corrections and corrective actions are requested as necessary;
- ☐ establishing regular meetings with the Accountable Manager to appraise the effectiveness of the Compliance Monitoring. This will include details of any reported discrepancy not being adequately addressed by the relevant person or in respect of any disagreement concerning the nature of a discrepancy;
- ☐ monitoring the amendment of the organization's procedures and standard practices (MOE, including the associated procedure(s)) and their compliance with the current

revision of Part-145 plus any other applicable regulatory requirement and guidance material issued by EASA;

- ☐ submission of the MOE and any associated amendments, to the competent authority for approval (which includes completion of and submission of EASA Form(s) 2;
- ☐ assessing providers of materials, standard parts, components and contracted organisations for satisfactory product quality in relation to the needs of the organisation;
- ☐ assessing subcontractors working under the Compliance Monitoring and maintaining the expertise necessary to be able to do so, to the satisfaction of EASA;
- ☐ issue /renewal/cancellation of EASA Part-145 C/S - S/S individual authorisation;
- ☐ He/she is responsible for acceptance on temporary or occasional cases base maintenance tasks (AD's, SB's) to be performed by a line maintenance organisation;
- ☐ He/she is responsible for the notification to the competent authority, as applicable according to the procedures established in the MOE, of maintenance activities conducted outside the approved locations;
- ☐ establishing a programme of training and recurrent training using internal and/or external sources;
- ☐ establishing feedback from of audit findings into the recurrent training programme;

1.4.3 Maintenance Manager (MM) (Aircraft Base MM and Aircraft Line MM)

He/she is responsible for:

- ☐ the satisfactory completion and certification of all work required by contracted operators/customers in accordance with the work specification (Work Order and approved MOE procedures);
- ☐ ensuring that the organisation's procedures and standards are complied with when carrying out maintenance;
- ☐ ensuring the competency of all personnel engaged in maintenance;
- ☐ ensuring that any work for internal workshops or external contracted/subcontracted organisations are correctly detailed in a work order/contract and that the requirements of the contract/work order are fulfilled in respect of inspection;
- ☐ providing feedback to the Compliance Monitoring about the services provided by contracted Organisations, Subcontractors;
- ☐ responding to quality deficiencies in the area of activity for which he/she is responsible, which arise from independent quality audits;
- ☐ ensuring, through the workforce under his/her control, that the quality of workmanship in the final product is to a standard acceptable to the organisation and EASA;
- ☐ the implementation of the safety policy and human factor issues;
- ☐ availability of facilities appropriate to the planned work including hangars, workshops office accommodation, stores as applicable for the planned work;
- ☐ availability of a working environment appropriate to the tasks being undertaken;
- ☐ the incoming inspection of components, parts, materials, tools and equipment, the related classification, segregation and storage according to the manufacturer's recommendations;
- ☐ developing a production planning system appropriate to the amount and complexity of the maintenance scope of work;
- ☐ availability of tools, equipment and materials to perform the planned tasks;

- ☐ availability of sufficient competent personnel to plan, perform, supervise, inspect and certify the work being performed;
- ☐ availability of all necessary maintenance data;
- ☐ recording and notifying any inaccurate, incomplete or ambiguous procedure, practice information or maintenance instruction contained in the maintenance data used by maintenance personnel to the author of maintenance data;
- ☐ providing a common work card or worksheet system to be used throughout relevant parts of the organisation and ensure such documents comply with 145.A.45 (e) ;
- ☐ notifying the Accountable Manager whenever deficiencies emerge which require his attention in respect of finance and the acceptability of standards (Accountable Manager and Compliance Monitoring Manager to be officially informed of any lack of 25% of available man-hours over a calendar month);
- ☐ supplying the necessary technical documents for customers and storage of the organization's technical records.

1.4.4 Product Planning Engineer (PPE)

Duties of product planning engineer are;

- ☐ Ensuring the availability of all necessary maintenance data;
- ☐ Supplying the necessary technical documents for customers and storage of KAAN AIR's technical records;
- ☐ Recording and notifying any inaccurate, incomplete or ambiguous procedure, practice information or maintenance instruction contained in the maintenance data used by maintenance personnel to the author of maintenance data;
- ☐ Providing a common work card or worksheet system to be used throughout relevant parts of KAAN AIR and ensuring such documents comply with 145.A.45 (e);
- ☐ To issue work package to the aircraft for scheduled maintenance check in accordance with approved Aircraft Maintenance Programme and approved and up to dated maintenance data;
- ☐ To check all materials, man-power and tools and equipment is available for work package before the work order is applied to the aircraft.
- ☐ To control the performed work package which including tasks, AD, SB and CRS which are accomplished by certifying staff in accordance with approved procedures.
- ☐ To transfer the maintenance records to Owner/Operator who request work order and take a copy of records to the archives as digital and/or paper format.
- ☐ To manage application of all Supplemental Type Certificate or manufacturer engineering order to the aircraft.

1.4.5 Safety Manager (SM)

The safety manager remains the unique focal point for the development, administration, and maintenance of the organisation's safety management processes.

Duties and Responsibilities. The following list is not exhaustive.

He/she is responsible to:

- ☐ managing the safety reporting scheme and the occurrence reporting system, including initiation and follow-up of internal occurrence investigations;
- ☐ facilitate hazard identification, risk assessment and management;
- ☐ monitor the implementation of actions taken to mitigate risks, as listed in the safety action plan, unless action follo- up is addressed by the compliance monitoring function;
- ☐ provide periodic reports on safety performance to the safety review board;
- ☐ ensure the maintenance of safety management documentation;
- ☐ ensure that there is safety training available, and that it meets acceptable standards;
- ☐ provide advice on safety matters;
- ☐ establishing feedback from maintenance incidents/issues and feeding these back into the recurrent training programme;

1.4.6 A/C Certifying Staff (CS)

A/C Certifying Staff (C/S) means staff authorised by KAAN AIR to release an aircraft to service, under the EASA Part-145 approval, following line or base maintenance.

Duties and responsibilities are:

- Assures that any work on the aircraft or aircraft component must be performed in accordance with procedures given in this approved MOE,
- Assures that when performing any maintenance on aircraft and aircraft component current and appliceable maintenance data (Maintenance Manual, illustrated parts catalogue, wiring diagrams, overhaul manuals etc.) are used,
- Assures that all precision tools or measuring equipment are used properly,
- Assures to use calibrated precision tools or measuring equipment on the aircraft or aircraft component maintenance,
- Assures that all parts, equipment and components used on an aircraft have company serviceable tag attached and when appliceable an EASA Form 1 issued for them
- Assures that all paperwork like serviceable part tags, unserviceable part tags, work cards etc. are used as necessary and filed up properly,
- Assures that unsalvageable components are identified as appropriate by stamping the unserviceable tag attached as "Unsalvageable" before delivering back to stores.
- Present to verify that the work has been carried out to in accordance with the current applicable manufacturer's manual and Airworthiness Directives, Mandatory Service Bulletins, organization procedures and maintenance standards at every stage of an

inspection or other work being carried out on an aircraft and in particular where a test, calibration, rigging of engine, flight control, undercarriage swing, closing any panel, or performance run of an engine is involved.

- To ensure that the safety devices (red flag, placard, etc.) are installed at any time a system has been rendered in operative or disconnecting of a mechanical and/or electrical control or component.
- To verify that operation, inspection and all forms are correctly filled and signed.
- To check if additional work listed has been carried out correctly.
- To oversee all functional testing when being carried out.
- To verify that all works required are completed and all operations are performed.
- To oversee basis for the possibility of postponing or deferring items if required.
- To ensure all log books and paperwork are completed and records are updated.
- To issue a Certificate of Release to Service in accordance with procedures given in MOE 2.16.
- To verify that Helicopter is free of tools/equipment at the end of any maintenance performed.

1.4.7 Support Staff (SS)

Support Staff (S/S) means staff authorised by KAAN AIR to support the Category “C” certifying staff in managing and releasing the A/C to service after base maintenance activity while not necessarily holding certification privileges. Support Staff will ensure that all relevant tasks or inspections have been carried out to the required standard before the category C certifying staff issues the certificate of release to service.

Duties and responsibilities are:

- B1 base maintenance support staff is authorised to perform and release tasks for Airframe, Engine and Mechanic Systems on Base Maintenance activities; B2 base maintenance support staff is authorised to perform and release tasks for Avionic and Electrical Systems on Base Maintenance activities.
- He/she manages assigned maintenance team and executes plans for the check.
- He/she controls all completed tasks if every step done iaw required standard.
- He/she is responsible for satisfactory completion and certification of all tasks required by contracted customer, in accordance with the work specification.
- He/she is responsible for ensuring that the organisation’s procedures and standards are complied with when carrying out maintenance tasks.
- He/she carries out appropriate maintenance according to the maintenance card, takes care of labour safety taken, and delivers duties with consideration of human factors.
- He/she checks staff in his/her own team whether they can read and understand maintenance cards or not and whether they carry out the maintenance in the correct order or not. He/she helps personally the staff in case of any trouble.
- He/she gives decision about corrective actions when face with any irregularities or defects.

1.4.8 Mechanic

Mechanics are able to carry out maintenance tasks to any standard specified in the maintenance data and will notify Certifying Staff (CS) / supervisors of defects or mistakes requiring rectification to re-establish required maintenance standards. He/she is responsible for followings;

- To prepare of aircraft on the ground such as but not limited to; opening access of aircraft, connecting to the anti-static line, arrange collection of liquid and contaminated discharges, etc.
- To perform a task such as removing, cleaning, installing under supervision of certifying staff.
- To rework at aircraft such as cleaning, removing corrosion, etc.
- To closing all access doors to aircraft;

1.4.9 Logistics and Store Personnel

The personnel are responsible for materials logistics, incoming inspection and managing stores of KAAN AIR. His duties are to ensure that:

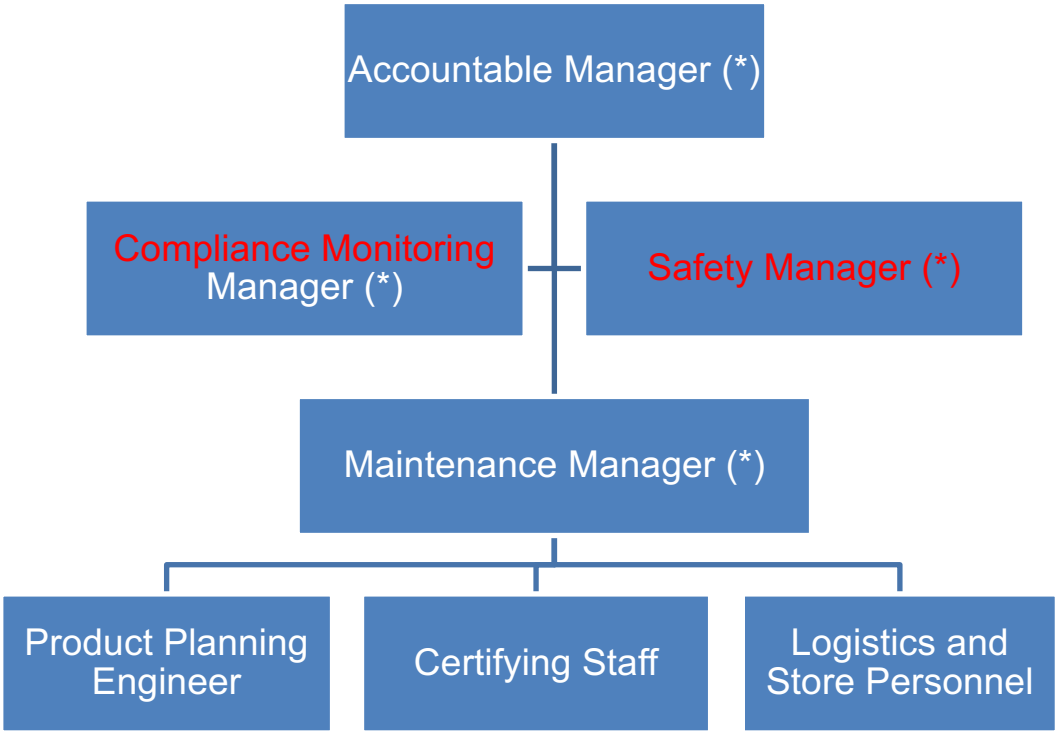
- To make incoming inspection of components, parts, materials, tools and equipment, the related classification, segregation and storage according to the manufacturer's recommendations;
- To keep store good, cleans and tidy conditions;
- To control store temperature and humidity device for keeping the store good standards;
- To perform incoming inspection if he has authorized for incoming inspection to materials;
- To record all supplied materials to store lists and keep all list are up to date;
- To keep tool room is good standards and all record are filled correctly;
- To manages and reports the quarantine storages,
- To do all directives are given by Maintenance Manager
- To take corrective actions requested by Compliance Monitoring Manager.

1.4.10 Facilities Personnel

Assistant personnel work for facility and aircraft cleaning, assisting to CS's. These people works under control of certifying staff.

1.5 MANAGEMENT ORGANISATION CHART

145.A.70(a)5; GM1 145.A.30(cb)



(*) Post Holder

1.6 LIST OF CERTIFYING STAFF AND SUPPORT STAFF

145.A.30(g), 145.A.30(h)1, 145.A.30(h)2, 145.A.30(j)1, 145.A.30(j)2, 145.A.30(i), 145.A.30(k), 145.A.35(a), AMC 145.A.30(g), AMC1 145.A.30(h), 145.A.70(a)6, Appendix IV, 145.A.75(f).

1.6.1 Scope of the National Licence by Comparison to EASA Certifying Staff Categories

Certifying Staff authorizations are issued in accordance with Part 145.A.30 (j)1 Appendix IV **has the same scope as** EASA Part-66.

To comply with the personnel requirements, KAAN AIR EASA Part-145 organisation has appointed several persons to inspect and certify for release to service aircraft and components, for which the organisation is approved.

KAAN AIR will appoint below C/S's and/or S/S's;

- "C" category C/S's for Base Maintenance,
- "B1.3", "B2", and "A" categories S/S's for Base Baintenance, C/S's for Line Maintenance

Following comparison table is utilized to authorisation staff not holding EASA Part 66 license:

EASA Part-66 AML	TURKISH SHY-66 AML	Category	KAAN AIR Authorisation
C	C	Base Maintenance C/S	C C/S
B1 & B2	B1 & B2	Base Maintenance S/S	B1 & B2 S/S
B1 & B2 & A	B1 & B2 & A	Line Maintenance C/S	B1 & B2 & A C/S
None	None	NDT Certifying Staff	None

Requirements for qualification, record retention, other legislative issues and privileges are described in MOE 3.9.

1.6.2 Content of the List

This list includes at least the following main information, as applicable:

- Name / Forename;
- EASA C/S Category;
- Identification of the Support Staff for Base maintenance activity;
- Function;
- Authorisation identification number;
- Sample of the signature;
- Date of the first issue of the authorisation;
- Expiry date of the authorisation;
- Scope/limitation of the authorisation;
- For aircraft certifying staff and support staff only, the aircraft maintenance license identification number;
- Line and base maintenance certifying staff authorised under the **protected rights** as per Part 145 Appendix IV, paragraph 2.

1.6.3 Management of the List

Certifying staff, support staff, who are authorised per EASA Part-145 requirements will be approved by EASA before they are included in "**KAAN AIR EASA Authorised Personnel List**" (**MMF-24E**) which is available to all personnel within KAAN AIR through intranet system.

Compliance Monitoring Manager will approve the related list that been prepared by **Maintenance Manager**. Authorized Personnel List will be sent to EASA after approval as instructed in MOE 1.11.2.

Authorised Personnel List is separated from this MOE and will be controlled by separate revision number. This revision number will be consecutive, and each revision of the authorisation will be indicated on the list for each personnel as "certificate revision" number.

The revisions will be tracked by selecting the authorised personnel from the list. His/her all authorisations will be appeared on the list; with the revision dates and related remarks. This gives us to track his/her authorisations' revisions. KAAN AIR documents all related revisions on this list.

Compliance Monitoring Manager is responsible for the CS List management and retention.

1.7 MANPOWER RESOURCES

145.A.70(a)7, 145.A.30(d)

KAAN AIR has enough and compatible maintenance personnel including certifying staff, support staff, product planning and engineering (having engineering diploma from aeronautical or mechanical or electrical, or equivalent), store personnel, additional Compliance Monitoring auditor and managerial personnel to conduct all described maintenance activities as of its scope of work in accordance with EASA PART-145 requirements.

A Maintenance Manager, a Compliance Monitoring Manger and a Safety Manager are full time under the supervision of the Accountable Manager who has the overall responsibility.

Duties Other than Maintenance	Duty	Qty
Accountable Manager	Management	1
Compliance Monitoring Manager *(included Quality Auditor)*	Manage and Audit	1
Safety Manager *(included Quality Auditor)*	Manage and Audit	1
Product Pl Eng	Engineering and Plan	2
Logistics & Store Per	Log, Inc Insp & Store Tasks	4
	TOTAL	***9***
Maintenance Personnel	**Duty**	**Qty**
Maintenance Manager *& CS C*	Management	1
CS C *(same time CS B2)*	Auth CS	1
CS B1.3 & SS B1.3	Auth CS	2
CS B2 & SS B2 *(see up CS C)*	Auth CS	0
CS A	Auth CS	0
Qualifying Mechanics		6
	TOTAL	***10***
	GRAND TOTAL	***19***

Man-hour plans (SQF-20 Man-Hour Plan and SQF-50 Man-Hour Detailed Plan) are prepared on yearly basis in the beginning of every year by Maintenance Manager in coordination with the Compliance Monitoring Manager and approved by the Accountable Manager. These plans are monitored and revised in every 3 months, unless it is not necessary before, by comparing the budgeted Man-Hours and actual Man-Hours.

When any significant deviation such as; **absence of significant type Certifying Staff** and/or more than 25% shortfall in available man-Hours during a calendar month etc. is found; then the Maintenance Manager will inform the Compliance Monitoring Manager and the Accountable Manager to revise the plan for the next month.

There is no need to amend this chapter as result of routine fluctuations, however any significant re-deployment or loss of staff or any staff change having impact on the approval will be captured and notified to EASA according to the criteria specified in the MOE 1.10.

1.8 FACILITIES

145.A.70(a)8, 145.A.25(a)1, 145.A.25(a)2, AMC1 145.A.25(a) , 145.A.25(b), AMC 145.A.25(b), 145.A.25(c)1, 145.A.25(c)2, 145.A.25(c)3, 145.A.25(c)4, 145.A.25(c)5, 145.A.25(c)6, 145.A.75(d), 145.A.40(a)iii, Appendix III

1.8.1 Base and Line Maintenance Facilities / Principal Place of Business (PPB)

Facility is formed as a hangar, offices, stores are in;

Ayazağa Mah. 208. Sok. No.1 Sariyer / ISTANBUL - TURKEY

Offices; are equipped with 220 V, 50Hz mains power. The facilities are heated during the winter and are air-conditioned in summer to provide a constant and regulated working environment. Offices are provided to Maintenance staff where they may study maintenance instructions and store maintenance records in a proper manner. Offices are equipped with wireless network for the communication (telephone, fax, e-mail and internet)

There are management offices, one of which has a steel case retaining all maintenance records safe, closed and locked against fire, flood and theft.

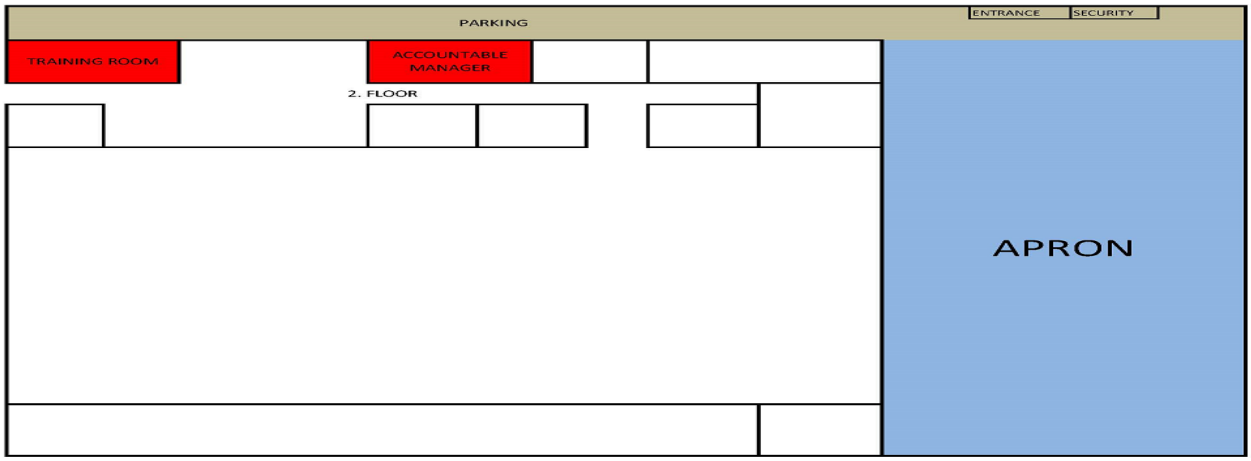
The hangar and the offices are designed to have adequate comfort to help the employees maintain good aircraft maintenance standards. The hangar and workshops are in a standard to prevent the ingress of rain, hail, ice, snow, wind, and dust etc. KAAN Air Hangar is **equipped with doors,** restricted for using by only authorised personnel, has an adequate lightning capability and it is a property of Kaan Air.

The facilities are completed by store and tool room. The store has separate and locked cupboards for unserviceable parts, quarantine parts, and incoming parts in its facilities.

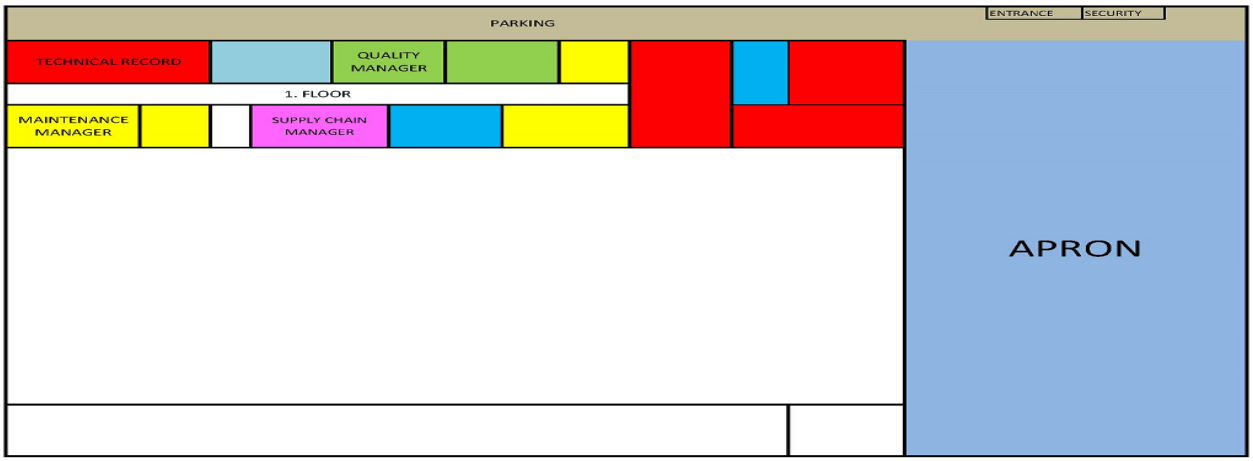
The hangar, offices and storage facilities have automatic fire alert system they are protected against fire by CO2 and foam type fire extinguishers.

The hangar photo is below, and layouts are presented at next pages:

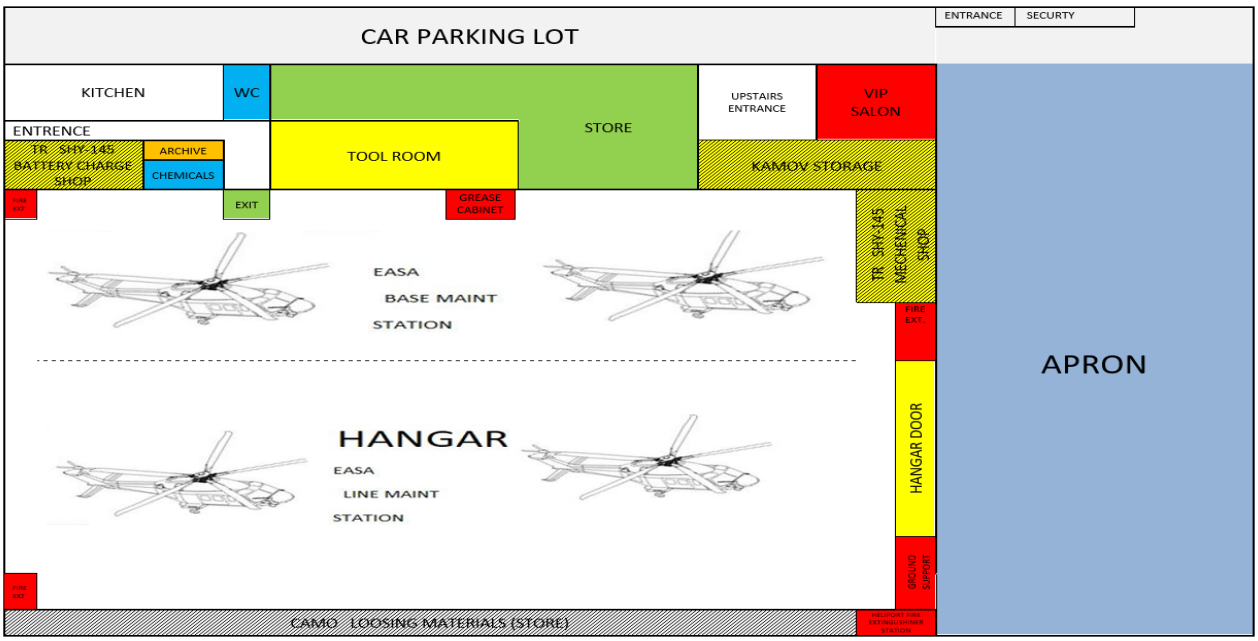
Offices at Second Floor.



Offices at First Floor.



Technicians Rooms, WC-Showers at back side and Stores, Tool Room and shops at Hangar Side.



There are 2 bays for EASA Maintenance in the hangar. Kaan Air has a capacity of 4 helicopters to perform Base and Line maintenance at the same time.

1.9 SCOPE OF WORK

145.A.70(a)9, 145.A.10, AMC1 145.A.10, GM1 145.A.10, 145.A.20, AMC 1&2 145.A.20, 145.A.42(b)(iii) , AMC1 145.A.42(b)(iii), AMC 145.A.45(b), 145.A.75(a), 145.A.75(b), 145.A.75(c), 145.A.75(d), 145.A.75(e), 145.A.75(f),_ Appendix II, Appendix III; GM1 145.A.45(b)

1.9.1 Aircraft Maintenance

The planned check and maintenance for aircraft in the scope of work, has been defined in accordance with approved aircraft maintenance programme, which is issued by the Type Certificate Holders (TCH).

Rating	TC Holder	Aircraft Type / Group Rating	Limitation (Aircraft Model)	Maintenance Level Up to and including the following:	LINE	BASE
A3	LEONARDO	Agusta AB139 / AW139 (PWC PT6)	AB139 / AW139	200 FH or 1 Year, All kind of Inspections	X	
				6000 FH, 8 YRS, 8350 Landings, All UMC Unschedule Maint, *Conditional Inspection Programmes:* STC Maintenance Checks, Heavy landing, Excess "G", Exceeding Maximum All Up-Weight, XMSN Over-tq, Main rotor sudden stop, Tail rotor sudden stop, Exceeding Over-speed, Over-torque, Engine over-speed, over-torque and over-temperature, Lightning strike, Operations in high corrosive environments, M/R and T/R Blade Strike, OEI Power Rating Conditions, One-off in-flight single MCB Lubrication Pump Failure		X

Legend: FH-Flight Hours, YRS-Years,

- In case of unforeseen maintenance such as but not limited to major repairs and modifications that is not already described within this chapter, KAAN AIR will contact EASA.
- The maintenance level is intended to specifically identify the maximum extent of routine maintenance allowed.

KAAN AIR has also capable following activity;

- Trouble shooting;
- Defect rectification;
- Component replacement with use of external test equipment if required. Component replacement may include components such as engines;
- Repairs and modifications which do not require extensive disassembly and can be accomplished by simple means;
- Accomplishment of AD's, TB/SB's.
- Corrosion Control,
- Composit repair as per Common Structrual Repair Publication (CSRP) Section 51-20.

1.9.2 Engine Maintenance

Not Applicable

1.9.3 Specialized Services Maintenance

Not Applicable

1.9.4 Additional Line Maintenance Stations

KAAN AIR has not additional line maintenance stations.

1.9.5 Maintenance Away From Approved Location

Detailed procedure has been established in MOE 2.32;

Rating	TC Holder	Aircraft Type / Group Rating	Limitation (Aircraft Model)	Maintenance Level Up to and including the following:	LINE	
A3	LEONARDO	Agusta AB139 / AW139 (PWC PT6)	AB139 / AW139	**50 Hours or 2 Months Scheduled Inspection** *(as a routine task)*	X	
				All UMC Unschedule Maint, *Conditional Inspection Programmes;* STC Maintenance Checks, Heavy landing, Excess "G", Exceeding Maximum All Up-Weight, XMSN Over-tq, Main rotor sudden stop, Tail rotor sudden stop, Exceeding Over-speed, Over-torque, Engine over-speed, over-torque and over-temperature, Lightning strike, Operations in high corrosive environments, M/R and T/R Blade Strike, OEI Power Rating Conditions, One-off in-flight single MCB Lubrication Pump Failure	X	

1.10 PROCEDURES FOR CHANGES (INCLUDING MOE AMENDMENT) REQUIRING PRIOR APPROVAL

145.A.70(a)10, AMC1 145.A.48(a), 145.A.85(a), 145.A.85(b); 145.A.15(a)/(b), AMC 145.A.15(a)/(b), Appendix III to AMC 145.A.15; 145.A.85(a); 145.A.85(b); AMC2 145.A.15;AMC 1 145.A.85; AMC 2 145.A.85; GM1 145.A.85(a)(1) ; GM1 145.A.85(a)(2) ; GM1 145.A.85(b)

1.10.1 Definition and Notification of Changes Requiring Prior Approval

Compliance Monitoring Manager is responsible for notification procedures regarding any changes in this chapter. The table below indicates the type of changes which requires prior approval by EASA. When KAAN AIR is not granted the possibility to manage changes not requiring prior approval as per MOE 1.11 chapter, all the possible changes shall be subject to prior approval in table below:

Type of change		Examples of change	Documentation to be provided	
			To EASA: foreign145@easa.europa.eu	**To the allocated inspector (EASA inspector)**
ADRESSES	**Change of Organisation Name**		Form 2 + Certificate of Incorporation	□ Form 2 + Certificate of Incorporation □ MOE & associated documents as applicable
	Deleted			
	Change to the locations/facilities of the maintenance organisations with or without amendment to the scope or capability	□ PPB address change; □ Address change of any maintenance site already approved; □ Additional or cancellation of maintenance sites -	Form 2 + Certificate of Incorporation in the case of PPB change	□ Form 2 + Certificate of Incorporation in the case of PPB change □ MOE & associated documents as applicable

	Type of change	Examples of change	Documentation to be provided	
			To EASA: foreign145@easa.europa.eu	**To the allocated inspector (EASA inspector)**
	Deleted			
PERSONNEL	**Change of the Accountable Manager or Nominated Persons identified in the MOE 1.3**	For further guidance refer to "Foreign Part 145 – Management personnel acceptance"- WI.CAO.00115-XXX.	□ Form 2 □ Resume	□ Form 2 □ Resume □ MOE & associated documents as applicable;
	Reduction or increase of the staff number when the variation: **□ Is more than 10% of the total staff number declared in the MOE 1.7 or;** **□ Is impacting the fees to be paid to EASA, or** **□ Is affecting the approval.** Note: permanent and contracted staff shall be considered.	□ Reduction of 11 staff when the staff to maintain the EASA approval was 100; □ All certifying staff for a certain aircraft type approved under A1 rating leave the Organisation; □ Change from 9 staff to 10 staff (change effecting the fees as per Table 11 in regulation (EU) 2019/2153.	Form 2	□ Form 2 □ MOE & associated documents as applicable
CAPABILTY	*Deleted*			
	Reduction or increase of the scope of work or scope of approval under Ax rating.	□ Addition/removal of an Ax rating; □ Addition of a new aircraft to the Ax scope of approval; □ Extension of the scope of approval from **line** to **base** maintenance; □ Extension of the maintenance level check from daily to A check for an aircraft already included in the approval; □ Addition of an engine type associated to an A/C type/model inside a rating Ax already approved.	Form 2	□ Form 2 □ MOE & associated documents as applicable
	Addition or cancellation of NDT method under D1 rating	-	Form 2	□ Form 2 □ MOE & associated documents as applicable
	Addition of any specialised services under any rating in the course of maintenance	□ Addition of welding capability under any rating; □ Addition of painting capability under any rating; □ Addition of heat treatment capability □ Addition of tap test	Form 2	□ Form 2 □ MOE & associated documents as applicable

Type of change		Examples of change	Documentation to be provided	
			To EASA: foreign145@easa.europa.eu	**To the allocated inspector (EASA inspector)**
PROCEDURES	**Any change to the procedures that affects the approval.**	-	Form 2	□ Form 2 □ MOE & associated documents as applicable
	Use of an alternative means of compliance	□ Devaitions from EASA AMC material	Form 2	□ Form 2 □ MOE & associated documents as applicable

1.10.2 Pre-Audit and Compliance Monitoring Management Statement

For initial approval and change of approval applications, KAAN AIR will carry out an internal "**Pre-Audit**" in accordance with MOE 3.8.1 audit procedure, prior to the audit by EASA, confirming that "**processes, areas, activities and personnel subject to the application have been reviewed and audited showing satisfactory compliance with all applicable Part 145 requirements"**.

The relevant audit report together with a statement of compliance from the Compliance Monitoring Manager need to be provided to the allocated inspector, demonstrating how KAAN AIR will comply with the requirements established in Part-145 regulation. This will include evidence of managing the safety risks and conducting a risk assessment related to the change.

1.10.3 Approval Process of Changes Requiring Prior Approval

MOE and associated procedures/list will be reviewed on a regular basis so that they remain an up-to-date description of KAAN AIR and they comply with any amendment of the applicable EASA regulation.

The initial issue of the MOE and/or any associated procedures/lists will be approved by EASA.

Compliance Monitoring Manager will monitor continuously the approved documents, and raise internal findings in case any non-compliance is identified, and responsible to amend MOE and associated procedures/list.

Any change to the approved MOE will be identified by:

- A new issue and/or revision number;
- A new issue and/or revision date;
- Clear identification of the modified text in each MOE chapter/paragraph (using vertical bars, highlighting with RED colour the changed text)

Each time the issue number is changed, the revision number will start again from "0".

In the case of change of scope work (i.e. new aircraft type), an audit shall be performed and all corrective actions are being taken then KAAN AIR will issue Form-2 and submit to the EASA for approval (when EASA is to be notified the following address is to be used foreign145@easa.europa.eu). The intended scope of work will be valid after the EASA approve it.

Once the change has been notified, the KAAN AIR shall detail how the related change is internally managed:

- ☐ **Internal audit** by the Compliance Monitoring system
- ☐ **Composition of the package** associated to any of the above listed change (e.g. EASA Form 2, MOE, internal audit, Certificate of Incorporation, resume, etc.)
- ☐ **Person in charge of monitoring** the change with the assigned inspector.

KAAN AIR can increase above scope of work only take approval from EASA. In the case of the scope of work will be requested increasing, the tasks shall be assessed with task assessment form (MMF-27) by Maintenance Manager. This assessment contains all subjects such as **tools, material, certifying staff, maintenance data, etc.**

The assessment form shall be approved by Compliance Monitoring Manager after the performance of an internal audit and a Form-2 and the related supporting documents for the scope change will be issued and submitted to the EASA for approval in addition to the updated MOE. After approval MOE, the additional tasks related to the change can be performed by the KAAN AIR.

1.10.4 Management Control of the Approval

Compliance Monitoring Manager is responsible to assess any revision of the applicable regulations and user guides for their impact on KAAN AIR's procedures/lists and when applicable revise those procedures/lists within any established entry into force date.

When an approval issued by EASA, in the context of this Part 1.10, it will be recorded in the row of Part 0.2 List of Effective Pages, upside of internal review, put a record:

- MOE Iss x Rev x, dated xx.xx.XXXX, **Approved by EASA**

KAAN AIR will ensure maintenance personnel only have access to the approved MOE/ associated procedures/ lists via document distribution portal / website on: https://kaanair-depo.online/MANUALS/MAINTENANCE/

1.10.5 Changes not Requiring Amendment of the Approval

In the case KAAN AIR temporarily does not hold all the necessary tools, equipment, material, maintenance data, etc., EASA shall be informed to determine if a need exist to amend the approval or if it may be maintained subject to further conditions.

1.11 PROCEDURES FOR CHANGES (INCLUDING MOE AMENDMENT) NOT REQUIRING PRIOR APPROVAL

145.A.70(a)11, 145.A.70(a)12, GM1 145.A.70(a), 145.A.70(b), 145.A.70(c), 145.A.85(c), 145.A.65(b)2, AMC 145.A.65(b), AMC 145.A.65(b)(2), Appendix III, AMC to Appendix III, AMC1 145.A.85

This privilege may be granted to KAAN AIR for certain changes to the organisation or amendments of the MOE and/or associated procedures, by delegating the approval to the Compliance Monitoring function. Such a delegation is to be based upon the ability of the Compliance Monitoring function to deal adequately with the Part-145 requirements .

1.11.1 Definiton of Changes Not Requiring Prior Approval

The followings will be considered for changes not requiring prior approval:

- Correction of type errors on any document;
- Amendment of an associated procedure not affecting the approval;
- Addition or cancellation of P/N in the approved capability list where the EASA Part-145 “C” rating is held and any additional component is of similar technology & within existing ATA chapter capability;
- Renewal of C/S authorisation date in the C/S list;
- Addition/removal of a subcontractor not affecting the approval;
- Addition/removal of a contracted organisation not affecting the approval

1.11.2 Summary Table of Documentation which Constitutes the Approval

Below table has been included summarizing the documents which are part of the approval and identify the ones where EASA has agreed that certain changes can be managed without prior approval by EASA:

1. Type of Document	2. Document Reference	3. Can be Ammended without prior approval (YES/NO)	4. Approved By	5. Detail of changes which can be implemented without prior approval (as agreed with the assigned inspector)	6. Remarks
MOE	MMD-05	YES	Compliance Monitoring Manager	• Correction of type errors on any document; • Amendment of an associated procedure not affecting the approval; • Addition or cancellation of P/N in the approved capability list where the EASA Part-145 "C" rating is held and any additional component is of similar technology & within existing ATA chapter capability.	Via E-Mail
CS List	MMF-24-E	YES	Compliance Monitoring Manager	Renewal of C/S Authorization Date in the C/S List	Via E-Mail
List of Subcontractors	MMF-88	YES	Compliance Monitoring Manager	Addition/removal of a subcontractor not affecting the approval;	Via E-Mail
List of Contractors	-	YES	Compliance Monitoring Manager	Addition/removal of a contracted organisation not affecting the approval	Via E-Mail

1.11.3 Approval Process of Changes not Requiring Prior Approval

145.A.70(a)10; 145.A.85(c); GM1 145.A.15(b)

Definition/scope of changes not requiring prior approval has been explained detailed in MOE 1.11.1 and 1.11.2. This definition has been agreed with the allocated inspector and formalised in the table included in the MOE 1.11.2 (column 5).

Compliance Monitoring Manager is responsible to assess any revision of the applicable regulations and user guides for their impact on KAAN AIR's procedures/lists and when applicable, revise those procedures/lists .

When any **indirect approval done**, it will be recorded to the "**Indirect Approval (Y/N)**" coloumn in the Part 0.3 List of Issues / Ammendment Record of Revisions table, put a "**YES**" record and, it will be recorded in the row of Part 0.2 List of Effective Pages, upside of internal review, put a record:

- MOE Iss x Rev x, dated xx.xx.XXXX, **Indirect Appoval by KAAN AIR**

The document becomes valid immediately after indirect approval by KAAN AIR.

KAAN AIR will ensure maintenance personnel only have access to the approved MOE/ associated procedures/ lists via document distribution portal / website on: https://kaanair-depo.online/MANUALS/MAINTENANCE/

1.11.4 Notification of Changes not Requiring Direct Approval

The allocated inspector shall be given access to any document not requiring direct approval. This objective can be achieved according to the following criteria:

- Document provided by KAAN AIR using file transfer (e.g. mail, data transfer, etc.);
- KAAN AIR will notify the assigned inspector of any document approved under this procedure as soon as practicable requesting an acknowledgment receipt which is only intended to exclude possible communication problems.

Once an approved copy is returned from the administration, the amendment shall be implemented by replacing pages in each copy of MOE.

1.12. PROCEDURES FOR ALTERNATIVE MEANS OF COMPLIANCE

145.A.120(a); 145.A.120(b); GM1 145.A.120

It is not applicable as KAAN AIR is always going to adhare to EASA AMCs and GMs.

2 MAINTENANCE PROCEDURES

2.1 SUPPLIER EVALUATION AND SUBCONTRACTOR CONTROL PROCEDURE

145.A.205(a)(1); 145.A.205(a)(2); 145.A.205(b); 145.A.42(b)(i)/(ii)/(iii), GM2 145.A.42(b)(i), GM3 145.A.42(b)(i)145.A.75(b), AMC1 145.A.75(b), GM1 145.A.205; GM2 145.A.205; GM3 145.A.42(b)(i)

2.1.1 Type of Providers

The use of the following terms is made to standardise the nomenclature for the possible various providers of components/parts/materials and providers of maintenance services:

Suppliers:

- Any source providing components, standard parts or materials to be used for maintenance. Possible sources could be: Part-145 organisations, Part-21 Subpart G organisations, operators, distributors, brokers, Part-M Subpart F organisations, aircraft owners, etc.
- Sources of supplies (e.g. constructor, original manufacturer (OEM), distributor approved by the manufacturer, retailer, airline/air taxi companies)
- Types of supplies (e.g. components, consumables, standards, materials, ingredients, etc.)
- The term “supplier” used in this chapter excludes the suppliers of tools and tools calibrations services which been described and referred in the MOE chapter 2.4

Contracted organisations:

- An EASA Part-145 maintenance organisation that carries out maintenance under its own approval for another approved maintenance organisation
- Sources of services (e.g. EASA Part 145 approved maintenance organisation and related approved ratings)
- Types of services (e.g. specialised work, line maintenance, component maintenance, etc.)
- The list of contracted organisations will be included in the MOE chapter 5.4.

Subcontracted organisations:

- An organisation, not itself appropriately approved to Part-145 that carries out aircraft line maintenance or minor engine maintenance or maintenance of other aircraft components or a specialised service as a subcontractor for an organisation appropriately approved under Part-145, as per 145.A.75.(d)
- Sources of services (non- Part 145 approved organisation and related qualification)
- Types of services (e.g. specialised work, line maintenance, component maintenance, etc.)
- The list of subcontracted organisations will be included in the MOE chapter 5.2.

2.1.2 Supplier Evaluation

The use of suppliers which are certified to officially recognised standards does not exempt KAAN AIR from its obligation to ensure supplied components and material are in satisfactory conditions and meet the applicable criteria of Part-145 regulation.

Supplier evaluation may depend on different factors, such as the type of component, whether or not the supplier is the manufacturer of the component, the TC holder or a maintenance organisation, or even specific circumstances such as aircraft on ground. This evaluation may be limited to a questionnaire from the Part-145 organisation to its suppliers, a desktop evaluation of the supplier's procedures or an on-site audit, if deemed necessary

2.1.2.1 Initial Approval of Each Type of the Supplier

Compliance Monitoring Manager evaluates documentation of supplier such as capability, price, location and performance of supplier, etc. then if the supplier is acceptable, Maintenance Manager will add new supplier to the approved supplier list.

KAAN AIR issues a Supplier Evaluation Form, Form No: SQF-28 and a Supplier List, Form No: SQF-29 Approved Supplier List. Forms will be valid after Compliance Monitoring Manager approved. The suppliers will be in the approved supplier list which followed in the WINGS program.

2.1.2.2 Monitoring of the Lists of Each Type of Supplier versus Internal Authorisation

The list of suppliers is not considered an MOE associated list and will be managed under direct control of the Compliance Monitoring Department.

All suppliers will be **assessed once a year** via SQF-43 Provider Evaluation (CONTINUATION) form in accordance with;

- incoming inspection results, audit results, possible internal limitations, assessment of service provided.

Then if KAAN AIR intends to continue to work with, supplier stays in, otherwise remove out / withdraw from internal authorization, SQF-29 Approved Supplier List.

2.1.2.3 Management of the Purchase Orders According to the Approved Suppliers

Maintenance Manager is responsible for ordering tools, materials, service from approved suppliers list. The form MMF-10 will be filled for order and approved by Maintenance Manager. The orders will be followed up for delivering to KAAN AIR in requesting time.

2.1.2.4 Record of Suppliers Informations

All supplier records will be kept in organization and **retained for 5 years**. The following records are known a supplier records; Supplier List, supplier evaluations, incoming inspection reports, purchase orders, repair orders, materials certificates such as EASA Form 1 and equivalent, conformity reports, material safety data sheet, etc.

2.1.3 Monitoring the Contracted Organisation

Maintenance Manager will take necessary information about contracted organisation, such information; personnel qualifications, tools and equipment, materials and other information, forward to the Compliance Monitoring Manager for acceptance. Compliance Monitoring Manager evaluates documents of contracted organsation and makes a postal or an onsite audit. Then the contracted organisation may be accepted. So, then its name will be added to the MOE 5.4 and to the Compliance Monitoring Audit Plan in order to schedule an annual postal or onsite audit. All contractors will be **evaluated once a year.**

Purchase orders will be managed by the Maintenance Manager according to the approved contracted organisation.

Contracted organization records will be kept in organization and **retained for 5 years**.

2.1.4 Monitoring Subcontactors

KAAN AIR may need subcontractor for performing works in the scope of work. Maintenance Manager is responsible for selecting subcontractor in accordance with expecting criteria such as **capability, inventory, location, commercial aspects, etc.**

Maintenance Manager will take necessary information about subcontractors, such information personnel qualifications, tools and equipment, materials and other information, forward to the Compliance Monitoring Manager for acceptance. Compliance Monitoring Manager evaluates documents of subcontractor and makes an onsite audit to subcontractor. Then the subcontractor may be accepted. So, then the subcontractor name will be added to the MOE 5.2 and to the annual Compliance Monitoring Audit Plan in order to schedule an annual onsite audit for every subcontractor.

Also the **access of EASA** to the Subcontractor's facilities for auditing purposes will be always mentioned in the agreement between KAAN AIR and the Subcontractor.

Subcontractors will be in the approved subcontractor list (MMF-88) and Subcontracted organization records will be kept in organization and **retained for 5 years**.

2.2 ACCEPTANCE / INSPECTION OF AIRCRAFT COMPONENTS AND MATERIALS AND INSTALLATION

145.A.42(a)(i)/(ii)/(iii)/(iv)/(v), 145.A.42(b)(i)/(ii)/(iii)/(iv), AMC1 145.A.42(a)(i), AMC1 145.A.42(a)(ii), AMC1 145.A.42(a)(iii), AMC1 145.A.42(a)(iv), AMC2 145.A.42(a)(iv), AMC1 145.A.42(a)(v), AMC1 145.A.42(b)(i), GM1 145.A.42(b), GM1 145.A.42(b)(i), GM1 145.A.42(b)(ii), AMC1 145.A.42(a)(i); GM 145.A.42(a)(i)

2.2.1 Classification and Definitions

KAAN AIR accept that components, parts and materials are conforms followings;

Serviceable Components

Serviceable components are which are in a satisfactory condition, released on an EASA Form 1 or equivalent (described in AMC1 145.A.42(a)(i)) and marked in accordance with Subpart Q of Annex I (Part 21) to Regulation (EU) No 748/2012, unless otherwise specified in point 21.A.307 of Annex I (Part 21) to Regulation (EU) No 748/2012, in point M.A.502 of Annex I (Part-M), in point ML.A.502 of Annex III (Part-ML), or in Part-145.

Unserviceable Components

Unserviceable components will typically undergo maintenance due to:

- expiry of the service life limit as defined in the aircraft maintenance programme;
- non-compliance with the applicable Airworthiness Directives and other continuing airworthiness requirements mandated by EASA;
- absence of the necessary information to determine the airworthiness status or eligibility for installation;
- evidence of defects or malfunctions; or
- being installed on an aircraft that was involved in an incident or accident likely to affect the component's serviceability.

Standard Parts

Standard parts are the parts that are manufactured in complete compliance with an established industry, EASA, competent authority or other government specification which includes design, manufacturing, test and acceptance criteria, and uniform identification requirements.

The specification will include all the information that is necessary to produce and verify conformity of the part. It will be published so that any party may manufacture the part. Examples of specifications are National Aerospace Standards (NAS), Army-Navy Aeronautical Standard (AN), Society of Automotive Engineers (SAE), SAE Sematec, Joint Electron Device Engineering Council, Joint Electron Tube Engineering Council, and American National Standards Institute (ANSI), EN Specifications, etc.

To designate a part as a standard part, the TC holder may issue a standard parts manual accepted by the competent authority of the original TC holder or may make reference in the parts catalogue to the specification to be met by the standard part.

Raw and Consumable Material

Consumable material is any material which is only used once, such as lubricants, cements, compounds, paints, chemical dyes and sealants, etc.

Raw material is any material that requires further work to make it into a component part of the aircraft, such as metal, plastic, wood, fabric, etc.

Material both; raw and consumable will only be accepted when satisfied that it is to the required specification. To be satisfied, the material and/or its packaging should be marked with the applicable specification and, where appropriate, the **batch number.**

Documentation that accompanies all materials should clearly relate to the particular material and contain a **conformity statement** plus both the manufacturing and supplier source. Some materials are subject to **special conditions**, such as **storage conditions or life limitation**, etc., and this should be included in the documentation and/or the material's packaging.

An EASA Form 1 or equivalent should **not be issued** for such materials and, therefore, none should be expected. The material specification is normally identified in the (S)TC holder's data except in the case where EASA or the competent authority has agreed otherwise.

Used components maintained by a CAO appropriately approved for component maintenance and released on an EASA Form 1 cannot be installed on complex motor-powered aircraft or aircraft used by an air carrier licensed in accordance with Regulation (EC) No 1008/2008.

Unsalvageable components

The following types of components should typically be classified as unsalvageable:

- components with non-repairable defects, whether visible or not to the naked eye;
- components that do not meet design specifications, and cannot be brought into conformity with such specifications;
- components subjected to unacceptable modification or rework that is irreversible;
- parts with mandatory life limitations that have reached or exceeded these limitations, or have missing or incomplete records;
- components whose airworthy condition cannot be restored due to exposure to extreme forces, heat or adverse environmental conditions;
- components for which conformity with an applicable Airworthiness Directive cannot be accomplished;
- components for which maintenance records and/or traceability to the manufacturer cannot be retrieved.

2.2.2 Component / Material Certification

Maintenance Manager is responsible of acceptance of component and materials to the organization. All component and materials will be inspected when incoming to the organization by authorized Incoming Inspectors and approved by Maintenance Manager finally.

New Parts

STATUS **"NEW"**	
Type of Part/Material	**Document to be Expected**
Standard Parts Materials (raw materials and/or consumables)	**Option 1**: when the part/material is purchased directly from the manufacturer, the Certificate of Conformity issued by the manufacturer is expected; **Option 2**: when the part/material is purchased thru a third party supplier (e.g. distributor, operator, maintenance organisation, etc.) the documentation accompanying the part/materials will contain: Conformity certification to the part/material applicable standard/specification, and; identification of the manufacturing source, and; Identification of the supplier source. For Option 2, the information above may be included in one single Certificate of Conformity (CoC) issued by the supplier (containing cross reference to the manufacturer CoC) or be composed by more documents, such as for example the CoC issued by the manufacturer plus a statement from the supplier source. In any case, the manufacturer CoC will be made available upon request.
Aircraft Parts	**Option 1**: EASA Form 1; **Option 2**: EASA Form 1 equivalent release documents for new parts, such as for example (not exhaustive): **"EXAMPLE"** FAA Form 8130-3 with status "new" ; TCCA Form One with status "new"; ANAC Form F-100-01 with status "new" (former Form SEGVOO 003) Option 3: Components which do not need an EASA Form 1 as per 145.A.42(a)(i), which further refers to Part-21 21.A.307 specifies the new components that do not need an EASA Form 1 to be eligible for installation and the conditions for the document accompanying the component.

Used Parts

STATUS **"USED"**	
Type of Part/Material	**Document to be Expected**
Aircraft Parts	**Option 1**: EASA Form 1; *Note: Used components maintained by a CAO [Combined (Continuing Airworthiness Management and / or Maintenance) Organisation – Non-Complex aircraft and non-licenced air carrier] appropriately approved for component maintenance and released on an EASA Form 1 cannot be installed on complex motor-powered aircraft or aircraft used by licensed air carriers.* **Option 2**: EASA Form 1 equivalent release documents for used parts, such as for example (not exhaustive): **"EXAMPLE"** FAA Form 8130-3 for a used part (e.g. overhauled) issued by an EASA approved organisation located in the USA with "dual release": both boxes in block 14a are to be ticked and the EASA release statement together with the EASA approval number are detailed in the remarks block. TCAA Form One for a used part (e.g. overhauled) issued by an EASA approved organisation located in Canada with "dual release": both boxes in block 14a are to be ticked and EASA approval number are detailed in the remarks block. ANAC Form F-100-01 (former Form SEGVOO 003) for a used part (e.g. overhauled) issued by an EASA approved organisation located in Brazil with "dual release": both boxes in block 18 are to be ticked and the EASA release statement together with the EASA approval number are detailed in the remarks block. Option 3: For components which do not need an EASA Form 1 a "declaration of maintenance" is required as specified in 145.A.42(a)(i) and related AMC

- Standards parts used on an aircraft, engine or that aircraft component when specified in the manufacturer's illustrated part catalogue and/or the maintenance data and having Certificate of Conformity issued by the manufacturer;
- Material both raw and consumable used in the course of maintenance that the material Certificate of Conformity issued by the manufacturer.

2.2.3 Receiving Inspection Procedure

2.2.3.1 Receiving Inspection for Components / Materials/ Standard Parts received from EXTERNAL Sources

The procedures for acceptance of components, standard parts and materials shall have the objective of ensuring that the components, standard parts and materials are **in satisfactory condition** and **meet KAAN AIR's requirements**. These procedures shall be based upon incoming inspections.

Any part to be used in maintenance activities must be received from approved sources.

KAAN AIR may accept component received from external sources; such as customer etc. The incoming inspection procedure will be applied to the components. The inspection report will be filled, and all attached documents will be kept in the store.

Incoming Inspection is performed to all incoming materials supplied from external sources for compliance with Part-145 and Kaan Air requirements.

Therefore, the first step of the incoming inspection is to check the source of the receipt part. The source of the supplied part is checked from Approved Supplier List followed by the Supply Chain Manager.

Incoming / Independent Inspector is granted with a specific personal approval for this task; the relevant qualification criteria are described in MOE 3.13.

Incoming Inspectors will inspect a delivered component or material package at incoming inspection table according to;

- **Physical inspection** of components, standard parts and/or materials;
  - verify the general condition of components and their packaging in relation to damages that could affect the integrity of the components;

Incoming inspection is performed in the incoming inspection area which is separated from other sections of the store. All materials are checked for conformance to shipping documents and Purchase Order, including Part number, serial / batch number and source identification. If part number is not provided, only the description of the part is defined in AMM/CMM, manufacturer's own part number is used for identifications.

- verify that the shelf life of the component has not expired;
- verify that items are received in the appropriate package in respect of the type of component: e.g. correct ATA 300 or electrostatic sensitive devices packaging, when necessary;

Electro sensitive parts will be received with the special ESD protective packaging and then are checked on ESD (Electrostatic Discharge) protective desk equipped with antistatic wrist strap. Electrostatic table is functionally checked before every usage; according to LOW-GOOD-HIGH gauge, therefore it must be seen GOOD green light for approval usage. If it has been a LOW or HIGH message; internal Occurrence Report Form is prepared by the related Incoming Officer.

- verify that the component has all **plugs and caps** appropriately installed to prevent damage or internal contamination. Care will be taken when tape is used to cover electrical connections or fluid fittings/openings because adhesive residues can insulate electrical connections and contaminate hydraulic or fuel units.

- Materials/standard parts received in **batches** and related traceability (e.g. split of batches): Items (fasteners, etc.) purchased in batches will be supplied in a package. The packaging will state the applicable specification/standard, part number, batch number and the quantity of the items. The documentation accompanying the material will contain the applicable specification/standard, part number, batch/lot number, supplied quantity, and the manufacturing sources. If the material is acquired from different batches, acceptance documentation for each batch will be provided.

Materials and/or standard parts received in different batches will be separately identified and to avoid mixing of the parts to provide full traceability they are physically separated for storage accordingly.

Performing the incoming inspection of components, parts, materials, tools and equipment, the related classification, segregation and storage according to the manufacturer's recommendations.

- **Review** of accompanying **Documentation and Data**
  - check compliance with order / condition
  - check conformity with company requirements (e.g. type of release requested, Sources)

Second step of the incoming inspection is to check the receipt parts against compliance with KAAN AIR purchase orders and condition of the parts. In some cases, the quantity ordered parts may not match with the quantity of the parts receipt. In those cases, Supply department will be informed regarding the missing quantity and there is no need to quarantine the receipt amount if all incoming inspection criteria as applicable to the part detailed in this chapter are fullfilled.

- **Identification of parts/material** after receiving inspection (e.g. tag), **Traceability** of parts and materials to the related documentation (e.g. internal tracking number)

MMF-47 Material Receiving Form must provide internal and external traceability that all references provided by supplier and internal references must be filled properly. (e.g. order numbers, part numbers, serial numbers, batch numbers, internal document numbers…etc.)

- **Receiving Inspection Records**

All part needs to be inspected as per MMF-04 Incoming Inspection Form by Incoming Inspectors before acceptance of the supplied items. After inspection MMF-47 Material Receiving Form will be composed as printed and filed in the store records.

In case of, ACCEPTABLE at the end of inspection; The incoming inspection form, MMF-04 will be filled and signed by incoming inspector. Copy of certificates and delivery documents will be attached to the incoming inspection form. The spare parts/components are transferred to the spare parts room where only serviceable parts are located with serviceable tag card. The component's EASA Form 1 or equivalent will be attached to the component (Repairable, overhauled). The store list will be up dated in the WINGS, electronic software management system.

- **Quarantine** Procedure

In case of, IT IS NOT ACCEPTABLE at the end of receiving inspection; the relevant component or materials are stored in the quarantine storage where only these components and parts are located. When the discrepancy is resolved, the component/material is accepted or rejected to the supplier with discrepancy.

If receiving Inspection **result is not satisfactory**, inspected items are placed into quarantine area that locked every time and tagged with MMF-03 Unservicable Tag that including declare part under quarantine and reason of it. .

- Check **Modification** Standard and AD compliance
- Check Identification of **Storage Limitation/ Life Limits**

Incoming Inspector is responsible to check manufacturer requirements to keep parts in convenient storage conditions.

Shelf life or life limits and storage conditions of standard parts such as seals, O-rings, packing, which are mostly made of elastomeric parts rubber and rubber like materials are defined by age control and special storage instructions are usually written on original package per MIL-STD-1523. For components' storage instructions are checked thru CMMs.

Chemical materials such as sealants, oil, adhesives and greases must have MSDS covering special storage conditions and shelf life, if applicable.

Materials such as textile products to be used in the aircraft must have burn / in-flammability certificate or flammability test report in accordance with regulations.

- **Components Received in AOG** (these parts are normally received directly at the AOG location).

All material requests of end users are submitted to Maintenance Manager in order to be forwarded to Supply Chain Manager. If the material can be supplied; delivery information and other data are provided to Maintenance Manager. Supply Chain Manager monitors parts supplied.

In case of a need to place an order out of work hours due to AOG situation, for locally available needs, the supply process is initiated for procurement under responsibility of Maintenance Manager and after the process is completed, related records and information is provided to the Supply Chain Manager by the Maintenance Manager. Details are provided, all necessary documentation is transmitted to Supply Chain Manager by Maintenance Manager on the following day.

2.2.3.2 Receiving Inspection of Components from INTERNAL Sources (e.g. transfer between stores, from the workshops):

Not applicable

2.2.3.3 Procedure of Treatment of a Suspected Unapproved Part « Bogus Part »

KAAN AIR follow up sources of announced bogus parts by such as Manufacturer, EASA, FAA and other sources timely manner.

When bogus parts are announced, KAAN AIR checks stores and/or a suspected unapproved part (bogus part) received from supplier, sub-contractors or customer/operator or already in store, the component/material will be kept in the quarantine section.

Following case may be occurred to identification of a bogus part;

- The part number, batch number or serial number may be announced by related sources,
- The part may be removed from unserviceable aircraft,
- The part may be not traceability certificate.

Upon incoming inspection, Incoming Inspector will identify a component/material as bogus part by issuing a quarantine tag due to its non-conformity to design/documentation or if it is evident that component/material is fabricated through forgery avoiding aeronautical standards. Such component/material will be immediately segregated in Quarantine, declared as 'Quarantined', will be state the nature of such bogus part and Compliance Monitoring Manager will be informed for investigation.

Compliance Monitoring Manager will report to the authority and EASA in accordance with referring MOE 2.18.

TE.IORS.00048 Suspected Unapproved Parts Questionnaire form will be used to facilitate the initial assessment of reported issue.

2.2.3.4 Components Removed Serviceable from EU registered Aircraft

KAAN AIR will consider eligible for release to service that removed components (such as loan components) from serviceable EU registered aircraft when it conforms following criteria; This chapter cannot be applied in case of non EU registered aircraft.

- It will be ensured that the component was removed from the aircraft by a certifying staff;
- Parts temporary removed from the aircraft during maintenance will be located on shelves in the hangar with appropriate serviceable or unserviceable tag attached includes information regarding their identification and their status and will be protected
- The aircraft component may only be deemed serviceable if the last flight operation with the component fitted revealed no faults on that component/related system.
- The aircraft component will be inspected for satisfactory condition including damage, corrosion or leakage and compliance with any additional manufacturer's maintenance instructions.
- The aircraft record will be researched for any unusual events that could affect the serviceability of the aircraft component such as involvement in accidents, incidents, heavy landings or lightning strikes.
- A maintenance history record will be available for all used serialized aircraft components.
- Compliance with known modifications and repairs will be established.
- The Flight Hours / Cycles / Landings as applicable of any service life limited parts including time since overhaul will be established.
- Compliance with known applicable airworthiness directives will be established.

EASA Form 1 will be issued in accordance with MOE 2.16.2.5, and will be tagged with a MMF-01 Serviceable Tag.

2.2.4 Installation of Components / Standard Parts / Materials

Components, standard parts and materials will only be fitted when specified in the applicable maintenance data. This could include parts catalogue (IPC), service bulletins (SB), aircraft maintenance manual (AMM), etc. So, the installation of a component, standard part and material will only done after checking the applicable maintenance data.

This check will ensure that the part number, modification status, limitations, etc., of the component, standard part or material are the ones specified in the applicable maintenance data of the particular aircraft or component (i.e. IPC, SB, AMM, CMM, etc.) where the component, standard part or material is going to be installed.

KAAN AIR will ensure that this check is performed before installation with;

- verification the applicable maintenance data specifies the particular component, standard part or material,
- verification of satisfactory condition and appropriate document for installation,
- verification that, a component is eligible to be fitted when different modification and/or Airworthiness Directive configuration may be applicable,
- verification prior to installation of standard parts on an aircraft or component (e.g. traceability, applicable standard as per maintenance data requirement),
- verification prior to use any raw or consumable material on an aircraft or component (e.g. due dates, applicable specification as per maintenance data requirement).
- ☐ verification for components which do not need an EASA Form 1 as per 145.A.42(a)(i) the design approval holder may have included in the instructions for continued airworthiness specific verification activities to be conducted by the installer of the part or appliance.

2.3 STORAGE, TAGGING AND DELIVERY OF COMPONENTS TO MAINTENANCE

145.A.25(d), AMC 145.A.25(d),145.A.42(a), AMC1 145.A.42(a)(i), AMC1 145.A.42(a)(ii), AMC1 145.A.42(a)(iii), AMC1 145.A.42(a)(iv), AMC2 145.A.42(a)(iv), AMC1 145.A.42(a)(v), 145.A.42(c) , AMC1 145.A.42(c) , GM1 145.A.42(c)(i)

2.3.1 Storage Procedures

☐ **Maintaining Satisfactory Storage Conditions** according to manufacturer's recommendation for:

- aircraft components,
- consumable, raw material,
- Flammable fluids,
- Engines,
- Bulky assemblies;

Storage facilities for serviceable aircraft components will be clean, well ventilated and maintained at a constant dry temperature to minimise the effects of condensation.

Manufacturer's storage recommendations will be followed for those aircraft components identified in such published recommendations.

- Record of position in the store (s):

All materials are kept in the related area of the stockroom on their specific location, and properly identified with an appropriate tag in accordance with chapter MOE 2.3.2 Tagging.

☐ **Segregation between Serviceable, Unserviceable and Unsalvageable**

KAAN AIR storage rooms and shelves are segregated to keep the serviceable, unserviceable, unsalvageable and quarantined part separate from each other.

Unserviceable and unsalvageable components will be segregated from serviceable components, standards parts and materials. Unserviceable components shall be identified and stored in a secure location under the control of KAAN AIR until a decision is made on the future status of such components.

Unsalvageable components will not be permitted to re-enter the component supply system, unless mandatory life limitation have been extended or a repair solution has been approved in accordance with Regulation (EU) No 748/2012.

Components and spare parts are stored in drawers, cells and on shelves with their part number in the original container or package. A computer tracking system indicates the location of the component.

Secure storage facilities and rooms provide safety and prevent unauthorized use of the equipment, tools and parts. The keys are retained in a secure key box from which the Maintenance Manager is responsible.

The followings are the main issues as far as the KAAN AIR storage facilities are concerned:

- Stockroom is **large enough** to store all aircraft component and materials at the separate locations with labels on the shelves.

- The storage facilities have been maintained an appropriate working table and computer, incoming inspection table, racks, refrigerator and temperature and humidity control devices.
- The stockroom is **kept clean and dust or any other contamination free**.
- Stockroom is **under control for temperature and humidity** device has memory capacity.
- Enough storage racks are established in storage facilities to locate all aircraft component and spares as necessary.
- Heavier goods will be at down side, light-weights are at upper side.
- A designated special area inside or outside of Store under the control of Store Officer; will be provided for "**big-shaped**" or having "**big box**" parts/ components/ materialas.
- Materials not suitable for use (unserviceable or scrap) are kept separate from serviceable ones, in specific areas clearly designated for this purpose.
- An inspector, will **inspect** all aviation materials **received** before they enter the stockroom.
- Each routable component taken out of the stockroom to be installed on an aircraft must be attached with the appropriate tags.
- All materials have been kept in store in accordance with storage requirements as defined in related MSDS document.

☐ **Access to storage facilities restricted** to Authorised Personnel

The store is kept locked all the time and their keys will be retained by the maintenance manager. The entrances of these areas are limited with just authorized persons that they are shown in hanged table on side of storage entrance.

☐ **Control Shelf Life / Life Limit and Modification Standard** System and procedure

Shelf life or life limits and storage conditions of standard parts such as seals, O-rings, packing, which are mostly made of elastomeric parts rubber and rubber like materials are defined by age control and special storage instructions are usually written on original package per MIL-STD-1523. For components' storage instructions are checked thru CMMs. Shelf life, storage durations, life limit of parts are also recorded on related part tag.

Incoming Inspector is responsible to check stores' conditions to make sure that supplied parts are kept according to manufacturer requirements. If stores are not able to keep parts, arrangement of necessary facilities is the responsibility of the Administration Department via coordination of Accountable Manager.

2.3.2 Tagging

KAAN AIR will use following **Tagging / Labelling** for components/ standart parts/ materials:

All stored components/ standart parts/ materials are correctly identified with **serviceable/ unserviceable/ unsalvageable or material tag**. Uncertain, suspected components/ standart parts/ materials are stored in quarantine area until their condition are determined.

Components which are **removed from aircraft during maintenance process** will be kept following conditions;

- It will be attached related serviceable/ unserviceable/ unsalvageable or material tag,
- It will be kept on racks at maintenance bays;
- It will be free from dust, leaks and other contaminations;
- It will be covered a prevent materials against to drop, damage, etc.

☐ **Serviceable** components

MMF-05 **Material Certification Tag** indicates the serviceable components are in satisfactory condition and will be used for the serviceable components in the storage.

MMF-01 **Serviceable Component Tag** indicates the relevant component (EASA Form 1 or equivalent is attached) or part **is ready to service**, when a component removed serviceable from EU registrated aircraft in accordance with MOE 2.2.3.4.

☐ **Unserviceable** components

MMF-02 **Unserviceable Component Tag** indicates that the relevant component or part **is not ready** to service and required to be repaired, or tested, or any other maintenance work.

The unserviceable status of the component will be clearly declared on the related tag together with the **component identification data** and **any information that is useful to define actions that are necessary to be taken.**

Such information will state, as applicable, in- service times, maintenance status, preservation status, failures, defects or malfunctions reported or detected exposure to adverse environmental conditions, and if the component was installed on an aircraft involved in an accident or incident. Means will be provided to prevent unintentional separation of this tag from the component.

☐ **Standard Parts, Raw and Consumable Material**

Documentation that accompanies standard parts will clearly relate to the particular parts and contain a **conformity statement** plus both the manufacturing and supplier source.

Some materials are subject to **special conditions, such as storage conditions or life limitation**, etc., and this will be included in the documentation and/or the material's packaging.

An EASA Form 1 or equivalent is **not normally issued** and, therefore, none should be expected.

Verification prior to use any raw or consumable material on an aircraft or component (e.g. due dates, applicable specification as per maintenance data requirement) will be considered.

☐ **Unsalvageable** components

MMF-03 **Unsalvageable Component** Tag indicates that the relevant component will be scrapped.

Maintenance Manager is responsible of this classification and determination a component may be unsalvageable for following conditions;

- The part's life limit is expired in accordance with manufacturer standards and/or approved Aircraft Maintenance Programme;
- Non-repairable defects, whether visible or not to the naked eye;
- Do not meet design specifications, and cannot be brought into conformity with such specifications;
- Subjected to unacceptable modification or rework that is irreversible;
- Have missing or incomplete records;
- Cannot be returned to airworthy condition due to exposure to extreme forces, heat or adverse environment;
- Conformity with an applicable airworthiness directive cannot be accomplished;
- Maintenance records and/or traceability to the manufacturer cannot be retrieved;
- The Reports from appropriately approved repair station stated that the part could not be repaired;
- BER (Beyond Economical Repair) Reports from appropriately approved repair station.

☐ **Mutilation** before disposal

Mutilation will be accomplished in such a manner that the components become permanently unusable for their original intended use. **Mutilated components** will not be able to be reworked or camouflaged to provide the appearance of being serviceable, such as by **re-plating, shortening** and **rethreading long bolts, welding, straightening, machining, cleaning, polishing, or repainting.**

When in agreement with the component owner, the component is **disposed** of for **legitimate non-flight uses,** such as **training** and **education aids, research** and **development, or for non-aviation applications**, mutilation may not be appropriate. In such case, the component may be marked indicating that **it is unsalvageable**, or the **original part number or data plate information can be removed** or a record kept of the disposition of the component.

MMF-12 Scrap Report will be issued and information provided to original manufacturer when components with mandatory life limitations due or other critical components scrapped/ mutilated.

☐ **Records of Components with Mandatory Life Limitations** or other critical components scrapped/ mutilated and information provided to original manufacturer

All materials and components with a mandatory life limit and modification standards will be followed up by Incoming Inspectors through WINGS software system alarming of remaining days. In the case of any overdue, it must be removed from the stockroom and discharged or sent for re-certification before or as soon as their mandatory life time limit expires.

☐ **Quarantine**

If receiving inspection **result is not satisfactory**; items are placed into quarantine area that locked every time and tagged with MMF-03 Unservicable Tag that including declare part under quarantine and reason of it and recorded in the MMF-55 Quarantined Part List under the control of Store Officer.

2.3.2.1 Special Storage Requirements (Conditions and Limitation) e.g.; ESD Sensitive Devices, Rubber etc.

The storage conditions will be conformed of the materials/ component requiring special storage requirements which are defined at manufacturer specification data sheet of component/materials.

ESD sensitive devices will be protected from ESD as they travel throughout the store with packaging materials such as bags, corrugated, and rigid or semi-rigid packages. In addition, material handling products such as trays, tote boxes and other containers will be provided protection during inter or intra facility transport.

Function of packaging, handling, and storage products is to limit possible impact of ESD on the ESDS from triboelectric charge generation, direct discharge, electrostatic field. Materials should have anti-static properties, be able to shield against direct electrostatic discharges and electrostatic fields, and be conductive (dissipative range).

All aircraft components and materials are kept in protective package to minimize damage, corrosion or contamination during storage. All parts with **rubber contain** need special attention. They will be stored closed box or separate container for avoiding to exposed direct sunshine.

There is a **Grease Gun Cabinet**; outside of Store Area, near the main entrance door (as seen in MOE 1.8.1 hangar layouts), is kept locked all the time and its key will be retained by Store Person. The usage of the cabinet and the parts inside are limited with just authorized CSs and all the transactions of these parts will be recorded in the WINGS program by the date and time for traceability.

There is a **CAMO Loosing Materials Shelves**; inside of the hangar (as seen in MOE 1.8.1 hangar layouts), that shelves has been identified as a Store Location in the WINGS program. Materials/Loosing Equipments and Components are being organized and is kept locked all the time and its key will be retained by Store Person. The transactions of these parts will be recorded in the WINGS program by the date and time for traceability. Components that having P/Ns are being evaluated in accordance with 145.A.42 and related AMC & GMs and especially Unserviceable status of the components will be clearly declared on a tag, will undergo maintenance due to AMC1 145.A.42(a)(ii) para (b), will needed.

All dangerous materials are kept in specially established section and especially designed to prevent any fire or explosion risk.

Storage conditions will be periodically inspected to ensure such special conditions are met.

2.3.3 Release to the Maintenance Process

The release document for components/ standard parts/ materials are described in MOE 2.2.2.

Issue of components, standard parts and materials, to the maintenance process;

Any component, part or material released from store for use in maintenance will be in serviceable condition. Identification control and batch segregation prosess is explained in detail in MOE 2.2.4.

2.4 ACCEPTANCE OF TOOLS AND EQUIPMENT

145.A.40(a)i, AMC 145.A.40(a), 145.A.40(b), AMC 145.A.40(b)

2.4.1 Tools and Equipment Acceptance Procedure

☐ **Sources**

Any tools and equipment to be used in maintenance activities must be received from approved sources. The source of the supplied tools and equipment is checked from SQF-29 Approved Supplier List followed by the Supply Chain Manager.

☐ **Conformity with Company Requirements (e.g. certification)**

KAAN AIR evaluates tools and equipment in accordance with conformance of KAAN AIR aspects and its manufacturer standards in accordance with Manufacturer Tool Catalog.

The incoming inspection procedure will be applied to the tools and equipment for compliance with KAAN AIR purchase orders and condition of its.

☐ **Records**

All receiving tools and equipment are checked for conformance to shipping documents and Purchase Order, including Part number, serial / batch number and source identification.

2.4.2 Incoming Inspection for Tools

Authorized personnel will inspect the delivered tools and equipment in the context of ;

☐ **Required Documentation**

Incoming inspection is performed in the incoming inspection area which is separated from other sections of the store. All receiving tools and equipment are checked for conformance to shipping documents and Purchase Order, including Part number, serial / batch number and source identification.

☐ **Compliance with Order / Condition**

A step of the receiving inspection is to check the tools and equipment against compliance with KAAN AIR purchase orders and condition of them. Supply Chain Manager will be informed regarding the inconsistency with the initial order.

☐ **Quarantine procedure**

In case of, IT IS NOT ACCEPTABLE at the end of receiving inspection; the relevant tools and equipment are stored in the quarantine storage. When the discrepancy is resolved, the tools and equipment are accepted or rejected to the supplier with discrepancy.

☐ **Internal Identification**

KAAN AIR will give a Tool ID Number, sample KA-T-XX, to all own tools and stick a placard to tool if it is possible. Then a tool can be traced with Tool ID Number in all records.

KAAN AIR will give an equipment ID Number, Sample KA-E-XX to all ground equipment.

☐ **Verification of Necessary Control / Calibration**

KAAN AIR will verify the necessity to control of calibration needs and, calibrations if needed, will be done according to further chapter MOE 2.5.

2.4.3 Monitoring of Tool Service Providers

Selection process will be the same as explained in MOE 2.1.2.

Internal authorisation process will be the same as explained in MOE 2.1.2.1.

Monitoring of the internal authorisations (e.g. scope of authorisation, validity, etc.) process will be the same as explained in MOE 2.1.2.2.

Withdrawal of the internal authorisation process will be the same as explained in MOE 2.1.2.2.

List of Tools Service Providers:

The list of tools service providers (inspection /servicing/ calibration) is not considered an MOE associated list and will be managed under direct control of the Compliance Monitoring Department. The **list of tools service providers** and the **list of suppliers of materials, standard parts and components** used in the maintenance process which is referred in the MOE 2.1 and are being combined provided that the **"suppliers"** as defined in MOE 2.1 are clearly distinguished from the **"tool service providers"**.

The Maintenance Manager is responsible to lent/borrow a tool and equipment from the approved sources which are not used frequently at KAAN AIR maintenance facility.

KAAN AIR provides such lent/borrowed tools and equipment from manufacturers and contactors or subcontractors.

Maintenance Manager is responsible for performing incoming inspection of lent/borrowed tools and equipment for conforming KAAN AIR's standards.

The lent/borrowed tools and equipment will be recorded to organization tool room record log, Form No: MMF-41.

2.5 CALIBRATION OF TOOLS AND EQUIPMENT

145.A.40(b), AMC 145.A.40(b)

2.5.1 Inspection, Servicing and Calibration Programme / Equipment and Calibrated Tool Register

KAAN AIR will have tools and measuring equipment calibrated in accordance with applicable calibration procedures are detailed in the further paragraphs. The calibration organization will be evaluated before any tool and equipment have been ordered for calibration and fill in the approved supplier list.

2.5.2 Establishment of Inspection, Servicing and Calibration Time Periods and Frequencies

KAAN AIR will keep and up to date a calibrated and measuring tool and equipment calibration control list, Form No: MMF-16 as current in the inventory. The calibration interval, next calibration date and time and calibration organization details will be in the list. Calibrated Tools and Equipment is following up by Maintenance Manager and in coordination with Compliance Monitoring Manager.

2.5.2.1 Calibration Requirements

In order to comply with Part-145, KAAN AIR will ensure that:

- Tooling requiring calibration is periodically calibrated in accordance with the tool manufacturers' published standards and recommendations.
- Where no recommendations for calibration are published or where the calibration methods or standards are not specified, calibration is carried out in accordance with the requirements of the ISO 10012. This standard details both the generic requirements and guidance for the implementation of measurement management systems.

Based on the evaluation above the applicable requirements will be clearly specified in a calibration order sent to the calibration laboratory together with the tooling, including any relevant specific requirements/information (e.g. tool incidentally damaged or specific accuracy requirements contained in the A/C, engine, CMM or tooling manufacturer instructions, etc.).

2.5.2.1.1 Serviceability Monitoring

The purpose of the serviceability monitoring is to ensure that the status of any tooling is controlled by KAAN AIR so that a tooling is:

 segregated when in unserviceable condition;

The unserviceable condition may occur for several reasons:

 due to an incident which requires a repair to the tooling; or

 due to reaching the inspection/servicing due date (for "service" or "calibration" tooling); or

 due to reaching the calibration due date (for "calibration" tooling); or

 due to phase-out, etc.;

 sent for inspection/service/calibration when reaching any applicable due date;

- sent for repair when necessary;

KAAN AIR will ensure that any servicing or calibration interval required by the tooling manufacturer is complied with. This interval may be modified where KAAN AIR can show by results that a different time period is appropriate in a particular case.

Additional serviceability verifications, such as for example torque wrench verification by a master torque tester, can be used to support the modification of the calibration intervals but does not supersede the requirement for calibration of the tools.

2.5.2.2 Selection of the Calibration Provider

When selecting a calibration provider KAAN AIR will ensure that the provider falls into one of the cases below provided that the MOE 2.5 is reflecting those cases.

2.5.2.3 Calibration in "Acceptable" Laboratories

Tooling will be calibrated by any of the following laboratories:

- a NMI (National Metrology Institutes) whose scope specifically covers the intended calibration (scope means the services covered by the CIPM (The International Committee on Weights and Measures) MRA (Mutual Recognition Arrangement) and can be viewed in Appendix C of the BIPM (The International Bureau of Weights and Measures) KCDB including the range and uncertainty for each listed service; refer to "kcdb.bipm" website), or;
- a calibration laboratory accredited to ISO/IEC 17025 by an accreditation body which is signatory of the ILAC (International Laboratory Accreditation Cooperation) MRA (Full Members) or an ILAC Recognised Regional Cooperation Body (Signatories and Recognised Regional Cooperation Bodies are listed on ILAC Membership website), where the scope of accreditation specifically covers the intended calibration, or;
- original tool manufacturer identified in the approved maintenance data, provided it is supported by a calibration or accuracy statement, or;

KAAN AIR uses calibration intervals from each tool and measuring device's manufacturer manual. When calibrated a tool and equipment such as pressure gages are used as new condition and disposal when calibration due date is come out. It will be defined at Calibration Control List, Form No: MMF-16.

KAAN AIR may define calibration interval for same type tool for usage frequency, condition of tool and equipment, etc. In this case, KAAN AIR performs test, inspection in accordance with calibration verification instruction and extends calibration due date of equipment. In order to extend calibration intervals KAAN AIR will collect enough experience and data in order to support the extension. The supporting data are sent to equipment manufacturer acceptance of result. The supporting data and the manufacturer evaluation/acceptance are kept as records.

KAAN AIR makes list for un-calibrated tools and equipment as Tool Room List, Form No: MMF-14. This tool room list is being up to dated when a new tool and equipment is accepted to the organization or disposal of the tool and equipment timely manner. KAAN AIR does not intend to calibrate in-house and will use only external providers for calibration.

KAAN AIR controls tools and equipment via WINGS electronic software and additionally a servicing card, Form No: MMF-43 and a controlling card, MMF-47 is issued for each ground equipment which needs servicing and controlling. Those tools and equipment will be servicing

in accordance with their manufacturer instructions and recorded to the servicing card timely manner.

2.5.3 Person / Department Responsible for the Calibration Programme, The Register, The Follow up, Time Period and Frequencies (link between departments, if necessary)

Tool Store Officer is responsible for following up calibration programme, registering any tool added.

The calibration follow up list will be monitored by annual basis for calibration status.

2.5.4 Identification of Servicing / Calibration Due Dates

KAAN AIR identify of servicing / calibration due dates on tools. Maintenance Manager is responsible for all tools are labelled on it. In the case any tools have no label identified servicing and calibration due dates, the Maintenance Manager will be informed by Maintenance Personnel before use. The label will be attached on it.

2.5.5 Management of Personal of Loaned Calibrated Tools

Maintenance Manager and maintenance personnel will be responsible of controlling any loaned calibrated tools before use at aircraft and aircraft component. The tool must be also filled to tool record sheet and maintenance documents with calibration due date.

2.5.6 Tools Found Out of Tolerance During Calibration (e.g. feedback to production, safety assessment, process to identify affected components/products and to inform the customer/operator for further actions in case of safety concerns, etc.)

Maintenance Manager defines the processes and procedures for the execution of measures after tools has been found to be out of tolerance.

Out of tolerance *refers to inspections or calibrations of test equipment, where it is determined that the specified tolerances are exceeded.*

All work, which was conducted using out of tolerance test equipment, must be inspected and if necessary, conducted again using serviceable tools. In the process, the inspection period refers to the last calibration with positive results.

After ascertainment by the Maintenance Manager, the concerned tool must be immediately disabled and Production Planning Department and Compliance Monitoring Manager are informed.

Production Planning Engineer is responsible for conducting the inspection. The application of the concerned tool must be inspected within the time period stated in the information given. Information regarding the work order and task number as well as possible retesting must be included.

2.6 USE OF TOOLING AND EQUIPMENT BY STAFF (INCLUDING ALTERNATIVE TOOLS)

145.A.40(a)i, 145.A.40(a)ii, AMC 145.A.40(a), 145.A.40(b), AMC 145.A.40(b), AMC 145.A.45(d)

2.6.1 Distribution of Tools

KAAN AIR keeps all tools and equipment in the Tool Room. When a staff needs tool and equipment, will take it from Tool Room. A staff will record the taken tools and equipment and location of use to tool using register and work documentation.

2.6.2 Determining Tool Serviceability Prior to Issue

KAAN AIR staff will determine the serviceability of tool and equipment prior to use. The determination will be done following methods;

- Stamp of tool must its serviceability on it;
- The tool and equipment must be in calibration interval for calibrated tools;
- It must be in operative conditions;
- It must be not dropped, damaged and functioning properly;
- It must be in conformance of required standards during maintenance task.

Personnel will check the **deviation values** in their certificates before using the calibrated tools. There is a **notice to remind sheet for using of correction table** in the toolstore.

2.6.3 Training and Control of Personnel in the Use of Tools and Equipment (Records of Training)

Maintenance Manager is responsible and could delegate this duty to SS that a staff must be trained for using tools and equipment.

When a tool and equipment which is not known by staff is accepted into the organization, Maintenance Manager will ensure that personnel trained in accordance with tool and equipment using instructions. The tool and equipment training records will be kept in personnel files.

In addition, Maintenance Manager make a control of personnel in the use of tools and equipment at during maintenance process.

2.6.4 Personal (Own) Instrument / Tool Control

Maintenance Manager is responsible to control the serviceability, calibration status and using applicability to aircraft, before a personal (own) instrument / tool / equipment is accepted to the organization. In addition, the personal instrument/tool/equipment will be recorded to the organization's tool register record system via WINGS electronic software.

2.6.5 Loan Tool Control and Audit

Maintenance Manager is responsible to control the serviceability, calibration status and using applicability to aircraft, before a lent/borrowed tool and equipment is accepted to the organization. In addition, these tools and equipment will be recorded to the organization's tool register record system via WINGS electronic software.

2.6.6 Control of ALTERNATIVE TOOLS

Alternate tools may be used instead of those specified by the manufacturer in the maintenance data following the procedures here.

Alternate tools are subject to **accept by Compliance Monitoring Manager**; after the **Maintenance Manager's evaluation and approval**.

For the purpose of this procedure, **alternate tool is defined as** tool which is;

- different than the original one recommended by the tool manufacturer (OEM) and
- confirmed to be equivalent to the original either by the OEM or by the Maintenance Management.

Either commercially available alternate tool may be purchased or the alternate tool is manufactured internaly or outside of KAAN AIR. KAAN AIR's policy is to design and manufacture alternate tools and test equipment to meet and / or exceed the requirements of the OEM without affecting the content of maintenance task in terms of sequence and performance of the task.

Modified and manufactured tools by outside vendors will be acceptable when there is appropriate evidence that it meets the required standard of OEM.

2.6.6.1 Demonstration of Equivalence between design / manufacturing data of alternative tools and the data / features of the tools recommended in the maintenance data of the manufacturers

Compliance Monitoring Manager ensures that the tools be in compliance with manufacturer's requirements, will alternate tools to be used instead of the ones recommended in the maintenance data of the manufacturers.

MMF-90 Alternative Tool Equivalence Assessment Form is used to **record and keep track** of the alternate tools, with a checklist providing all items reviewed accordingly.

The special tool / tool list required for the scheduled / unscheduled inspections are defined with a tag inventory number on each tool or tool set for the purpose of identification and keeping track.

Demonstrating that the tooling in use is the one specified by the maintenance data or in the case KAAN AIR is using alternative tooling, as agreed by EASAsuch tooling has been assessed to be equivalent in accordance with and under below circumstances:

Φ **[Maintenance data allowing the use of alternative tooling]:**

The maintenance data are normally providing clear statements **on the cases where alternative tooling to the one specified may be used.**

> *May be in the "front matter" of the AMM, in a specific tools/equipment manual when published, in the TCH aircraft maintenance task card manual, in the special tools section of the component maintenance manual, etc. A declaration or other data from the tooling manufacturer stating that its tooling is equivalent or may be used in lieu of a tooling specified by the CMM (or AMM, etc.) is not sufficient to consider such tooling an equivalent alternative, unless such tooling manufacturer is also the OEM issuing the CMM (or TCH issuing the AMM, etc.).*

Only when this possibility is given in the maintenance data, KAAN AIR is entitled to proceed **with an equivalence assessment process** in order to use alternative tooling. Alternative tooling may be obtained by different means,

Internal or external manufacture, purchase from an external provider not being identified by the manufacturer, loan, use of an already available tool approved for another product or component, etc.

however, regardless of the type of acquisition process, the two possibilities given in the following paragraphs have to be considered by KAAN AIR:

Φ **[The tooling technical data is available]:**

Tooling technical data may be considered acceptable when:

 The maintenance data (AMM, CMM, etc…) already includes such data (e.g. manufacturing drawing, technical characteristics, manufacturing procedure, etc.),or;

 KAAN AIR obtains additional data (e.g. manufacturing drawings, etc.) from the relevant manufacturer (may be the applicable TCH, STCH, OEM or the tool manufacturer which is specified in the maintenance data of the product or component being maintained).

In both cases the following minimum steps will be considered:

 Technical Specification: engineering document establishing:

o The technical characteristics of the tooling to be acquired/manufactured to demonstrate it is in conformity to the relevant technical data (e.g. **dimensions, material, functions, accuracy, etc.**), and;

o the applicable inspection / service / calibration need (refer to MOE 2.4 and 2.5);

 Manufacture / acquisition: process in use to manufacture the tool and/or to acquire it from any internal or external source;

 Acceptance: incoming inspection process to verify the tooling meets the requirements established in the Technical Specification and is identified accordingly;

 Validation: practical demonstration (e.g. functional check, etc.) that the alternative tool is capable of correctly performing the relevant maintenance task;

 Alternative tooling equivalence statement: the satisfactory completion of the process mentioned above is finalized **with a formal approval by KAAN AIR**, as described in paragraph 2.6.6.3.1;

 Release to user: process describing **how the user is informed of the use of alternative tooling**, as described in paragraph 2.6.6.7.1 "**Release of alternative tooling to user**" below.

Φ **[The tooling technical data is not available]:**

This case applies **when no acceptable tooling technical data**, is available to establish conformity of an alternative tooling.

KAAN AIR, **may still intend in this situation to use an alternative tooling**, applying its engineering judgment through a reverse engineering approach.

The main driver to evaluate the applicability of this option is a **risk based approach** that will be considered by KAAN AIR on a case by case basis. **This option is to be limited to the cases where the use of the alternative tooling does not affect the content and sequence of the maintenance task**. Moreover, the **use of an alternative tooling will be assessed** by KAAN AIR to be of low risk for the overall performance of the maintenance.

The following minimum steps needs to be considered:

- **Technical Specification:** engineering document establishing:
  - The technical characteristics of the tool to be acquired/manufactured based on a **reverse engineering approach** (e.g. **dimensions, material, functions, accuracy, etc.**) to demonstrate it is equivalent to the one specified in the maintenance data of the product or component being maintained, and;
  - The applicable inspection/service/calibration need (refer to MOE 2.4 and 2.5);
- **Manufacture/acquisition:** process in use to manufacture the tool and/or to acquire it from any internal or external source;
- **Acceptance:** incoming inspection process to verify the tooling meets the requirements established in the Technical Specification and is identified accordingly;
- **Validation:** practical demonstration (e.g. functional check, etc.) that the alternative tool is capable of correctly performing the relevant maintenance procedure;
- **Alternative tooling equivalence statement:** the satisfactory completion of the process mentioned above is finalized by a formal approval by KAAN AIR, as described in in paragraph 2.6.6.3.1;
- **Release to user:** process describing how the user is informed of the use of alternative tooling, as described in paragraph 2.6.6.7.1 "**Release of alternative tooling to user**" below.

Φ **[Maintenance data not stating the possibility to use alternative tooling]:**

There are cases, where the maintenance data **neither allows nor prohibit the use** of alternative tooling. In those cases, KAAN AIR may either:

- Acquire the specific tooling P/N by the identified vendor (s), or;
- Request a revision of the maintenance data directly to the TCH or STCH or ETSO holder to include the alternative tooling proposed by KAAN AIR before its use.

However, the use of an alternative tooling **maybe still acceptable in limited circumstances**. The main driver to evaluate the applicability of this option is a **risk based approach** that will be considered by KAAN AIR on a case by case basis. This option is to be limited to the cases where the use of the alternative tooling does not affect the content and sequence of the maintenance task. Moreover, the use of an alternative tooling will be assessed by KAAN AIR to be of low risk for the overall performance of the maintenance.

2.6.6.2 In-house Identification Rule of Alternative Tools (PN, SN)

All tools and equipment utilized will be given a unique part number which will be recorded on the relevant manufacturing form. To segregate the alternative tool from original one, a unique tool name/number **(KA-T-xxx [ALTN])** other than the original Part Number is assigned.

2.6.6.3 Alternative tools Validation Process

MMF-90 Alternative Tool Equivalence Assessment Form is used for the conformity check and acceptance of locally manufactured tools and purchased alternate tools. For **determining equivalency**, a comparison will be made between the technical data of the tool recommended by the OEM and those generated by local manufacturer.

The method and material used while the manufacturing process will be documented including the technical drawings of the tool, and it will be ensured that they meet the original tool requirement. During the **acceptance process**, the tool is visually checked, material conformity

is ensured and dimensional check is performed to show that the tool is manufactured iaw the drawings.

The alternative tooling **equivalence assessment** is considered to be a complex engineering task and in order to be allowed to follow this process, Product Planning Engineer has been assigned to this acitivity. **Product Planning Engineer** making the **equivalency assessment** will perform validation of the tool with respect to proper working of the alternate tool and its accuracy by means of functional check etc. with support of maintenance team.

Compliance Monitoring Department is responsible for auditing the alternate tool manufacturing and acceptance process.

After ensuring the equivalency, **Maintenance Manager approves** and **Compliance Monitoring Manager accepts** the alternate tool by signing the form before its use. Tools will be quarantined until its approval and incoming inspection and labelling of the tools will be performed iaw MOE 2.4.

2.6.6.3.1 Alternative tooling "Equivalence Statement"

The successful completion of the process related to establishing that **an alternative tooling is equivalent to the one specified in the maintenance data**, will be formally documented in a form; that is **MMF-90 Alternative Tool Equivalence Assessment Form** included in the MOE Part 5.1. The Form is including:

- The reference to the maintenance data requiring the tooling;
- The identification of the tooling as given by the maintenance data;
- The identification of the alternative tooling to be used by KAAN AIR;
- The reference to technical specification which has been developed by KAAN AIR to acquire / manufacture the alternative tooling;
- A statement that the alternative tooling is equivalent to the one specified by the maintenance data;
- Identification / signature of the person performing the assessment.

2.6.6.4 Register of alternative tools / tagging / relation between the references of origin tools and alternative tools

All records of locally manufactured tools material certificate and technical drawing will be kept by Maintenance Department as long as the tool is in use. The documents demonstrating

acceptance of manufactured alternate tool or equivalence of purchased commercially available alternate tool are maintained with the tool.

2.6.6.5 Treatment of possible changes of maintenance data according to the new references of alternative tooling (modifications limited to the references of the tooling to be used and/or adaptation of maintenance data regarding alternative tooling)

Will there be a change in maintenance data that affect the use of manufactured alternate tool, Maintenance Department will make re-evaluation to determine continuation of use of this tool.

2.6.6.6 Use / Storage / Maintenance Manuals according to the need

Where the manufacturer specifies a particular tool or equipment, KAAN AIR shall use that tool or equipment, unless the use of alternative tooling is agreed by EASA via procedures specified in this Part 2.6.6. Usage of alternative tool will be depends on correct implementation of Part 2.6.6 and sub paragraphs. KAAN AIR will follow the same rules of Part 2.3.1 for the storage of alternative tools. How to obey to Maintenance Manual procedure has been described detail in Part 2.6.6.1.

2.6.6.7 In-house Approval of each Alternative Tooling before servicing

Maintenance Manager is responsible to control regarding; design and test specifications, certification, if any, and using applicability to aircraft, before an alternate tool is accepted by KAAN AIR. In addition, these tools will be controlled regarding; serviceability, calibration status, if applicable, and servicing requirements.

2.6.6.7.1 Release of alternative tooling to user

Updated documentation on the alternative tooling will be provided to the user.

In particular, system will be in place that maintenance staff can **easily identify** the alternative tooling to be used as replacement of the one identified in the maintenance data and traceability, such as;

- the name of alternative tool can be easily recognizable in the Tool List in accordance with tool name/number has an “KA-T-xxx [ALTN]” suffix/separation mark at the end of name/number.
- alternative tool name (KA-T-xxx [ALTN]) will be provided in the maintenance task card’s “Tools:” section when it has been empty printed before the required maintenance task implementation.

2.6.6.8 Storage of the Records of Alternative Tooling

The form described above need to be kept on-file 3 years after the tool has been permanently withdrawn from service by the maintenance organisation.

2.7 PROCEDURE FOR CONTROLLING WORKING ENVIRONMENT AND FACILITIES

145.A.25(d), AMC 145.A.25(d), AMC 145.A.47(a); 145.A.60(a)

2.7.1 Organisation of the Cleaning of the Facilities

“Foreign Object" exclusion checks on aircraft are carried out in accordance with the relevant Approved Maintenance Schedule requirements prior to area "close-up". Exclusion checks on components being repaired or overhauled are carried out prior to any area or compartment close-up.

Adequate racking and shelving are provided in the hangar and workshop areas to enable good cleaning. Working environment including aircraft hangar, workshops and office accommodation is appropriate for the task carried out such that the effectiveness of the personnel is not impaired.

A well-kept, clean office, shop or other work area promotes safety. Good general order and neatness greatly reduces the hazard of fire, accidents and personnel injury. Each employee of KAAN AIR is expected to ensure that his/her own work station and equipment is kept clean and orderly. All personnel will ensure that every effort is made to promote cleanliness and safety. Personnel will report any major contamination and dangerous or unsafe situation to their superiors. If in doubt about safety procedures in any situation, superiors will be consulted.

The working environment for a maintenance is such that particular maintenance or inspection task can be carried out without undue distraction. Therefore where the working environment deteriorates to an unacceptable level in respect of temperature, moisture, hail, ice, snow, wind, light, dust/other airborne contamination, the particular maintenance or inspection tasks will be suspended until satisfactory conditions are re-established.

Unless otherwise dictated by particular environment requirements in the work areas, the standard of work and the effectiveness of personnel are not lessened. When specific environmental conditions are required for a specific task, such criteria are satisfied in accordance with related technical data. Office accommodation is provided for the management of the planned work.

2.7.2 Standard for Office Facilities

KAAN AIR will keep office facilities are well climate (heated/cooling), ventilated and tidy and proper conditions to personnel can be work comfortable conditions. The offices facilities will be cleaned timely manner.

2.7.3 Standard for Hangar Facilities

KAAN AIR will keep hangar are good standards for all planned work. Protection from the weather elements is provided and air conditioning system provides perfect condition to carry out the maintenance. Environmental and work area contamination is unlikely to occur.

Dust and any other airborne contamination are kept to a minimum level and not be permitted to reach a level in the work task area where visible aircraft/component surface contamination is evident.

The hangar will be cleaned with required water and other cleaning materials weekly period. When any unexpected dirty conditions are also cleaned immediately against to not occur any accident and incident.

All tools, equipment, bays in the hangar must be tidy condition regarding against to the foreign object damage to the aircraft.

2.7.4 Standard for Storage Facilities

KAAN AIR keeps storage facilities will be free from dust and untidy condition and cleaned regularly to been segregated to prevent cross contamination.

2.7.5 Standard for Oil, Grease and Flammable Liquids

KAAN AIR keeps storages which are in oils, greases and flammable liquids free from dust and untidy condition. The store facilities are cleaned regularly in accordance with such material's storage condition specifications.

2.7.6 Environmental Control of Working Environment

KAAN AIR has a valid ISO-14001 Environmental Management System approval/ certificate and, been auditing regularly by an outside auditor company.

For Guidance on the effects of environemental factors in maintenance will be referred in ICAO Doc.9824 Human Factors Guidelines for Aircraft Maintenance Manual.

2.8 MAINTENANCE DATA AND RELATIONSHIP TO AIRCRAFT / AIRCRAFT COMPONENT MANUFACTURERS' INSTRUCTIONS INCLUDING UPDATING AND AVAILABILITY TO STAFF

145.A.45.(a), 145.A.45.(b)1, 145.A.45.(b)2, 145.A.45.(b)3, 145.A.45(b)4, 145.A.45(b)5, 145.A.45(d), 145.A.45(e), 145.A.45(f), 145.A.45(g), AMC 145.A.45(b), AMC 145.A.45(d), AMC1 145.A.45(e), AMC 145.A.45(f), AMC1 145.A.45(g)

2.8.1 Maintenance Data Coming from External Sources

Maintenance data may have been prepared by various organisations, but in any case it needs to be issued by, referenced by, or acceptable to the organisation responsible for the design in accordance with Part 21 (e.g. type certificate holder (TCH), supplemental type certificate holder (STCH), ETSO holder, repair design approval holder).

The maintenance instructions published by the component manufacturers may be considered acceptable to the DAH – and hence may be used as maintenance data for maintenance on components approved for installation by the DAH – when they are referenced as additional or optional maintenance information together with the ICA, or when documented by a list by that DAH.

2.8.1.1 Control of Maintenance Data obtained directly from the Author (ADs, SBs, SIL, CMM, AMM, ESM, etc.)

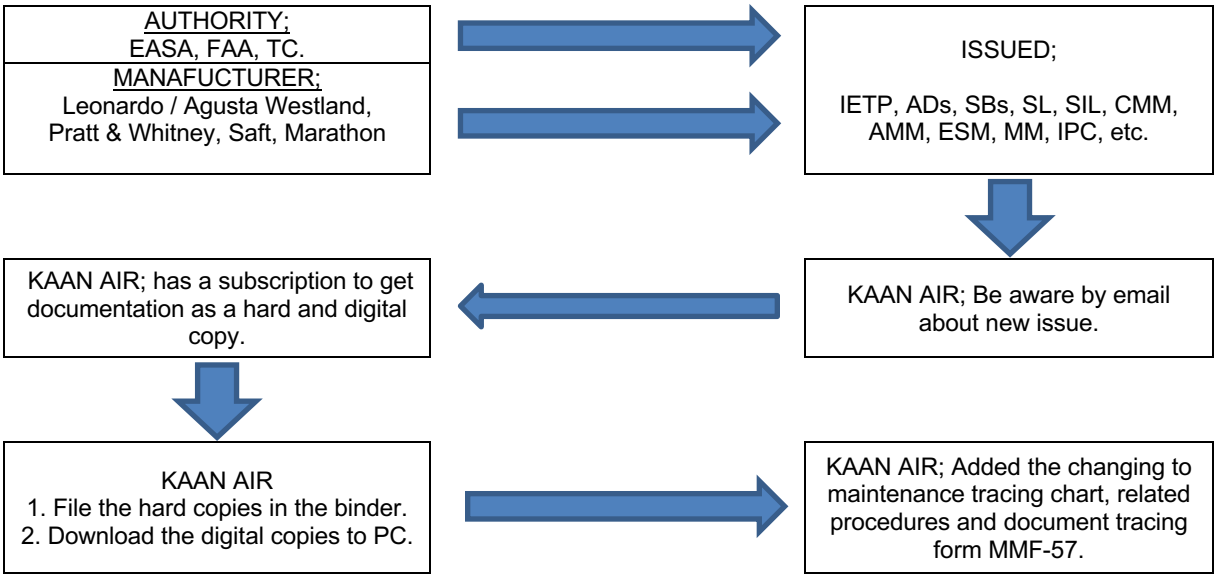
☐ **Subscriptions Control**

KAAN AIR will hold and use applicable current maintenance data in use coming from external sources such as Type Certificate Holder (TCH), STC / minor change approval holders and the Agency (e.g. instructions for continued airworthiness, AD, SB, etc) which relevant to any helicopter, component or process specified in place regarding the KAAN AIR's scope of work, in the performance of maintenance, including modifications and repairs.

Maintenance Manager is responsible for the control of Maintenance Data in use in the organization.

KAAN AIR will ensure that all applicable maintenance data is readily available for use when required by maintenance personnel.

To keep data up to date below procedure will be set up to monitor the amendment status of all data and maintain a check that all amendments are being received by being a subscriber to any document amendment scheme.



☐ Technical Library

Technical library is consisting of organization's manuals, aircraft maintenance data and other applicable maintenance instructions, will be up to dated, readable, printable when required and all are in place on order. All personnel who out of company long term for vacation, holiday, trainings etc. will be informed about all current AD/SB recently issued and revisions.

☐ Issue / Amendment Control

Maintenance Manager is responsible of continuing amending of all technical information both hardcopy or digital formats. When amending copies are arrived at the organization, Maintenance Manager or his assistant will amend all information hardcopies and **Store Tool Room Personnel will revise** computer formats in the organization timely manner. Expired pages will be destroyed when any amendment is done.

All manuals such as MOE, Aircraft Maintenance Manuals are amended when any revision service is due.

Service information's (AD, SB, SIL, etc.) will be accessed to the manufacturer web portal by organization password, authorities as online when any needing.

2.8.1.2 Control of Customer Supplied Maintenance Data

KAAN AIR will agree with customer when a customer supplies a maintenance data.

KAAN AIR will ensure that maintenance data is kept up to date. In the case of operator/customer controlled and provided maintenance data, KAAN AIR will be able to show that either it has written confirmation from the operator/customer that all such maintenance data is up to date or it has work orders specifying the amendment status of the maintenance data to be used or it can show that it is on the operator/customer maintenance data amendment list.

2.8.1.3 Ensure all Applicable Maintenance Data is Readily Available for Use when required by Maintenance Personnel

In the case of an Initial or Change of an EASA Part-145 approval for Cx ratings, KAAN AIR shall demonstrate having direct access to the TCH/OEM maintenance data. This means:

(a) KAAN AIR has a subscription for the maintenance data directly with the TCH/OEM, or;

(b) In the case of operator/customer provided data, KAAN AIR has direct access to TCH/OEM to verify the revision status of the documentation provided by the customer (e.g. typical example would be that the TCH/OEM provides this information freely available in its website). In addition, the conditions specified below apply:

1. A contract will be in place detailing the responsibilities for ensuring the availability, the update of the maintenance data from the customer/operator and formal authorisation for the use of such data;
2. The maintenance data is available at the time of the audit by EASA;
3. the MOE 1.9 is limited as necessary (to the specific customer/operator) and a notification is done according to MOE 1.10 when the contract is terminated/cancelled because this may affect directly the approval

2.8.2 Documentation / Maintenance Instructions Issued by KAAN AIR

It has to be noted that the MOE 2.13 chapter shall only describe the templates and their use in the maintenance process, while the MOE 2.8 is intended to cover the procedure on how to ensure that maintenance data are correctly transcribed into work instructions.

2.8.2.1 Modification of Maintenance Instructions by KAAN AIR

KAAN AIR will not modify any maintenance instruction.

2.8.2.2 Maintenance Instructions issued in Conformity to Approved Data in order to facilitate/customise the Maintenance (e.g. Work card/ Work sheet, Engineering Orders, Technical specifications, etc.)

KAAN AIR will provide a common work card and worksheet system to be used throughout relevant parts of the company. In addition, KAAN AIR will either **transcribe accurately** the maintenance data onto such work cards and worksheets or **make precise reference** to the particular maintenance tasks contained in such maintenance data by the Production Planning Engineer. Complex maintenance tasks will be transcribed onto the work cards or worksheets and subdivided into clear stages to ensure a record of the accomplishment of the complete maintenance task.

'Complex or **long maintenance tasks'** refers to tasks involving multiple disciplines or multiple shifts, or multiple zones / access opening, special tools etc., or a combination of theses.

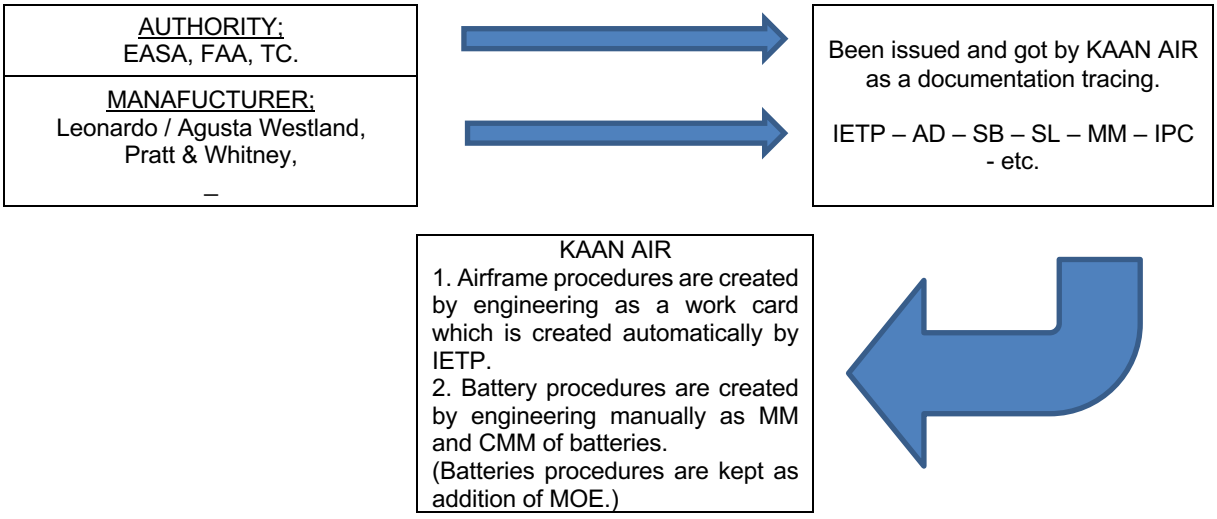
The stages into which the work cards are to be subdivided will refer to where work can be interrupted. Subdivision will also indicate when a different discipline continues to work if no separate work cards are provided.

Maintenance **instructions** are issued in **a paper format** which makes clear reference to the original maintenance data and/or allows transfers the contents of instructions from the current original data. In any case, **complex maintenance tasks** are identified to ensure a record of accomplishment of the complete maintenance task.

Production Planning Engineer is reponsable to produce 'MMF-42 Maintenance Task Card' including **[Critical Task]** and/or **[Identical Task]** signs, where needed, on it. **Human factor principles** will be considered during preparation of these instructions. i.e. they are so complex that they require more comprehensive work scheduling and preparation. These can include:

- substantial repairs or modifications according to special instructions or respective classification by the manufacturer, EASA,
- for combined maintenance work, which was conducted by more than one certifying staff member.

Where KAAN AIR provides a maintenance service to a helicopter operator who requires their work card or worksheet system to be used then such work card or worksheet system may be used. In this case training on the customer's procedures and documentation will be received by KAAN AIR staff as applicable.



2.8.2.3 Ensure Awareness by the Staff

KAAN AIR will ensure the awareness of staff about any revised and changed technical publication, instructions and service information when required.

2.9 ACCEPTANCE, COORDINATION AND PERFORMANCE OF REPAIR WORKS

145.A.45(a), 145.A.48(c)(4), AMC 145.A.50

Privilege given to develop modified maintenance instructions (as described in previous MOE chapter 2.8), is **excluding the engineering design of repairs and modifications.**

2.9.1 Repairs according to Already Available Maintenance Data

KAAN AIR use repair procedures coming from AMM, SRM, CMM or other maintenance data published by the TCH, STCH, or approved by EASA Part 21 DOA or EASA.

Major repairs are to be started after approval by the operator/owner/CAMO.

All internal and external repairs will be done in accordance with approved repair procedure and instructions. In the case of there is not any task card or work card, these cards will be produced in accordance with approved repair procedure for sign-off. The repairs are also recorded to the aircraft and engine log books accordingly.

2.9.2 Repairs requiring a New Approval (not already included in the available maintenance data)

This case is encountered rarely. Some damages which are considered very critical **by TC/STC Holder or the authority of TC/STC Holder** may be defined most usually in Airworthiness Directives, Service Bulletins, Structural Repairs Manual; but no certain repair data may have been provided.

This kind of cases **requires direct communication** with the authorities and the TC/STC Holders. Information about damage gathered during evaluation is submitted by the Product Planning Engineer to the authorities and the TC/STC Holders as required. TC/STC Holder is asked to provide an applicable and approved repair data.

If the TC/STC Holder **cannot provide a repair data** due to the size or complexity of damage, other instructions and recommendations of the TC/STC Holder are followed by obtaining customer's consent. In this case, the repair and/or other instructions are subject to approvals before application.

2.9.3 Control of the Scope of Work versus the Requested Repair (Limitations and Conditions)

KAAN AIR will control application capability of any repair in accordance with the scope of work and tools/equipment availability. In the case of the **work is over of limitations**, the repair will be performed by manufacturer only.

2.10 ACCEPTANCE, COORDINATION AND PERFORMANCE OF SCHEDULED MAINTENANCE WORKS

AMC1 145.A.50(b)

Operators which do not have their own maintenance capability will have a maintenance contract for base and line maintenances. The contract is based on EASA Part-M and clearly defines the KAAN AIR's responsibilities and action limits. Additional guidance can be found in Appendix XI to AMC M.A.708(c) contracted maintenance.

The contract between the any CAMO and KAAN AIR specifies in detail the responsibilities and the work to be performed by each party. The contract is not normally intended to provide appropriate detailed work instructions to personnel. Accordingly, there will be established organisational responsibilities, procedures and routines in the CAMO and KAAN AIR to cover these functions in a satisfactory way such that any person involved is informed about his/her responsibilities and the procedures that apply.

A maintenance contract will specify the maintenance data and any other manual required for the fulfilment of the contract, and **how these data and manuals are made available** and kept current (regardless if they are provided by the CAMO or by KAAN AIR).

The maintenance data and manuals may include but is not limited to:

- **Maintenance programme,**
- Airworthiness directives,
- Major repairs/modification data,
- Aircraft maintenance manual,
- Aircraft illustrated parts catalogue (IPC),
- Wiring diagrams,
- Troubleshooting manual,
- Minimum Equipment List (normally on board the aircraft),
- Operator's manual,
- Flight manual,
- Engine maintenance manual,
- Engine overhaul manual.

2.10.1 Identification of the Maintenance Programme under which the maintenance has to be carried out

The maintenance programme, under which maintenance has to be performed, is being specified in the Maintenance contract. The CAMO will have that maintenance programme approved by its competent authority and provides to KAAN AIR.

2.10.2 Maintenance Programme Access by KAAN AIR as part of the work order/contract

KAAN AIR needs to have the appropriate sections of the operator's aircraft maintenance programme, other related maintenance data and manuals described in MOE 2.10 which written in the maintenance contract.

2.10.3 CRS is done in compliance with the Approved Operator's Maintenance Programme

The release to service pocedure is explained more detailed in MOE 2.16.

The CRS will relate to the task specified in the (S)TC holder's or operator's instructions or the aircraft maintenance programme which itself may cross-refer to maintenance data.

The release to service has to be performed by KAAN AIR in accordance with its maintenance organisation procedures. The Maintenance Contract will, however, specify which support forms have to be used (aircraft technical log, maintenance organisation's release format, etc.) and the documentation that KAAN AIR will provide to the CAMO upon delivery of the aircraft. This may include but is not limited to:

- Certificate of Release to Service,
- Flight test report,
- List of modifications embodied,
- List of repairs,
- List of ADs accomplished,
- Maintenance visit report,
- Test bench report.

2.10.4 Support the KAAN AIR may provide to the operator in order to substantiate a Deviation request from the Maintenance Programme

Deviations from the maintenance programme and related approval by the competent authority of the operator has been described in the MOE chapter 3.15.

Operators are responsible for ensuring that all required maintenance has been carried out before flight and therefore EASA PART-145. Requires such operator to be informed in the case where full compliance with EASA PART-145 cannot be achieved within the operator`s limitations. If the operator agrees to the deferment of full compliance, then the **CRS** may be issued subject to details of the deferment, including the operator's authority, being endorsed on the certificate.

Deviations from the maintenance programme have to be managed by the CAMO. The maintenance contract between KAAN AIR and CAMO will specify the support expected by KAAN AIR on this regard. More dedicated procedures applicable to each customer operator are being included in MOE Part-4.

2.11 ACCEPTANCE, COORDINATION AND PERFORMANCE OF AIRWORTHINESS DIRECTIVES

145.A.45(b)2, 145.A.42(b)(ii), GM1 145.A.42(b)(ii), GM1 145.A.50(a)

2.11.1 Company Policy

The follow up of the airworthiness directives is the responsibility of the owner/operator who is responsible to request their enforcement on the work order sent to KAAN AIR. KAAN AIR is then responsible to embody the ADs which have been ordered. It is necessary to make a difference between the activities of management / launching of ADs on behalf of the customers and the one carried under the Part 145 approval.

2.11.2 Identification of the Responsibilities of KAAN AIR with regards to Airworthiness Directives

 Control of ADs applicable to components in the store of KAAN AIR:

  When the airworthiness control is directly ensured by the owner/operator, KAAN AIR will demonstrate that a contract is in place, attributing the responsibilities related to the ADs to such owner/operator. This also applies to component(s) directly delivered by the operator to the line station;

  When KAAN AIR retains control of the airworthiness status of the component(s) (e.g. KAAN AIR owns the component), KAAN AIR will ensure that all applicable ADs are embodied to the parts they have in store. Product Planning Engineer is responsible for the AD analysis, Maintenance Manager is responsible for issuing internal work orders, performing the AD compliance follow-up.

 Hold and use applicable current ADs (e.g. ordered by the customer, needed for the control of components in store, etc.):

  Access to the relevant ADs

All AD's can be free accessed from www.easa.eu.int , www.faa.gov , www.tc.gc.ca when any needing for application.

 Verification that, prior to installation on an aircraft, a component is eligible to be fitted when different AD configuration may be applicable:

Refer to MOE 2.2.3 Receiving Inspection Procedure.

 Ensure that a CRS is not issued in case of any non-compliance which is known to endanger flight safety (e.g. overdue AD known by KAAN AIR, etc.):

Refer to MOE 2.16 Release to Service Procedure.

2.11.3 Accomplishment of Aircraft ADs / Work Orders Specifying the Status of the Document to be used

KAAN AIR will use manufacturer document such as task card, service bulletin accomplishment sheet for accomplishing of aircraft ADs and work orders.

All accomplished aircraft ADs and work orders will be also written and sign off applicable work and service report form in the maintenance package.

2.11.4 Awareness of the Mandatory Character of the Associated Maintenance Data

All certifying staff will be aware of all mandatory character of the associated maintenance data.

2.11.5 Identification of the Mandatory Requirement in the Maintenance Documentation

KAAN AIR will use the mandatory requirements (AD, Alert SB etc.) in the maintenance documentation.

2.12 ACCEPTANCE, COORDINATION AND PERFORMANCE OF MODIFICATION WORKS

145.A.45(d), 145.A.48(c)(4), AMC 145.A.45(d), GM1 145.A.48(c)(4)

Privilege given to develop modified maintenance instructions (as described in previous MOE chapter 2.8), is **excluding the engineering design of repairs and modifications.**

Maintenance procedures shall be established to ensure that damage is assessed and modifications and repairs are carried out using data specified in 145.A.48(c)(4).

2.12.1 Company Policy

KAAN AIR use optional modifications such as Service Bulletins, DOA modification data which are approved by aircraft and Part-21 Design Organizations.

KAAN AIR may perform optional modification if it is requested and approved by the operator / owner / CAMO.

All modifications will be done in accordance with approved maintenance and Design Organization's data and instructions. In case there is not any task card or work card, these cards will be produced in accordance with approved modification procedure for sign-off. Modifications are also recorded to the aircraft log books accordingly.

2.12.2 Control of the Scope of Work (Limitations and Conditions)

KAAN AIR will control that the modification is in accordance with the scope of work. In case the work is over of scope's limitations, the modification will be performed by manufacturer or contractor which has capability of the work.

2.13 MAINTENANCE DOCUMENTATION DEVELOPMENT, COMPLETION AND SIGN-OFF

145.A.45(g), 145.A.45(e), 145.A.45(f), 145.A.55(a)(1)(1), GM 145.A.55(a)(1)(1), M.A.201(c), GM1 145.A.48

2.13.1 Templates in Use to Record Maintenance

This procedure is identifiying the process of issuing and updating all the various templates in use by KAAN AIR to record maintenance, such as work sheets, job cards, non-routine cards, deferred items, etc.

With regards to job cards and work sheets the MOE 2.13 chapter will only describe the templates and their use in the maintenance process, while the MOE 2.8 is intended to cover the procedure on how to ensure that maintenance data are correctly transcribed into work instructions.

MOE chapter 5.1 where the forms and templates in use by KAAN AIR are included.

2.13.2 Composition of the Work Package

KAAN AIR will issue manufacturer task cards from Aircraft Maintenance Manual, all required service bulletins, airworthiness directives pages and other applicable maintenance documents from maintenance library in accordance with MMF-28 Work Order, which is a list consist of work package.

2.13.2.1 List of Maintenance Documents which build up a Standard Work Package

KAAN AIR will assembly a work package following documents;

- Work Order, MMF-28;
- Work Service Report, MMF-30;
- Maintenance Task Cards issued from approved Maintenance Data;
- All incorporated airworthiness directives, service bulletins, service letters, etc.

2.13.2.2 Worksheets for Non-routine Tasks

KAAN AIR will use following task card and non-routine card if necessary at maintenance process;

Non-Routine Task Card, Form No: MMF-29, a copy is given at the Part-5.1.

The non-routine card must be signed off by certifying staff and all non-routine cards will be recorded to the Work and Service Report, Form No: MMF-30.

2.13.2.3 Assembly of Completed Work Package for Certification

KAAN AIR's authorized staff will collect all following completed documents to assembly work package for certification:

- Work order form, MMF-28;
- Technician, Tools, Component and Materials Request Form, MMF-06;
- Stock Release, Spare Parts and Special Tools Usage Form, MMF-18;
- Non-routine cards, which is incorporated during maintenance process, when necessary, MMF-29;
- Task cards, which is already signed-off, MMF-42; *(Task cards have the **page numbers**; so will be checked if they all correct in the page order and will not anyone missing)*
- Reference maintenance data; such as Airworthiness Directives, Service Bulletin, Service Letter, etc.;
- All component serviceable tags, Form-1 and other documents related task card;
- Certificate of Conformity for used material;
- Document for CRS (release to service), MMF-31;
- Work / Service Report, MMF-30.

And finally, maintenance records will be controlled to issue CRS accordance with CRS Issuing procedure in MOE 2.16.

All CRS and work package will be controlled first by Product Planning Department and finally Maintenance Manager using work package control form, MMF-54. This control form is included in the completed work package as part of related aircraft records.

2.13.2.4 Control and Use of Customer Supplied Work Card / Worksheet

Refer to MOE 2.8.1.

2.13.3 Completion of Maintenance Documentation

If there is no need to perform any **conditional tasks** which are indicated on the record form, certifying staff will enter **'N/A'** for this step and stamp on the record form. N/A reason will be documented and the certifying staff will stamp and sign the related step.

Followings will be recorded into task cards;

- all test result and dimensions as applicable into task cards. In addition, KAAN AIR may use special test and dimensions forms for specific tasks, that are produced from manufacturer task cards for recording purpose only.
- materials/parts replaced together with the related traceability to the accompanying documents.
- additional works, if needed.
- deferred items, if needed.

For all maintenance records which are filled with handwriting, permanent ink will be used. If it is needed to **correct a maintenance record**, the certifying staff will cross out the **imperfectly / incorrectly entry**, enter the correct information and signature/initial next to the correction. All corrected errors remain readable and identifiable. **This correction shall not be done after CRS issuance.**

In the case of a certifying staff performs a **critical task card**, he/she will sign off the task card and finally another staff who has **Independent Inspection** authorization, will inspect the work and sign off the "Inspector Colum" to be ensure that the work is carried out properly for critical task.

KAAN AIR will ensure correct completion of customer work cards.

In order to prevent omissions, every maintenance task or group of tasks will be signed-off. To ensure the task or group of tasks is completed; it will only be signed-off after completion. Work by unauthorized personnel (i.e. temporary staff, trainee,) will be checked by authorized personnel before they sign-off. The sign-off must be containing **personal stamp**, staff signature, date and time.

Sign-off policy has established to assign clear responsibilities for the performance of maintenance tasks, even when a task may be signed-off by more than one person (e.g. additional inspection) or it is signed-off based on tasks carried out by a contracted or subcontracted organisations.

Summary table for tasks **sign-off:**

(A "sign-off" is a statement by the competent person performing or supervising the work, that the task or group of tasks has been correctly performed. A sign-off relates to one step in the maintenance process and is therefore different from the release to service of the aircraft)

Any person performing maintenance will be responsible for the tasks performed. A task can only be signed-off by "**authorised personnel**"

("Authorised personnel" means personnel formally authorised by KAAN AIR approved under Part-145 to sign-off tasks. "Authorised personnel" are not necessarily "certifying staff".)

Type of task	Task sign-off by "authorised personnel"	Aircraft Release to Service
Normal task	authorised person for the task performance (e.g. mechanic, C/S) or	**Certifying Staff** *(In the case of aircraft base maintenance, B1, B2, B3 Support Staff, as applicable, will ensure that all relevant tasks or inspections have been carried out to the required standard before the category C certifying staff issues the certificate of release to service)*
	Trainee + authorised person for the task performed under supervision (e.g. C/S, inspector)	
Critical Maintenance task (e.g. one engine installation, one flight control rigging, etc.) with error capturing method *(Refer to MOE 2.23 and 2.25 for the definition of error capturing methods (and priority criteria), critical and identical maintenance tasks)* of **Independent inspection**	authorised person for the task performance (e.g. C/S, mechanic) + authorised person for the independent inspection (e.g. C/S, inspector) or	
	Trainee + authorised person for the task performed under supervision (e.g. C/S, inspector) + authorised person for the independent inspection (e.g. C/S, inspector)	
Critical or identical maintenance task (limited to unforeseen circumstances when only one person is available) (e.g. dual engine oil uplift, replacement of both cabin pressure controllers on one aircraft, etc.) with error capturing method of **Re-inspection**	authorised person for the task performance (e.g. mechanic, C/S) + additional record of re-inspection by the same authorised person	

2.14 TECHNICAL RECORDS CONTROL

145.A.55(a)(1), 145.A.55(a)(2); 145.A.55(a)(3); 145.A.55(a)(4); GM1 145.A.55(a)(1), AMC1 145.A.55(a)(3)

2.14.1 Composition of Maintenance Records retained by KAAN AIR

☐ CRS copy as applicable to aircraft/engines/components/NDT ratings (e.g. ATL, base maintenance release, EASA Form 1)

In the case of aircraft base maintenance copy of the base maintenance release certificate plus the associated CRS in the aircraft technical logbook system will be kept on records by KAAN AIR.

☐ copy of any detailed maintenance record associated with the work carried out

☐ Release documents of components, standard parts installed and consumable/ raw materials used Where the release documents are not included in the maintenance records the organisation will demonstrate traceability is available in the maintenance records to the release documents and that they can be retrieved at any time for all the period to which the records retention requirements apply.

In the case of release documents related to aircraft components, the customer/operator agreement is necessary where those documents are only traceable but not included in the maintenance records provided to the customer/operator.

KAAN AIR keeps maintenance records as hardcopy and digital format in the organization. A hardcopy maintenance records will be kept in a steel case. In addition, the archive metal case is fire proof.

All digital maintenance records will be held on an electronic database; company server with **backup system** will **be updated within 24 hours of any entry made** to the main electronic database. All computer hardware used to ensure backup will be **stored** in a **different location** from that containing the working data in an environment that ensures they remain in good condition. Maintenance Manager is responsible for maintenance records, storage in order not to damage or loss and for final confirmation of the records on relevant places in maintenance documentation.

2.14.2 Provision of Records to Operator

KAAN AIR will provide original maintenance records to the aircraft operator /owner/CAMO after a copy is taken to the organisation's records system.

KAAN AIR will provide following records as original to the operator/owner;

- Work Package Control List, MMF-54;
- CRS, Certificate of Release to Service, MMF-31;
- Work Order, MMF-28;
- Work/Service Report, MMF-30;
- Copy of Technical Log with CRS stamped;
- Spare and Tools Records (used during the maintenance event in subject)
- All component serviceable tag cards and EASA Form 1 or equivalent, etc.;
- Maintenance Task Cards issued from Approved Maintenance Data;
- Copy of any detailed maintenance record associated with the work carried out.
- Non routine cards generated during maintenance;
- All incorporated airworthiness directives, service bulletins, service letter, etc.

2.14.3 Format of the Maintenance Records

KAAN AIR uses both system, either; **paper** and/or **computer system and related backup**.

2.14.4 Records Storage Conditions (fire extinguisher system, fire detection,) and retrieval of records (paper or computer based)

Computer record systems will have at least one backup system, which will be updated within 24 hours of any new entry. Computer record systems will include safeguards to prevent unauthorised personnel from altering the data.

All computer hardware that is used to ensure the backup of data will be stored in a different location from the one that contains the working data, and in an environment that ensures that the data remains in good condition. When hardware or software changes take place, special care will be taken to ensure that all the necessary data continues to be accessible through at least the full period specified in the relevant provision.

2.14.5 Control of Access to Records (paper and / or computer based records)

All records will be under restricted access to all people against lost, destroying and theft. So that reason archives are locked and computers are under password access control.

2.14.6 Lost or destroyed records (reconstruction and EASA acceptance).

In case any specific maintenance record is lost or destroyed, KAAN AIR may re-produce relevant record. Maintenance Manager must ensure that the work is carried out and proofs must be provided for related records. The copy of produced record and its proofs will be submitted to the EASA for acceptance.

2.14.7 Record Keeping System

KAAN AIR keeps all maintenance records in readable, traceable and retrievable conditions. The records are consisting of followings; CRS, work order, task cards, on-routine cards, incorporated airworthiness directives and service bulletins, test and dimension records, etc.

KAAN AIR takes related aircraft's technical log book, log pages and other documents of customer for registering a performed maintenance to on it. All customer records will be kept under control during maintenance process.

2.14.8 Retention of Records

KAAN AIR will keep copies of all maintenance records **three (3) years** in the organization. The records may be printed format or digital format.

All retained maintenance records will be distributed to the last owner or customer of the respective aircraft or component in case KAAN AIR terminates its operation.

2.15 RECTIFICATION OF DEFECTS ARISING DURING MAINTENANCE

145.A.50(c), 145.A.50(e); AMC1 145.A.50(e);

2.15.1 Procedure to Record Defects Arising During Maintenance

KAAN AIR may discover a **defect in the aircraft** during scheduled maintenance work. The defect will be recorded to the manufacturer task card system and/or free non-routine card by certifying staff.

KAAN AIR may discover a **defect which is not affecting the airworthiness** of aircraft and does not lower flight safety of aircraft during scheduled maintenance work and cannot be rectified due to lack of material, man-power, or maintenance process time. In this case, the defect must be informed to the customer in advance and in any case before the release for its acceptance as carrying forward defects. These forwarded works will be written to the Work and Service Report, Form No: MMF-30 and will be delivered to the customer after maintenance is accomplished. In case the deferred defects involves an operational limitation it is responsibility of KAAN AIR to ensure that the customer/operator and crews are aware of the limitation in subject.

2.15.2 Analysis of Defects and Rectification

KAAN AIR will analysis all defects which are recorded to the manufacturer task card and/or non-routine cards and plan all tools, equipment, materials, maintenance data (i.e additional repair data), personnel, production and ground time and other requirements with approval of customer to rectify these defects.

Under normal circumstances, all recorded defects have to be rectified before issuance of CRS. Where any defect cannot be rectified due to absence of required resources or upon customer demand, it can be deferred in accordance with customer MEL procedures and MOE 2.16.2.3.

2.15.3 Notification Process (when necessary) to Customer, Manufacturer and EASA

KAAN AIR will notify to customer for all defects on time.

KAAN AIR must notify also TC Holder and EASA regarding defect which is effect to the aircraft or aircraft component that could seriously hazard flight safety. Such defects are defined at MOE 2.18.

2.15.4 Report to the Operator / Approval of the Customer to Launch the Rectification According to the Contract

KAAN AIR will report all defects to the operator/customer. KAAN AIR will take an approval of operator/customer for rectifying a defect. This approval is containing cost of rectifying, material used, etc.

2.16 RELEASE TO SERVICE PROCEDURE

145.A.30(g), 145.A.30(h)1, 145.A.30(h)2, 145.A.30(i), 145.A.30(j)5, AMC1 145.A.30(j)(5), AMC1 145.A.30(j)(5)(i), AMC1 145.A.30(j)(5)(ii), 145.A.48(c)(3)(1), 145.A.48(b), 145.A.50(a), GM1 145.A.50(a), 145.A.50(b), 145.A.50(c), 145.A.50(e), 145.A.50(d), 145.A.50(f), AMC1 145.A.50(b), AMC1 145.A.50(d), AMC2 145.A.50(d), GM 145.A.50(d), AMC1 145.A.50(e), AMC1 145.A.50(f), AMC1 145.A.48(a), 145.A.48(c)(5),145.A.35(a), 145.A.55(a)(1)(1), 145.A.75(e), 145.A.75(c), 145.A.30(j)3, 145.A.30(j)4, AMC1 145.A.30(j)(4), Appendix I, GM M.A.301(i),

2.16.1 General Requirements of the Release to Service

Definition of the CRS Statement

KAAN AIR uses following statement in the CRS;

"Certifies that the work specified except as otherwise specified was carried out in accordance with EASA Part-145 and in respect to that work the aircraft/aircraft component is considered ready for release to service."

Minimum information to be contained in the certificate of release to service:

- Basic details of the maintenance carried out (by reference to the maintenance data and related revision status, plus any eventually associated work package or job card as applicable to the product or component being maintained)
- The date such maintenance was completed
- The location where the release to service is issued
- The identity of the organisation, including the approval number of the maintenance organisation
- The identity of the person issuing the release to service, including:
  - the EASA Part-145 C/S - SS individual authorisation number (handwritten or stamped) of the certifying staff issuing such a certificate; and
  - the signature of the certifying staff issuing such a certificate (may include electronic signature system when approved by EASA)
- The limitations to airworthiness or operations, if any.

During and/or upon completion of the work as applicable on aircraft certifying staff;

- verifies that scope of work is within approved capability of KAAN AIR,
- verifies that current and correct maintenance data are used throughout the maintenance,
- performs a final visual inspection of the aircraft,
- verifies that all documents supplied for the performance of the maintenance operation have been duly completed and signed by proper personnel,
- verifies that all 'serviceable equipment' installed by KAAN AIR has its EASA Form 1 or equivelant or Serviceable Component/Part Tag,
- verifies that component which is installed on the aircraft is eligible to be fitted when different modification and/or airworthiness directives standards may be applicable,

- verifies that all test results are satisfactory,
- verifies that all deferred work has been approved and recorded and they are in accordance with operator's MEL, and KAAN AIR MOE,
- verifies that all airworthiness directives and service bulletins which are in the scope of maintenance, have been incorporated,
- verifies that no 'non-approved' modification and/or repair has been incorporated,
- verifies that components/parts/materials are not suspected for unapproved parts, (It is important for the certifying staff/mechanics who install part/component to be alert regarding the physical features of the part/component they install. Obviously, the installers, i.e., the certifying staff/mechanics are the last protection point to prevent a suspected unapproved part installation on an aircraft. If they notice some discrepancies and/or differences in the physical features such as the shape, the colour, texture, etc., of the part/component, they will immediately inform Maintenance Manager who notifies Compliance Monitoring Manager in writing. If the situation is confirmed by Compliance Monitoring auditors; Compliance Monitoring Manager reports this situation to the EASA. Then the suspected unapproved part will be removed where it's installed on. If the Compliance Monitoring auditors do not confirm the suspicion and find the satisfactory conditions then the Compliance Monitoring Manager will inform the Maintenance Manager. The CRS will not be issued until the clarification arised).
- verifies that all required inspection items as specified in contracted operator's procedures and/or in KAAN AIR MOE are signed off by certifying staff,
- verifies that any hidden damage inspection(s) have been performed (if required),
- verifies that the aircraft has no visible defect or defect known by KAAN AIR which could affect the airworthiness,
- verifies that any maintenance action that could have an impact on the aircraft flight operation (by using operator MEL for example) are known by the operator,
- verifies that the aircraft is clear of all tools, equipment and any extraneous part or material,
- verifies that all access panels removed have been refitted,
- ensures that there are no situations known that could seriously hazard the flight safety where safe operation could not be assured or which could lead to an unsafe condition, and

Then the CRS can be issued by the certifying staff.

Impossibility to sign a release certificate that could hazard flight safety e.g.:

- AD ordered or know to be applicable which is overdue and not embodied;
- Works which were carried out not in accordance with approved data;
- Discrepancies that may have consequences on the airworthiness of the aircraft.

2.16.2 Aircraft Maintenance Release to Service (Ax Ratings)

2.16.2.1 Base Maintenance CRS

CRS includes reference to related work package which contains full details of maintenance carried out.

These CRSs signify that the maintenance check has been completed, all task/control cards and any associated defect cards have been accomplished or properly deferred.

For the Base Maintenance CRS will be issued by category C certifying staff. Category B1 and B2 staffs work as a support staff for C level CS. Refer to MOE 3.9 procedure for authorisation and privileges of certifying staff.

2.16.2.2 Issue of CRS after Line Maintenance

KAAN AIR's Category B1.3 or B2 Certifying Staff can issue a certificate of release to service for all aircraft when satisfied that the maintenance tasks required by the aircraft has been properly carried out in the maintenance level of in the scope of work.

The certificate of release to service (CRS), which indicates that the relevant aircraft is ready to service, is necessary before any flight,

- On completion of any scheduled or non-scheduled maintenance works in accordance with maintenance level of in the scope of work;
- On completion of any engine replacement,
- Incorporation of a major Airworthiness Directives and Service Bulletins,
- On completion of Major Repair and modifications.

On completion of the work on an aircraft, the Category B1.3 or B2 authorized certifying staff must ensure that all maintenance documents have been completed and signed by the authorized staff. Form No: MMF-31 has been defined at part 5.1 of this manual;

KAAN AIR may issue CRS on customer's Technical Logbook in accordance with customer procedures before flight at the completion of;

- After changing a tire, servicing a system uncoupling and re-coupling lines, etc,
- On completion of any defect rectification,
- On completion of maintenance of any component when it has been removed from the aircraft.

2.16.2.3 Issuance of a CRS with Limitations/ Incomplete Work within aircraft limitations as per approved data **(e.g. KAAN AIR not in condition to complete all the maintenance ordered, deferred maintenance, need to perform a Maintenance Check Flight (MCF))**

Certain maintenance data issued by the design approval holder (e.g. AMM) requires that a maintenance task be performed in flight as a necessary condition to complete the maintenance ordered. Within the aircraft limitations, an appropriately authorised certifying staff will release the **incomplete maintenance before the flight** on behalf of KAAN AIR. GM M.A.301(i) describe the relations with the aircraft operator, which retains the responsibility for the maintenance check flight (MCF). After performing the flight and any additional maintenance

necessary to complete the maintenance ordered, a certificate of release to service (CRS) will be issued in accordance with 145.A.50(a).

(a) The definition of and operational requirements for MCFs are laid down in the Air Operations Regulation and are carried out under the control and responsibility of the aircraft operator. During the flight preparation, the flight and the post-flight activities as well as for the aircraft handover, the processes requiring the involvement of the maintenance organisations or their personnel will be agreed in advance with the operator. The operator will consult as necessary with the CAMO in charge of the airworthiness of the aircraft.

(b) Depending on the aircraft defect and the status of the maintenance activity performed before the flight, different scenarios are possible and are described below:

(1) **The aircraft maintenance manual (AMM), or any other maintenance data issued by the design approval holder, requires** that an MCF be performed before completion of the maintenance ordered. In this scenario, a certificate after incomplete maintenance, when in compliance with M.A.801(f) or 145.A.50(e), will be issued by KAAN AIR and the aircraft can be flown for this purpose under its airworthiness certificate. Due to incomplete maintenance, for aircraft used in commercial air transport, it is advisable to open a new entry on the aircraft technical log system to identify the need for an MCF. This new entry will contain or refer to, as necessary, data relevant to perform the MCF, such as aircraft limitations and any potential effect on operational and emergency equipment due to incomplete maintenance, maintenance data reference and maintenance actions to be performed after the flight. After a successful MCF, the maintenance records will be completed, the remaining maintenance actions finalised and the aircraft released to service in accordance with the KAAN AIR's approved procedures.

(2) Based on its own experience and for reliability considerations and/or quality assurance, an operator or CAMO may wish to perform an MCF after the aircraft has undergone certain maintenance while maintenance data does not call for such a flight. Therefore, after the maintenance has been properly carried out, a certificate of release to service is issued and the aircraft airworthiness certificate remains valid for this flight.

(3) After troubleshooting of a system on the ground, an MCF is proposed by KAAN AIR as confirmation that the solution applied has restored the normal system operation. During the maintenance performed, the maintenance instructions are followed for the complete restoration of the system and therefore a certificate of release to service is issued before the flight. The airworthiness certificate is valid for the flight. An open entry requesting this flight may be recorded in the aircraft technical log.

(4) An aircraft system has been found to fail, the dispatch of the aircraft is not possible in accordance with the maintenance data, and the satisfactory diagnosis of the cause of the fault can only be made in flight. The process for this troubleshooting is not described in the maintenance data and therefore scenario (1) does not apply. Since the aircraft cannot fly under its airworthiness certificate because it has not been released to service after maintenance, a permit to fly issued in accordance with Regulation (EU) No 748/2012 is required. After the flight and the corresponding maintenance work, the aircraft can be released to service and continue to operate under its original certificate of airworthiness.

(c) For certain MCFs the data obtained or verified in flight will be necessary for assessment or consideration after the flight by KAAN AIR prior to issuing the maintenance release. For this purpose, when the personnel of KAAN AIR cannot perform these functions in flight, KAAN AIR may rely on the crew performing the flight to complete this data or to make statements about in-flight verifications. In this case, KAAN AIR will appoint the crew personnel to play such a

role on their behalf and, before the flight, brief appointed crew personnel on the scope, functions and the detailed process to be followed, including required reporting information after the flight and reporting means, in support of the final release to service to be issued by the certifying staff.

2.16.2.4 Sign of After Maintenance Task Completion

Authorized certifying staff will ensure that all completed tasks are being carried out in accordance with the EASA Part-145 standards and signed-off by performer.

2.16.2.5 Issuance of EASA Form 1 for Components Removed Serviceable from EU Registered A/C

An EASA Form 1 will be issued by signing in block 14b and stating 'Inspected/Tested' in block 11 in accordance with AMC2 145.A.50(d). In addition, block 12 will specify:

a) When the last maintenance was carried out and by whom.

b) A list of all airworthiness directives, repairs and modifications known to have been incorporated. If no airworthiness directives or repairs or modifications are known to be incorporated, then this will be so stated.

c) Detail of life used for service life-limited parts being any combination of fatigue, overhaul or storage life.

d) For any aircraft component having its own maintenance history record, reference to the particular maintenance history record as long as the record contains the details that would otherwise be required in block 12. The maintenance history record and acceptance test report or statement, if applicable, will be attached to the EASA Form 1.

e) KAAN AIR will ensure that the component was removed from the aircraft by an appropriately qualified person.

f) The aircraft component may only be deemed serviceable **if the last flight operation with the component fitted revealed no faults on that component/related system**

g) The aircraft component will be inspected for satisfactory condition including in particular damage, corrosion or leakage and compliance with any additional maintenance data.

h) The aircraft record will be researched for any unusual events that could affect the serviceability of the aircraft component such as involvement in accidents, incidents, heavy landings or lightning strikes. Under no circumstances may an EASA Form 1 be issued in accordance with this paragraph, if it is suspected that the aircraft component has been subjected to extremes of stress, temperatures or immersion which could affect its operation.

i) A maintenance history record will be available for all used serialised aircraft components.

j) Compliance with known modifications and repairs will be established.

k) The flight hours/cycles/landings as applicable of any service life-limited parts including time since overhaul will be established.

l) Compliance with known applicable AD will be applied.

m) Subject to satisfactory compliance with this paragraph, an EASA Form 1 may be issued and will contain all the information as specified above including the aircraft from which the aircraft component was removed.

2.16.2.6 Swap/change over serviceable components between EU registered A/C or between different positions of the same EU registered aircraft

KAAN AIR may issue a CRS after swapping a component between two different EU registered helicopters and may issue a CRS to flight after swapping a component (for any reason i.e troubleshooting) between two positions in the same EU registered helicopter. In this case, conditions in paragraph 2.16.6 are applicable for issuance of EASA Form 1.

2.16.2.7 Issue of a CRS by Flight Crew

KAAN AIR may use certifying staff qualified in accordance with the following provisions:

- For a repetitive pre-flight Airworthiness Directive **which specifically states that the Flight Crew may carry out such Airworthiness Directive**, KAAN AIR may issue a **Limited Certification Authorisation** (MMF-67) to the aircraft commander on the basis of the flight crew licence held (will be EASA license). However, KAAN AIR will ensure that sufficient practical training has been carried out to ensure that such aircraft commander can accomplish the Airworthiness Directive to the required standard.
- In the case of **aircraft operating away from a supported location** KAAN AIR may issue a **Limited Certification Authorisation** (MMF-67) to the commander on the basis of the flight crew licence held (will be EASA license) subject to being satisfied that sufficient practical training has been carried out to ensure that the commander can accomplish the specified task to the required standard.

All such cases as specified in this point will be reported to EASA **within seven days** after issuing such certification authorisation.

2.17 RECORDS FOR THE OPERATOR

145.A.55(a)(2)

2.17.1 Composition of Maintenance Records to be provided to the Customer/Operator

KAAN AIR may keep an operator's aircraft records in the organization accordance with contract between both parties.

Maintenance Manager is responsible to keep all operator maintenance records which are stored in a safe way regarding fire, flood, thief and unauthorized usage.

2.17.2 Contracted Record Keeping for Operators/ Arrangements for Processing and Retention of the Operator's Maintenance Records

Maintenance Manager will arrange operator's maintenance records for keeping properly timely manner. These arrangements are consist of adding new record, filling up log books, tracing and controlling when require med times.

Any operator's maintenance records cannot be retained without Operator's permission. After contact is finished, the all records will be transferred to the operator.

2.18 OCCURRENCE REPORTING

145.A.60(a), 145.A.60(b), 145.A.60(c), 145.A.60(d); AMC 1 145.A.60(a); AMC 2 145.A.60(a); GM1 145.A.60; GM1 145.A.60(b);

2.18.1 MANDATORY Occurrences

This procedure describes the mandatory reporting to EASA, to the customer/CAMO and to the design approval holder of the aircraft or component any safety-related event or condition of an aircraft or component identified by the organisation which endangers or, if not corrected or addressed, could endanger an aircraft, its occupants or any other person, and in particular any accident or serious incident.

All maintenance personnel are responsible to report occurrences using the internal safety reporting system described in MOE 3.2.1. The scheme will identify the occurrences to be reported according to the list and method described in this chapter.

2.18.1.1 List of Reportable Occurrences

AMC-20 'General Acceptable Means of Compliance for Airworthiness of Products, Parts and Appliances' that lays down a list classifying occurrences in civil aviation to be mandatorily reported; will be used as reference for KAAN AIR. Further details and reportable occurrences are in AMC 20-8A Occurrence Reporting.

Further procedures explained in this chapter are including; notification to EASA of all cases where an occurrence is originated as a result of maintenance carried out by KAAN AIR, regardless of the registration of the aircraft or customer and besides any other reporting responsibility to the competent authority responsible for the approval under which the maintenance was carried out.

For instance; when a situation where KAAN AIR is made aware of a technical incident of a non-EU customer immediately following a maintenance carried out by KAAN AIR itself, e.g. where an incorrect assembly of aircraft parts by KAAN AIR was identified as the cause of the incident.

2.18.1.2 Reportable Occurrences as per 145.A.60

KAAN AIR submits a report to the EASA, the operator, owner, manufacturer which is responsible for the design of the aircraft or component any condition of the aircraft or component identified by the organisation that has resulted or may result in an unsafe condition that hazards seriously the flight safety. Technical Occurrence report form can be found on the https://e2.aviationreporting.eu/reporting When reporting Suspected Unapproved Parts, a SUP questionnaire has to be completed which is available on the EASA website.

KAAN AIR will report following unsafe conditions defects to the EASA/ Operator/ Manufacturers, the list of Reportable Occurrences are listed in AMC 20-8 Section II (when caused by performance of maintenance) and Section III, some of them are below:

AIRCRAFT TECHNICAL (Section II)

A. Structural

Not all structural failures need to be reported. Engineering judgement is required to decide whether a failure is serious enough to be reported. The following examples can be taken into consideration:

(1) Damage to a Principal Structural Element that has not been qualified as damage tolerant (life limited element). Principal Structural Elements are those which contribute significantly to carrying flight, ground, and pressurisation loads, and whose failure could result in a catastrophic failure of the aircraft. Typical examples of such elements are listed for large aeroplanes in AC/AMC 25.571(a) "damage tolerance and fatigue evaluation of structure", and in the equivalent AMC material for rotorcraft.

(2) Defect or damage exceeding admissible damages to a Principal Structural Element that has been qualified as damage tolerant.

(3) Damage to or defect exceeding allowed tolerances of a structural element which failure could reduce the structural stiffness to such an extent that the required flutter, divergence or control reversal margins are no longer achieved.

(4) Damage to or defect of a structural element, which could result in the liberation of items of mass that may injure occupants of the aircraft.

(5) Damage to or defect of a structural element, which could jeopardise proper operation of systems. See paragraph II.B. below.

(6) Loss of any part of the aircraft structure in flight.

B. Systems

The following generic criteria applicable to all systems are proposed:

(1) Loss, significant malfunction or defect of any system, subsystem or set of equipment when standard operating procedures, drills etc. could not be satisfactorily accomplished.

(2) Inability of the crew to control the system, e.g.:

(a) uncommanded actions;

(b) incorrect and or incomplete response, including limitation of movement or stiffness;

(c) runaway;

(d) mechanical disconnection or failure.

(3) Failure or malfunction of the exclusive function(s) of the system (one system could integrate several functions).

(4) Interference within or between systems.

(5) Failure or malfunction of the protection device or emergency system associated with the system.

(6) Loss of redundancy of the system.

(7) Any occurrence resulting from unforeseen behaviour of a system.

(8) For aircraft types with single main systems, subsystems or sets of equipment: Loss, significant malfunction or defect in any main system, subsystem or set of equipment.

(9) For aircraft types with multiple independent main systems, subsystems or sets of equipment: The loss, significant malfunction or defect of more than one main system, subsystem or set of equipment

(10) Operation of any primary warning system associated with aircraft systems or equipment unless the crew conclusively established that the indication was false provided that the false warning did not result in difficulty or hazard arising from the crew response to the warning.

(11) Leakage of hydraulic fluids, fuel, oil or other fluids which resulted in a fire hazard or possible hazardous contamination of aircraft structure, systems or equipment, or risk to occupants.

(12) Malfunction or defect of any indication system when this results in the possibility of misleading indications to the crew.

(13) Any failure, malfunction or defect if it occurs at a critical phase of flight and relevant to the operation of that system.

(14) Occurrences of significant shortfall of the actual performances compared to the approved performance which resulted in a hazardous situation (taking into account the accuracy of the performance calculation method) including braking action, fuel consumption etc.

Annex 1 to AMC 20-8 gives a list of examples of reportable occurrences resulting from the application of these generic criteria to specific systems

C. Propulsion (including Engines, Propellers and Rotor Systems) and APUs

(1) Flameout, shutdown or malfunction of any engine.

(2) Overspeed or inability to control the speed of any high speed rotating component (for example: Auxiliary power unit, air starter, air cycle machine, air türbine motor, propeller or rotor).

(3) Failure or malfunction of any part of an engine or powerplant resulting in any one or more of the following:

(a) non containment of components/debris;

(b) uncontrolled internal or external fire, or hot gas breakout;

(c) thrust in a different direction from that demanded by the pilot;

(d) thrust reversing system failing to operate or operating inadvertently;

(e) inability to control power, thrust or rpm;

(f) failure of the engine mount structure;

(g) partial or complete loss of a major part of the powerplant;

(h) Dense visible fumes or concentrations of toxic products sufficient to incapacitate crew or passengers;

(i) inability, by use of normal procedures, to shutdown an engine;

(j) inability to restart a serviceable engine.

(4) An uncommanded thrust/power loss , change or oscillation which is classified as a loss of thrust or power control (LOTC) as defined in AMC 20-1:

(a) for a single engine aircraft; or

(b) where it is considered excessive for the application, or

(c) where this could affect more than one engine in a multi-engine aircraft, particularly in the case of a twin engine aircraft; or

(d) for a multi engine aircraft where the same, or similar, engine type is used in an application where the event would be considered hazardous or critical.

(5) Any defect in a life controlled part causing retirement before completion of its full life.

(6) Defects of common origin which could cause an in flight shut down rate so high that there is the possibility of more than one engine being shut down on the same flight.

(7) An engine limiter or control device failing to operate when required or operating inadvertently.

(8) exceedance of engine parameters.

(9) FOD resulting in damage.

Rotors and -transmission

(10) Damage or defect of main rotor gearbox / attachment which could lead to in flight separation of the rotor assembly, and /or malfunctions of the rotor control.

(11) Damage to tail rotor, transmission and equivalent systems.

APUs

(12) Shut down or failure when the APU is required to be available by operational requirements, e.g. ETOPS, MEL.

(13) Inability to shut down the APU.

(14) Overspeed.

(15) Inability to start the APU when needed for operational reasons.

D. Human Factors

(1) Any incident where any feature or inadequacy of the aircraft design could have led to an error of use that could contribute to a hazardous or catastrophic effect.

E. Other Occurrences

(1) Any incident where any feature or inadequacy of the aircraft design could have led to an error of use that could contribute to a hazardous or catastrophic effect.

(2) An occurrence not normally considered as reportable (for example, furnishing and cabin equipment, water systems), where the circumstances resulted in endangering of the aircraft or its occupants.

(3) A fire, explosion, smoke or toxic or noxious fumes.

(4) Any other event which could hazard the aircraft, or affect the safety of the occupants of the aircraft, or people or property in the vicinity of the aircraft or on the ground.

(5) Failure or defect of passenger address system resulting in loss or inaudible passenger address system.

(6) Loss of pilots seat control during flight.

AIRCRAFT MAINTENANCE AND REPAIR (Section III)

A. Incorrect assembly of parts or components of the aircraft found during an inspection or test procedure not intended for that specific purpose.

B. Hot bleed air leak resulting in structural damage.

C. Any defect in a life controlled part causing retirement before completion of its full life.

D. Any damage or deterioration (i.e. fractures, cracks, corrosion, delamination, disbonding etc) resulting from any cause (such as flutter, loss of stiffness or structural failure) to:

(1) primary structure or a principal structural element (as defined in the manufacturers' Repair Manual) where such damage or deterioration exceeds allowable limits specified in the Repair Manual and requires a repair or complete or partial replacement of the element;

(2) secondary structure which consequently has or may have endangered the aircraft;

(3) the engine, propeller or rotorcraft rotor system.

E. Any failure, malfunction or defect of any system or equipment, or damage or deterioration found as a result of compliance with an Airworthiness Directive or other mandatory instruction issued by a Regulatory Authority, when:

(1) it is detected for the first time by the reporting organisation implementing compliance;

(2) on any subsequent compliance where it exceeds the permissible limits quoted in the instruction and/or published repair/rectification procedures are not available.

F. Failure of any emergency system or equipment, including all exit doors and lighting, to perform satisfactorily, including when being used for maintenance or test purposes.

G. Non compliance or significant errors in compliance with required maintenance procedures.

H. Products, parts, appliances and materials of unknown or suspect origin.

I. Misleading, incorrect or insufficient maintenance data or procedures that could lead to maintenance errors.

J. Failure, malfunction or defect of ground equipment used for test or checking of aircraft systems and equipment when the required routine inspection and test procedures did not clearly identify the problem when this results in a hazardous situation.

2.18.1.3 Method to Report Occurrences to EASA

Will be done directly using the European Aviation Safety Reporting portal: https://e2.aviationreporting.eu/reporting

It is understood that the external occurrence reporting system is intended to send all collected reports to **EASA**, the **state** of aircraft registry, to the organisation responsible for the **design of the aircraft** and to the aircraft **operator/owner**.

EASA is notified in all cases where an occurrence is originated as a result of maintenance carried out by the organisation, regardless of the registration of the aircraft or customer and besides any other reporting responsibility to the competent authority responsible for the approval under which the maintenance was carried out.

A typical example is a situation where KAAN AIR is made aware of a technical incident of a non-EU customer immediately following a maintenance carried out itself, e.g. where an incorrect assembly of aircraft parts by KAAN AIR was identified as the cause of the incident.

Reporting Suspected Unapproved Parts: a SUP questionnaire has to be completed which is available for download on the https://www.easa.europa.eu/en/domains/safety-management/aviation-safety-reporting/aviation-safety-reporting-organisations

Entity responsible for the continuing airworthiness of that aircraft is notified by a report; for events or conditions that affect aircraft components on the requested maintenance.

Compliance Monitoring Manager will produce and submit the reports as soon as practicable but, in any case, within **72 Hours** of identified at paragraph 2.18.1.2 reportable occurrences.

Confidentiality Safeguard for the identify of the reported and the persons mentioned in the report will be provided.

2.18.2 VOLUNTARY Occurrences

This procedure is also describing the voluntary reporting that is intended to feed the safety reporting scheme described in MOE 3.2.1.

2.18.2.1 Voluntary Reporting Method

It is understood that the internal occurrence reporting system is intended to collect all reports internally generated by KAAN AIR. The internal occurrences which fall within the definition of reportable occurrences to be reported as per Part 145.A.60 (e.g. to EASA, etc.).

- All occurrence reports will be written to Form No: MMF-33 Defect and Un-Airworthy Report or SMM-Appendix-2a Maintenance Occurrence Report Form or SMF-08 Safety Report and will be submitted by e-mail to **Maintenance Manager** and **Compliance Monitoring Manager**.
- All personnel will report, all occurrences and/or defects which are of an unsafe nature and which have or may have caused a hazard to a particular aircraft/helicopter must be reported **within 72 hours.**
- **Maintenance Manager** is responsible to **detect and rectify** maintenance errors with the coordination of **Supervisor/Certifying Staff** and **Compliance Monitoring Manager** as a minimum, result in a failure, malfunction or detect endangering the safe operation of the aircraft if not performed properly.

All Supervisor and Certifying Staff evaluate information which is coming from following analysis;

- Previous experiences of maintenance errors such as Removal / Installation of Wheels, Brake Units, Replacement/Adjustment of Engine components, Replacement of oil and fuel filters etc. depending on a consequence of the failure.
- All errors which are coming from previous experiences could be satisfied by on job training;
- Information arising from the Hazard Report System accordance with Safety Management System.
- Requests of operators according to their reliability reports.

In the case of any maintenance error is investigated during maintenance by the certifying staff, the maintenance error is defined a defect, then a non-routine item form will be issued and reported to the Maintenance Manager.

Maintenance Manager is responsible to have the maintenance error rectified in accordance with approved maintenance instruction. The maintenance manager may need to inform to the customer due to additional material may be required for rectifying defect.

Maintenance Manager makes an analysis of occurrences data **with coordination Compliance Monitoring Manager** to find out route causes and make prevent actions to eliminate of route-causes from system and include some of the occurrences analysis results in the programs for human factor recurrent training.

Maintenance Manager will inform to the staff as a feedback regarding any occurrence and corrective action.

KAAN will ensure the **confidentiality safeguard** for the identify of the reported and the persons mentioned in the report.

A **follow up report** is intended to provide details of the actions KAAN AIR intends to take o prevent similar occurences in the future and will be as soon as those actions have been identified.

Any information from investigations will be shared by mail and/or Safety Board in the organization.

All reportable defect reports, internal occurrences reports, analysis results and other related records will be **retaining 5 years** in the organization.

2.19 RETURN OF DEFECTIVE AIRCRAFT COMPONENTS TO STORE

145.A.42(a) (iii)

2.19.1 Aircraft Component received in Serviceable status but found "Defective" at installation (e.g. involvement of Compliance Monitoring for investigation, possible need to report the occurrence as per MOE 2.18)

All defective components will be kept in unserviceable store section with label or unserviceable card.

If one component received by a staff in serviceable status from store but found defective at installation on an aircraft, it will be returned to store with an unserviceable tag with the reason endorsed, keep in the quarantine section, will be reported to Maintenance Manager and then inform Compliance Monitoring Manager to involve an investigation.

2.19.2 Labelling and Handling of Unservicaeable Components

All defective components which are removed from aircraft will be labelled and identified as unserviceable card.

2.19.3 Handling and Movement of Components

All defective components will be kept in container which is produced in accordance with ATA-300 material handling and packaging standards. All defective components will be handled and moved to the stores with these containers.

2.19.4 Repairable Components

When a component removed from the aircraft for repairing reason, it will be sent to the contactors within practicable time with repair order.

2.19.5 Labelling and Handling of Unsalvageable Components and Parts to be Scrapped

When unserviceable components and parts will be classified as unsalvageable component the following conditions occur;

- Components with non-repairable defects, whether visible or not through a general visible inspection;
- Components that do not meet design specifications, and cannot be brought into conformity with such specifications;
- Components subjected to unacceptable modification or rework that is irreversible;
- Certified life-limited parts that have reached or exceeded their certified life limits, or have missing or incomplete records;
- Components that cannot be returned to airworthy condition due to exposure to extreme forces, heat or adverse environment;

- Components for which conformity with an applicable airworthiness directive cannot be accomplished;
- Components for which maintenance records and/or traceability are lost.

In the case, KAAN AIR is not able to define if the component is unsalvageable or not, such component will be sent to contractor or manufacturer for determination its conditions.

KAAN AIR will scrap an unsalvageable component and keep a report Form No: MMF-12 if it is confirmed that it is unsalvageable. Mutilation of unsalvageable parts will help to prevent them from entering again into the aircraft supply chain; so, destroy the data plates, remove the serial/ lot/ part numbers, and cut, crush, grind, melt, burn or use other means to prevent the parts from being misidentified or used as serviceable aircraft parts methods will be used.

2.20 DEFECTIVE COMPONENTS TO OUTSIDE CONTRACTORS

145.A.75(b)

This chapter is only applicable when KAAN AIR is sending/contracting component maintenance to:

- **Contracted** EASA Part-145 approved Organisation.
  - This fact will be reflected in the MOE 2.1 and the contracted organisation(s) listed in MOE chapter 5.4, or
- **Subcontracted** Organisation not holding an EASA Part-145 approval.
  - This fact will be reflected in the MOE 2.1 and the "Subcontractors" listed in the MOE chapter 5.2.

2.20.1 Dispatch of Components for Maintenance

KAAN AIR will send unserviceable components for repair, overhaul, periodic maintenance to outside contractors which are EASA PART-145 approved organizations timely manner.
KAAN AIR issues a repair order form, No: MMF-11, for each component for dispatching to outside contractors. In addition, shipping documents such as copy of invoice, airway bill and other documents will be issued to send this component to contractor which is abroad.

2.20.2 Identification of Required Work

A component which will be dispatched to contractor, is attached with an unserviceable card and the repair order must be identified which is the requested work.

2.20.3 Control of Dispatch, Location and Return

Maintenance Manager is responsible of control of dispatch, location and return component at dispatching process. The dispatching documents will be kept in repair order file and followed up repair, the return to store through the component acceptance procedure which is defined at Part 2.3 of this manual.

2.20.4 Return of Unserviceable Loan Parts

In the case of a part is loaned and used at an aircraft, it may be removed and returned to the owner/suppliers when another one is installed to the aircraft. At this time an EASA Form-1 may be issued according to procedure which is in the Part 2.16 of this manual. The component will be returned to as its container and EASA Form-1 is attached to it.

2.20.5 Management of the Packaging and Special Transportation Conditions

All components must be packaged and having a container to transport against deformation, damage and free from other contamination. A component container must have good standards according to ATA-300 Materials Handling and transportation specifications.

2.21 CONTROL OF COMPUTER MAINTENANCE RECORD SYSTEMS

145.A.45(e), 145.A.55(a)(3)2, GM 145.A.55(a)(1)(1)

This chapter will not be confused to MOE 2.14 Technical Record Control, which is intended to cover the record keeping requirement addressed in 145.A.55.

2.21.1 Description of the Computer Record System in Use (WINGS)

The computer-based documentation system (WINGS) is protected by user names with corresponding passwords. The programme cannot be used without entering a user name and password. This prevents any unauthorised persons from manipulating data.

Maintenance Manager and Compliance Monitoring Manager are responsible for the use of the computer applications.

The assigned IT Manager at KAAN AIR is responsible for adhering to the data protection regulations.

2.21.2 Information Retrieval

KAAN AIR use hardcopy format for all maintenance work package and retains an hardcopy to the archives. In addition, computer system is used for database and other required work.

So, information is always retrievable from computers when a computer is destroyed or deleted.

2.21.3 Back-Up Systems

All digital maintenance records will be held on an electronic database; company server under backup system is updated within 24 hours of any entry made to the main electronic database. Maintenance Manager is responsible for maintenance records check, storage in order not to damage or loss them and for final confirmation that records are filed on relevant places in maintenance documentation.

2.21.4 Security and Safeguards to Unauthorised Access

All computers will be accessed by authorized personnel and they are under control of password to prevent unauthorized access.

2.22 CONTROL OF MAN-HOUR PLANNING VERSUS SCHEDULED MAINTENANCE WORK

145.A.47(b), 145.A.47(c), 145.A.30(d), AMC1 145.A.30(d), 145.A.25(a)1, 145.A.25(a)2, AMC1 145.A.25(a)

2.22.1 Maintenance Man-Hour Plan (taking into account also maintenance activities carried out outside the scope of the Part-145 approval)

SQF-20 Man-Hour Plan form will be used, **reviewed at least every 3 months** and updated when necessary.

Plan will cover **all staff** (e.g. **certifying staff, inspectors, mechanics, planners, compliance monitoring auditors,** etc.)

2.22.2 Hangar Visit Plan versus Man-Hour Plan

The "hangar visit plan" will be made available to demonstrate sufficiency of hangar space to carry out planned base maintenance. The relation between the hangar visit plan and the man-hour plan will be described. The hangar visit plan will also include non-commercial air transport or other activities.

2.22.3 Management system of company planning versus time available (e.g. A/C or components base maintenance activity …)

KAAN AIR has yearly based man-hour plans for its maintenance activities. Past year's actual used man-Hours, coming year's contracts, known seasonal peaks and maintenance capabilities, including equipment and personnel on hand are all the main concerns of this plan.

2.22.4 Type of Planning (man hours availability versus work load)

Man-hour plan is prepared and issued at the very beginning of the New Year by the Maintenance Manager taking into account work load.

Particular attention will be given to the situation when the **same person is acting with different roles** during a particular maintenance check (e.g. a person who is acting at the same time as cat. C certifying staff and B1 support staff during a particular base maintenance check, a person who is acting at the same time as component certifying staff and sign-off staff during a particular component workshop maintenance, etc.).

In such cases the man-hour plan for the particular maintenance check will take into account this aspect to ensure the **person is allocated enough time** to carry out the necessary activities required for each of the different roles he/she undertakes and appropriate consideration is given to human performance limitations.

2.22.5 Type of Factors Considered in the Planning

Maintenance Manager takes into following type of factor for man-hour planning;

- Human performance limitations, such as day work, night work (if needed as extra) will be considered;
- Complexity of work; what type of work was performed, what type of work will be performed next period,
- Additional factors.

2.22.6 Planning Revision Process

It is monitored all the time and reviewed at least **in every 3 months** and revised when any shortfall is found.

2.22.7 Organization of Shifts

There is no shift in KAAN AIR. All people work in day shift only.

2.22.8 Use of Contracted Personnel

Not applicable.

But if needed later;

At least half the staff that perform maintenance in each workshop, hangar or flight line on any shift will be employed to ensure organisational stability. For the purpose of meeting a specific operational necessity, a temporary increase of the proportion of contracted staff may be permitted to the organisation by the competent authority, in accordance with an approved procedure to be included in this chapter, which will describe the extent, specific duties, and responsibilities for ensuring adequate organisation stability.

2.22.9 Procedure to Manage Risks of Work Force Unbalances

It will be referred to MOE 1.10 (also related with MOE 1.7) when KAAN AIR will be in the situations below:

- ☐ Actual staff available lower than planned level for any shift or period and/or
- ☐ Temporary increase of contracted staff for specific operational needs

2.22.10 Notification to the Compliance Monitoring Manager and Accountable Manager of deviations exceeding 25% between the work load and the man hour availability

Accountable and Maintenance Manager will provide additional man-power to the organization when 25 % shortfall during a calendar month for any one of the functions.

2.23 CRITICAL MAINTENANCE TASKS AND ERROR-CAPTURING METHODS

145.A.48(c)(1,2), AMC1 145.A.48(c)(2,3), AMC2 145.A.48(c)(2,3), AMC3 145.A.48(c)(2,3), AMC4 145.A.48(c)(2,3)

2.23.1 Critical Maintenance Task

2.23.1.1 Definition of "Critical Maintenance Task"

"Critical maintenance task" means a maintenance task that involves the assembly or any disturbance of a system or any part of an aircraft, engine or propeller that, if an error occurred during its performance, could directly endanger the flight safety.

Procedures will be established to detect and rectify maintenance errors that could, as minimum, result in a failure, malfunction, or defect endangering the safe operation of the aircraft if not performed properly. The procedure identifies the method for capturing errors, and the maintenance tasks or processes concerned. In order to determine the work items to be considered, the following maintenance tasks will primarily be reviewed to assess their impact on safety.

Such following tasks, but not limited to, affecting safety will be considered critical task and independent inspection is required (detailed list is in Aircraft Integrated Electronic Technical Publication-IETP-Critical Parts section);

- Pitch, yaw, roll actuator remove or installation,
- Main-Nose-Left-Right landing gear and shock absorbers remove and installation,
- Elastomeric bearing remove and installation,
- Swashplate, Main Gearbox group remove and installation,
- Main-Tail rotor blade assy remove, disassembly, installation,
- Number 1-2-3 drive shaft remove and installation,
- Housing and Pinion assy remove and installation,
- Installation of aircraft engines and rotors,
- Previous experience of maintenance errors, depending on the consequence of the failure,
- Information arising from the occurrence reporting system,

2.23.1.2 Critical Task Procedures and Control

Several data sources may be used to identify critical maintenance tasks, such as below:

(1) information from the design approval holder;

(2) accident reports;

(3) investigation and follow-up of incidents;

(4) occurrence reporting;

(5) flight data analysis;

(6) results of audits;

(8) feedback from training.

Production Planning Engineer has the Type Certiciate Holder(TCH)'s Critical Parts List (CPL). He will review that TCH-CPL to assess the impact of flight safety and customise a critical maintenance tasks list in the WINGS computurize maintenance program according to the scope of work of KAAN AIR. The List will contain critical tasks peculiar only to certain aircraft or components. The List will be under the control of the Compliance Monitoring Manager. The List will be subject to continuous evaluation and when necessary amended by KAAN AIR as the result of maintenance errors investigations, audit, TCH data analysis, etc. When KAAN AIR defines its own list of critical maintenance tasks, the effective independent inspection tasks to be carried out are the independent inspections required by the Part-145 MOE plus the ones required by the customer/operator.

It has been intended to detect and rectify maintenance errors that could, as minimum, result in a failure, malfunction, or defect endangering the safe operation of the component/ engine/ aircraft if not performed properly.

It will be ensured that critical maintenance tasks are reviewed to assess the impact on flight safety. **List of critical maintenance tasks** will be customised to the scope of work of KAAN AIR and may contain critical tasks peculiar only to certain aircraft or components. This list may be included into a separate document under the control of the Production Planning Engineer.

The list of "critical maintenance tasks" will be subject to continuous evaluation and when necessary amended by KAAN AIR as the result of maintenance errors investigations, audit, TCH data analysis, etc.

When the operator/customer defines its own list of critical maintenance tasks, the effective independent inspection tasks to be carried out are the independent inspections required by the Part-145 MOE plus the ones required by the customer/operator.

2.23.2 Error Capturing Methods

2.23.2.1 Identification of the Error-Capturing Method(s) to be used:

Error-capturing methods are those actions to detect maintenance errors made when performing maintenance. KAAN AIR will ensure that the error-capturing methods are adequate for the work and the disturbance of the system. A combination of several actions (visual inspection, operational check, functional test, rigging check) may be necessary in some cases.

- The primary error-capturing method to be used will be the **independent inspection**
- **Re-inspection** (limited to unforeseen cases when only one person is available)

2.23.2.2 Independent Inspection Procedure

Inspectors are authorized in accordance with procedure at MOE 3.13, will perform an independent inspection to critical task both at base and line maintenance process.
At least one more **independent qualified person** must perform an Independent Inspection to a work which is performed by one certifying staff for all the critical tasks to prevent any possible error which could affect the safe operation of the aircraft.

Independent inspection is one possible error-capturing method.

(a) An **independent inspection** is; an inspection performed by an 'independent qualified person' of a task carried out by an 'authorised person', considering that:

(1) the '**authorised person**' is the person who performs the task or supervises the task and they assume the full responsibility for the completion of the task in accordance with the applicable maintenance data;

(2) the '**independent qualified person**' is the person who performs the independent inspection and attests the satisfactory completion of the task and that no deficiencies have been found. The 'independent qualified person' does not issue a CRS, therefore **they are not required to hold certification privileges;**

(3) the '**authorised person**' issues the CRS or signs off the completion of the task after the independent inspection has been carried out satisfactorily;

(4) the work card system used by KAAN AIR will record the identification of both persons and the details of the independent inspection as necessary before CRS or sign-off for the completion of the task is issued.

(b) **Qualifications** of persons performing independent inspections: The 'independent qualified person' must be trained and gained experience, at least one-year CS, in the specific inspection to be performed. KAAN AIR could consider making use of, for example:

1) staff holding a certifying staff or support staff or sign-off authorisation or equivalent necessary to release or sign off the critical maintenance task;

(2) staff holding a certifying staff or support staff or sign-off authorisation or equivalent necessary to release or sign off similar task in a product of similar category and having received specific practical training in the task to be inspected; or

(c) **Performing** an independent inspection: An independent inspection will ensure correct assembly, locking and sense of operation. Consistency has to be ensured with chapter MOE 2.13. When inspecting control systems that have undergone maintenance, the independent qualified person will consider the following points independently:

(1) all those parts of the system that have been disconnected or disturbed will be inspected for correct assembly and locking;

(2) the system will be inspected for full and free movement over the complete range;

(3) cables will be tensioned correctly with adequate clearance at secondary stops;

(4) the operation of the control system will be observed to ensure that the controls are operating in the correct sense;

(5) if different control systems are interconnected so that they affect each other, all the interactions will be checked through the full range of the applicable controls; and

(6) software that is part of the critical maintenance task will be checked, for example: version, compatibility with aircraft configuration.

2.23.2.3 Reinspection - One Person Method

When only one authorised technician is available to carry critical tasks above, same person can perform the work **then re-inspect of all completed work after last work has supposedly been completed**. In this case, authorised technician will add additional statement (**"re-inspection performed"**) for re-inspection of the work and certify that work.

(1) Reinspection is an error-capturing method subject to the same conditions as an independent inspection is, except that **the 'authorised person' performing the maintenance task is also acting as 'independent qualified person' and performs the inspection.**

(2) Reinspection, as an error-capturing method, will only be performed in unforeseen circumstances when only one person is available to carry out the task and perform the independent inspection. The circumstances cannot be considered unforeseen if the person or organisation has not assigned a suitable 'independent qualified person' to that particular line station or shift.

(3) CRS is issued after the task has been performed by the 'authorised person' and the reinspection has been carried out satisfactorily. The work card system used by KAAN AIR will record the identification and the details of the reinspection before CRS for the task is issued.

2.24 REFERENCE TO SPECIFIC PROCEDURES

AMC1 145.A.35(a)

2.24.1 Engine Run Up

Engine run is carried out in accordance with the Rotorcraft Flight Manual following any scheduled maintenance, or whenever needed. The maintenance manager arranges and follows the essential safety procedures when engine run is performed. All pilots holding valid license and type rating certificate have the authorization of engine run in close coordination with the maintenance manager for purposes.

2.24.2 Aircraft Pressure Run

Not applicable

2.24.3 Aircraft Towing

These procedures are specified in the maintenance manual, for example. Towing helicopter from the nose landing gear, using a tow bar. When towing with a flat nose strut it will not be exceeded 45 degrees either side of center line of helicopter to prevent possible door damage. The parking brake is not released until after tow bar is secured between helicopter and towing vehicle.

2.24.4 Aircraft Taxing

Not applicable

2.24.5 Technical Wash

The technical wash practices necessary for proper maintenance are a water rinse to remove contamination and wash to restore performance.

2.24.6 Aircraft Weighing

Kaan Air can perform aircraft weighing in accordance with manufacturer maintenance manual and manufacturer approved weighing tools and equipment in the scope of work.

Manufacturer approved weighing tasks will be used for all weighing of aircraft.

2.24.7 Borescope Inspection

Borescope inspections are performed by personnel, assigned by the Maintenance Manager and authorised by Compliance Monitoring Manager, for ensuring helicopter engines owned by the customer are in an airworthy condition in accordance with applicable regulation.

Borescope inspections are performed in accordance with related engine maintenance manuals or manufacturer instructions etc. that are approved data.

2.24.8 Control/Supervision of De-Icing Systems

Not applicable

2.24.9 Maintenance Check Flights

Explained in detail in MOE 2.16.2.3.

2.24.10 Maintenance Away From Approved Location

Explained in detail in MOE 2.32.

2.25 PROCEDURES TO DETECT AND RECTIFY MAINTENANCE ERRORS

145.A.48(b), 145.A.48(c)(3), AMC 145.A.48(c)(3), GM1 145.A.48(c)(3)

2.25.1 Procedure to Minimise the Risk of Multiple Errors and Preventing Omissions

Consistency with the MOE 2.13 chapter (sign-off policy) will be ensured.

Minimising multiple errors and preventing omissions. Therefore:

(1) every maintenance task will be signed off **only after completion;**

(2) grouping of tasks for the purpose of sign-off allows critical steps are being clearly and detailed **explained in the MOE 2.23.1 Critical Task Procedures and Control**; and

(3) work performed by personnel non-authorized personnel (i.e. temporary staff, trainees) **will be checked and signed off by an authorised person;**

KAAN AIR working procedures intend to minimise the risk of multiple errors and errors being repeated in **identical tasks** compromising more than one system or function.

2.25.2 Procedure to Minimise the Risk of Errors Being Repeated in Identical Maintenance Compromising More Than One System or Function

The purpose of safety procedure is to minimize the possibility of an error being repeated whereby the **identical aircraft components** are not reassembled thereby compromising more than one system.

KAAN AIR will ensure that no person is required to perform a maintenance task involving **removal/ installation** or **assembly/ disassembly** of several components of the same type fitted to **more than one system**, a failure of which could have an impact on safety, on the same aircraft or component during a particular maintenance check. However, in unforeseen circumstances when only one person is available, KAAN AIR may make use of reinspection.

2.25.3 Identification of Methods in Use to Minimise the Risks

- **Planning method (only applicable to identical maintenance tasks)**

This paragraph addresses the GM1 145.A.48(c)(3) describing how the planning method is used to minimise the risk of errors being repeated in identical maintenance tasks planning the performance by different authorized persons of the same task in different systems

- **Identification of the error-capturing method(s) to be used** (the specific procedure on how each error capturing method is accomplished has been detailed in the MOE 2.23).

Refer to MOE 2.13 “sign-off” policy for details of how to sign-off each type of task.

There are more than one error-capturing method is defined, can be seen below table, criteria is established accordingly to prioritise the methods to be adopted:

Type of Task	Description of Task	Minimising the risk of errors being repeated in identical maintenance tasks and error capturing methods priority	
		Primary	**Secondary**
Identical Maintenance Task	removal/installation or assembly/disassembly of **several components of the same type fitting to more than one system**, a failure of which can have an impact on safety, on the same aircraft or component during a particular maintenance check. (e.g. dual engine oil uplift, replacement of both cabin pressure controllers on one aircraft, etc.)	**Performance by** **<u>Different Authorized Persons</u>** of the same task in different systems **<u>(Planning Method)</u>**	**Re-inspection** by the same authorized person who has performed the task **(limited to unforeseen cases when only one person is available)**
Critical Maintenance Task	a maintenance task that involves the assembly or any disturbance of a system or any part of an aircraft, engine or propeller that, if an error occurred during its performance, could **directly endanger the flight safety.** (e.g. one engine installation, one flight control rigging, etc.)	**Independent inspection**	

2.26 SHIFT / TASK HANDOVER PROCEDURES

145.A.47(c), AMC 145.A.47(c)

2.26.1 Aims and Objectives of the Shift Handover

KAAN AIR works on one shift and in day time. Shift handover means also handover between the morning shifts of two different days:

1) When performed by different personnel,
2) Personnel changes the task assigned to them,
3) When a task (i.e. troubleshooting is interrupted and restarted days/shifts after),
4) To have some more information (i.e. troubleshooting performed) that are not reportable on aircraft Technical Logbook.

Aim and objectives of the shift handover procedure is that between outgoing and incoming personnel.

2.26.2 Training of Personnel in Shift / Task Handover Process

All personnel will be trained and aware during Safety (including Human Factor) Training regarding the shift/task handover process. The details of training syllabus are given at the MOE 3.6.

All personnel must know the following principles during shift/task handover process;

- Both shifts have adequate time for talking and transferring tasks and status of jobs each other;
- Know which tasks are completed by previous shift, which tasks are to be completed by own shift;
- The status of the tasks initiated but not completed by the previous shift;
- Know that completed tasks are signed by previous shift properly;
- To forward all not completed tasks to next shift.

2.26.3 Recording of Shift / Task Handover

The subjected communications regarding shift/handover will be recorded appropriate record document. MMF-34 Shift Report Form will be used.

2.26.4 Formalised Shift Handover Process and Required Information

MMF-34 Shift Report Form will be including:

- Facility status
- Work status
- Manning status
- Outstanding issues
- Other possible information

When it is required to hand over the continuation or completion of a maintenance action for reasons of a shift/task handover, the below procedure will be followed:

- Inform the maintenance manager as applicable,
- Ensure that all relevant information is understood by the incoming personnel,
- Provide adequate environment to maintain a good level of communication,
- Notify the incoming personnel and the maintenance manager for any unconformity.

2.26.5 Responsible Person for Managing and Filling Up the Shift / Task Handover

Shift supervisors of both previous and next shift are responsible of managing and processing shift/task handover procedure and will record all requirements to shift/task handover documents.

2.27 PROCEDURES FOR NOTIFICATION OF MAINTENANCE DATA INACCURACIES AND AMBIGUITIES

145.A.45(c), AMC 145.A.45(c)

2.27.1 Definitions of Maintenance Data Ambiguities

KAAN AIR will ensure that when maintenance personnel discover any;

- **inaccurate, incomplete or ambiguous** information in the maintenance data, will be reported in details as part of the internal safety reporting scheme specified in MOE 3.2.

KAAN AIR uses following maintenance data which produced by TC Holders;

- Aircraft Maintenance Manual
- Engine Maintenance Manual
- Illustrated Part Catalog
- Structural Repair Manual
- Wiring Manual
- Service Bulletin
- Airworthiness Directives
- Engineering Orders which is produced by TC Holder
- Engineering Orders which is produced by Part-21 Design Organization,

2.27.2 Method of Internal Notification of Maintenance Data Ambiguities

Maintenance personnel will record the details of inaccurate, incomplete or ambiguous information in the maintenance data as part of the internal safety reporting scheme specified in MOE 3.2. Maintenance personnel will report to **Production Planning Engineer** and **Maintenance Manager.**

2.27.3 Method of External Notification of Maintenance Data Ambiguities to the Authors of That Data

Maintenance Manager will evaluate the ambiguities of data, then if it will be confirmed the data ambiguities are exist; **Maintenance Manager** make it be notified to the **author** of the maintenance data via **Production Planning Engineer.**

The **authors** may be any of the following:

- Aircraft / component design organisation (AMM, SB, SRM..)
- EASA
- KAAN AIR; itself in the case of organisation job cards
- The customers; in the case of job cards issued and furnished by the customers

A record of such communications to the author of the maintenance data will be retained by KAAN AIR until such time as the author of the maintenance data has clarified the issue by e.g. amending the maintenance data.

2.27.4 Method of Assessment and Extraction of those Ambiguities / Inaccuracies

When KAAN AIR will report any ambiguities to author, will actively support any investigations that be initiated by KAAN AIR. Support will be provided by a timely response to information requests, and by making available the affected components, parts or appliances for the purpose of the investigation, subject to an agreement with the respective component, part or appliance owners (e.g. operator/ customer etc.).

Authors are expected to provide feedback to KAAN AIR on the results of their investigations.

2.27.5 Feedback to Staff and Implementation of TC Holder/Manufacturer Corrections

When the Maintenance Manager takes a confirmation and corrective actions that the data is ambiguities, the author's feedback will be informed to the all related maintenance personnel.

2.27.6 Impact of the Data Ambiguity on the On-Going Maintenance Task

The Maintenance Manager will stop the work process and wait information from the authors of data. In the case of any delay, the task may be extended if it can be extendable task with the acceptance of the customer.

2.28 PRODUCTION PLANNING AND ORGANISING OF MAINTENANCE ACTIVITIES

145.A.47(a), AMC 145.A.47(a), 145.A.47(b), AMC1 145.A.45(b), 145.A.10, AMC1 145.A.10, 145.A.65(b)1; GM2 145.A.65(b)(1), GM1 145.A.47(b)

2.28.1 Decision Making Process, Analysis of the Work Order to ensure

A **clear work order or contract** has been agreed between KAAN AIR and the customer/operator to clearly establish the maintenance to be carried out GM2 145.A.65(b)(1) provides guidance on the elements that need to be considered for the maintenance contract between the CAMO and KAAN AIR. KAAN AIR will take into account these elements to ensure that a clear contract or work order has been concluded before providing maintenance services.

The main driver to determine whether the requested maintenance is within the scope of approval, will be the content of the specific maintenance activity ordered. Additional tasks or constraints may be also associated to the requested activity such as deferred items, rectification of defects, inspection requesting skilled workers, qualification of the certifying staff, environmental conditions, overall length of the tasks etc.

Therefore a "decision making process" is necessary to assess whether the content of the maintenance activity is **within the scope of approval**.

In addition, access to **special facilities** (e.g. hangar for line maintenance, etc.) will be part of the decision making.

Maintenance Manager is responsible for establishing work order and customer/ operator/ CAMO responsible personnel will sign-off this work order before commencing to planning of work. The work order will consist of all detailed work must be written to the work order.

In addition, when a customer/ operator/ CAMO request to make a contract, KAAN AIR's Accountable Manager (by the help of Compliance Monitoring Manager and Maintenance Manager) will establish a contract in accordance with KAAN AIR's capability. When there is an additional resource needing for this work load, KAAN AIR will provide necessary resources before contract is signed by both parties.

The contract will be prepared in accordance with GM2 145.A.65(b)(1) and accordingly Appendix XI to AMC M.A.708(c) for Commercial Operators.

2.28.2 Verification that the Maintenance Work Package provided by the customer is utilizable by KAAN AIR

In any case KAAN AIR will issue an internal work package as detailed in MOE Chapter 2.13:

- ☐ Case 1: customer job cards to be used (with appropriate training)
- ☐ Case 2: work package to be developed and prepared by KAAN AIR based on the customer work order

2.28.3 Procedure for establishing all necessary resources are available before commencement of work (e.g. hangar, manpower with required capabilities, staff, facilities, tools, equipment, parts, documentation, etc.)

KAAN AIR will confirm that all necessary resources are available before commencement of work; such resources are followings;

Adequate hangar space, qualified staff, man-hours, spare parts, materials, documentations, maintenance data and other required resources as applicable.

2.28.4 Procedure for organizing maintenance personnel and providing all necessary support during maintenance

The staff are to be organized and being provided by all necessary support to ensure the completion of maintenance without undue time pressure.

Maintenance Manager is responsible to review maintenance inputs for availability of tools, personnel, certifying staff, maintenance data, parts and material before work is started. Then he plans the required teams and shifts; certifying staffs and mechanics by taking into account the work loads, available personnel and the limitations of human performance.

Product Plannig Department is responsible to prepare work package which includes all required support documentation defined in MOE 2.13. All those support documentation will be traceable with related work/order and includes required information such as tools, equipment, parts, material etc. to perform related task. Also critical tasks such as AD, SB, Independent Inspection required items, etc. are indicated onto the related documentation.

2.28.5 Organising of Shifts

Good practices in the maintenance domain and applicable rules will be considered. The resulting shift schedule will be shared with the maintenance staff sufficiently in advance so they can plan adequate rest. The established shift durations will not be exceeded merely for management convenience even when staff is willing to work extended hours.

2.28.6 Working Time Policy

KAAN AIR has a valid ISO-45001 Occupational Health and Safety Management Systems approval/ certificate and, been auditing regularly by an outside auditor company.

For Guidance on working time will be referred in ICAO Doc.9824 Human Factors Guidelines for Aircraft Maintenance Manual.

2.28.7 Consideration of Fatigue in the Planning of Maintenance

KAAN AIR takes into consideration human performance limitation for planning tasks, organizing shift. Human performance influence is considered in the view of planning safety related tasks, referring to the upper and lower limits, and variations (Circadian rhythm / 24 Hours body cycle), when planning work and shifts.

2.28.8 Planning of Critical Maintenance Tasks

All details are explained at 2.23 Control of Critical Tasks and 2.25 Control of Identical Tasks in Multiple System, will be considered all basic principles.

It will be taken into consideration following criteria for planning of a critical task;

- Staff experience and qualifications;
- Working time;
- Tool and equipment availability;
- Worksheets

KAAN AIR takes following factors into account in the planning;

- **Logistics;** required spare parts will be available to facilities, if necessary, purchased parts will be cleared from custom on time.
- **Inventory control;** minimum stock will be determined, and stock level will be controlled timely manner. When stock level is less than minimum, it will be purchased for stock.
- **Square meters of accommodation;** offices will be arranged for performing of tasks by management personnel, staff, engineers, Compliance Monitoring auditors and other personnel if necessary.
- **Man-Hours estimation;** in accordance with expecting work orders, aircraft and contract, man Hours will be estimated at the man-Hours plan level. Type of works will be taken into consideration for estimation.
- **Man-hour availability;** Available Man-Hours will be reviewed for planned work annually against to do not lack of man-Hours during work processing.
- **Preparation of work;** Documentation such as work order, worksheets/task cards, maintenance data, required spare parts, tools and equipment, staff qualifications and other specific requirements will be reviewed for preparation of work.
- **Hangar availability;** hangar availability will be reviewed timely manner.
- Environmental conditions (access, lighting standards and cleanliness); Hangar's access time, lighting of work area will be controlled timely manner. Hangar and work area will be cleaned timely manner.
- **Co-ordination with internal and external suppliers;** it will be coordinated with supplier timely manner in order to avoid any lack of spares for work planned. Most effective spare parts are purchased for effectively work order completing.
- **Human performance limitations;** the planning of tasks, and the organization of shifts, must consider human performance limitation. Human performance influence is considered in the view of planning safety related tasks, referring to the upper and lower limits, and variations (Circadian rhythm / 24 Hours body cycle), when planning work and shifts.

2.29 AIRWORTHINESS REVIEW PROCEDURES AND RECORDS

145.A.55(a), GM 145.A.55(a), 145.A. 75(f)

Not Applicable.

2.30 FABRICATION OF PARTS

145.A.42(b)(iii), AMC1 145.A.42(b)(iii)

Not Applicable.

2.31 COMPONENT MAINTENANCE UNDER AIRCRAFT OR ENGINE RATING

GM1 145.A.45(b)

Not Applicable.

2.32 MAINTENANCE AWAY FROM APPROVED LOCATION

145.A.75(c)

145. A.75 (c) allows KAAN AIR to "maintain any aircraft or any component for which it is approved at any location subject to the need for such maintenance arising either; from the unserviceability of the aircraft or from the necessity of supporting occasional line maintenance, subject to the conditions specified in the exposition". The privilege to perform maintenance in a non-approved location is limited to the following cases:

(1) **Occasional line maintenance** due to the need of supporting the A/C operation in a non-approved location for maintenance (i.e. **one-time flight**, **short term or seasonal contract**, **flight schedule change**, etc.). Maintenance performed outside the approved locations under **"A3-Helicopter"** rating will be limited to where KAAN AIR has a work order or maintenance contract with customer/operator requesting such maintenance outside the approved location. Maintenance tasks can be done are limited only as shown table in MOE 1.9.5.

(2) **To support an unserviceable aircraft** It will be understood that this privilege is intended to be used only for the need of aircraft maintenance in the case of an unscheduled/unexpected event, such as **an AOG requiring defect rectification** and for which the operator issues a work order.

Procedure, will be based on the following criteria:

a) Scope of work will be limited to:

- aircraft type and tasks are as shown table in MOE 1.9.5 and;
- AD / SB application;
- trouble shooting and defect rectification.

b) A process will be in place, under the responsibility of the Compliance Monitoring Manager, to show:

- how the Maintenance Manager ensures that the necessary facilities, certifying staff, tools, equipment, material, maintenance data will be made available as necessary and how the maintenance records will be managed;
- the involvement of the Compliance Monitoring system and its approval for the occasional line maintenance, based on the following criteria:

Use of the non-approved location (consecutive calendar days)	Approval
Equal or **less than 10**	Issued by the Compliance Monitoring Manager based either on an on-site audit or a **desktop review.**
Between **10 and 40**	Issued by the Compliance Monitoring Manager based on an **on-site audit.**
Note: When the duration expected for the maintenance is more than 40 days, the approval of a new line station will be requested to EASA, to be listed in the MOE 5.3 (list of line maintenance locations as per 145.A.75 (d)).	

KAAN AIR is going to ensure that the Part-145 requirements are met in each case (in particular with regards to adequate facilities, sufficient staff, appropriate certifying staff, availability of tooling and equipment, availability of current maintenance data, adequate planning, release to service procedures, etc.) and Compliance Monitoring system is going to monitor compliance with the above requirements.

- that a list of all the CRS issued under this procedure will be made available to EASA upon request;

c) That, when the privilege is used for more than 10 days (second case in the table above), the assigned inspector is notified of such approval within 7 days from the date of the beginning of the operation; the notification will be including the following minimum information:

- Customer (s) operator requesting the maintenance activity;
- Aircraft type(s);
- Scope of the requested maintenance activity;
- Location;
- Number and category of certifying staff assigned to support this activity;
- Compliance Monitoring Manager signature.

d) The repetitive use of the privilege for the **same customer at the same location <u>is not permitted</u>. In this case the approval of a new line station will be requested to EASA.**

The completion of the maintenance is to be done by issuing an aircraft certificate of release to service (CRS).

It must be noted that the fact that KAAN AIR has been granted **this privilege <u>will not be understood</u>** as if any maintenance task could be performed **at any location**, or that such locations become “approved locations”.

e) Support an Unserviceable Aircraft

When an aircraft is unserviceable conditions at non-approved locations, following procedures will be applied;

- The scope of work will be limited to aircraft types which are specified at paragraph 1.9.5 of this exposition.
- Maintenance activities strictly necessary to recover the aircraft un-serviceability condition as limited by the MOE 1.9 maintenance level.
- Maintenance Manager will issue a MMF-53 Line Maintenance Control Form for ensuring that the necessary facilities, certifying staff, tools, equipment, material, maintenance data will be made available as necessary and maintenance records will be managed;
- Compliance Monitoring Manager will approve this MMF-53 Line Maintenance Control Form for the work away from the approved location, based on a desktop review;
- The assigned inspector is notified of any such approval within 7 days;
- Issued CRS's in accordance with this procedure will be available to EASA upon request;
- Compliance Monitoring Manager submits above information to EASA;
  - Aircraft Type and Registration;
  - Location;
  - Description of the un-serviceability of the aircraft and expected scope of maintenance;
  - Composition of the working Team (number and category of licenses);

2.33 ASSESSMENT OF WORKSCOPE AS LINE OR BASE MAINTENANCE

It has been concluded in MOE 2.28.1.

L2 ADDITIONAL LINE MAINTENANCE PROCEDURES

L2.1 LINE MAINTENANCE CONTROL OF AIRCRAFT COMPONENTS, TOOLS, EQUIPMENT, ETC.

145.A.75(d)

Refer to MOE 2.4, 2.5 and 2.6

L2.2 LINE MAINTENANCE PROCEDURES RELATED TO SERVICING / FUELING / DE-ICING / ETC.

145.A.75(d)

Certifying staffs and/or mechanics are responsible for servicing/fueling to aircraft at line maintenance station. All servicing/fueling will be applied in accordance with approved aircraft maintenance manual. All requirements will be taken against fire and to prevent mixing water to fuel.

L2.3 LINE MAINTENANCE CONTROL OF DEFECTS AND REPETITIVE DEFECTS

145.A.75(d)

Refer to MOE 2.18 and 2.19.

L2.4 LINE PROCEDURE FOR COMPLETION OF TECHNICAL LOG

145.A.75(d)

Refer to MOE 2.8, 2.13 and 2.16.

Additionally, KAAN AIR trains all certifying staff for completion of technical log book in accordance with procedures of Operator's CAME.

The technical log book is introduced at the Operator's CAME, Part-2 such items;

- Filling up when a part is replaced, Part Nr and Serial Number will be written on the technical log page;
- A rectified defect will be recorded to related section of technical log page;
- Oil, Fuel and other adding will be recorded to related section of technical log page;
- KAAN AIR's EASA-145 approval number will be written on the technical log page, when necessary.
- Deferred defects will be written on Deferred Defect List and Hold Item List according to limitation of Operator MEL.
- Mantenance **Independent Inspection** in accordance with MOE 2.23.2.2.
- When a CRS is issued, a copy of CRS will be added to Technical Log Book.

L2.5 LINE PROCEDURE FOR POOLED PARTS OR LOANED PARTS

145.A.75(d)

Refer to MOE 2.2, 2.3, 2.19 and 2.20.

L2.6 LINE PROCEDURE FOR RETURN OF DEFECTIVE PARTS REMOVED FROM AIRCRAFT

145.A.75(d)

Refer to MOE 2.19 and 2.20.

L2.7 LINE PROCEDURE FOR CRITICAL MAINTENANCE TASKS AND ERROR-CAPTURING METHODS

145.A.75(d)

Refer to MOE 2.23 and 2.25.

3 MANAGEMENT SYSTEM PROCEDURES

3.1 HAZARD IDENTIFICATION AND SAFETY RISK MANAGEMENT SCHEMES

145.A.200(a)(3), GM1 145.A.200(a)(3)

3.1.1 Hazard Identification Process

The hazard identification process is the **formal means of collecting, recording, analysing, acting on and generating feedback about hazards** and the associated risks that affect the safety of KAAN AIR's operational activities.

The hazards identification process features several components:

3.1.1.1 Safety Data Collection; PROACTIVE and REACTIVE methods

The Safety Risk Assessment will be initiated in time for the results to be available before any decisions regarding the activity concerned have to be made. The activity to be analysed will be described in terms of systems and processes.

Safety Manager for performing the risk assessment shall determine the need for a dedicated working group comprised of suitable subject matter experts and personnel involved in KAAN AIR activities.

The Safety Manager decides whether, and what other methods and sources are used to determine **hazard causes, likelihood and consequences.**

Progressively extend and personalise the data base. The Safety Manager decides whether to use additional data sources.

KAAN AIR database will contain:

- information resulting from the investigation of internal occurrences and accidents,
- reported deviations and proposals for improvement,
- experience collected from the monitoring of normal operations.

KAAN AIR database may be augmented with similar data exchanged with other operators.

Whenever possible, the process of risk assessment will build upon experience derived from risk assessments carried out previously.

Proactive Approach consists of analysing the conduct of operations to identify potential hazards and assess the associated risks and then to mitigate risks factors **before they result in an accident or incident.** This approach will trigger the following questions:

- What accidents or incidents could happen and why?
- For what reasons could these occur?
- Do we feel enough protected?
- Any action we will take now to prevent these from occurring?

Reactive Approach consists of analysing accidents and incidents that **have occurred** and trying to understand why. Based on the analysis of reported accidents and incidents, the following questions will be asked:

- What accidents or incidents did happen and why?
- For what reasons or did these occur?
- Because of what causal factors?
- What barriers or risk controls failed and which barriers worked?

3.1.1.2 Identification of Data Sources; External and Internal

Hazards can be identified from different internal and external sources by asking the following question:

- What elements, in isolation or in combination, may have contributed or could contribute to an incident or accident?

Internal sources:

- Safety assessment of systems and operations
- Safety Reports
- Voluntary reports, spontaneous identification
- Flight Data Monitoring Safety indicator tendencies
- Inspections and audits

External sources:

- Accident and incident reports;
- Technical publications from manufacturers (for instance Safety Bulletins);
- Safety Information Bulletins, safety alerts and other safety publications from EASA, TR-DGCA, ICAO, Eurocontrol, FAA and other authorities worldwide;
- Websites such as SKYbrary and Wikipedia;
- Safety publications by national or international associations and safety initiatives such as EHEST and IHST, the Helicopter Association International (HAI), the Royal Aeronautical Society (RAeS), the Flight Safety Foundation (FSF), etc.;
- Safety publications by industry, research organisations and academia;
- Professional journals, conference proceedings, safety campaigns, helicopter safety days;
- Benchmarks between operators, data aggregated at sector level or by the manufacturers, etc.

It is also worth noting that the **absence of past incidents/accidents does not mean absence of risk.**

It is important, therefore, to identify the underlying hazards and to assess the risks. One effective way of doing this is to group similar events to try and identify the underlying hazards.

Aids to the identification of possible consequences include the following:

- Other risk assessments
- Occurrence and accident reports
- Audits/non-compliance reports
- Internal reviews
- Monitoring results including flight data monitoring information
- Brainstorming
- Threat assessments
- Standard checklists.

3.1.1.3 Safety Data Analysis

The following activities can provide sources to monitor and measure safety performance:

Safety Data Analysis uses the safety reporting data to uncover common issues or trends that might warrant further investigation.

Safety Studies are analyses to gain a deeper understanding of safety issues or better understand a trend in safety performance.

Safety Surveys examine procedures or processes related to a specific operation. Safety surveys may involve the use of checklists, questionnaires, and informal confidential interviews. Safety surveys generally provide qualitative information. This may require validation via data collection to determine if corrective action is required. Nonetheless, surveys may provide an inexpensive and valuable source of safety information.

Safety Audits focus on assessing the integrity of safety management and supporting systems. Safety audits can also be used to evaluate the effectiveness of installed safety risk controls or to monitor compliance with safety regulations. Ensuring independence and objectivity is a challenge for safety audits. Independence and objectivity can be achieved by engaging external entities or internal audits with protections in place - policies, procedures, roles, communication protocols.

Findings and recommendations from **Safety Investigations** can provide useful safety information that can be analysed against other collected safety data.

3.1.1.4 Identification and Classification of Hazards relevant to the KAAN AIR activities

Operational Data Collection Systems such as Flight Data Monitoring system can provide useful data of events and operational performance.

KAAN AIR is encouraged to use the safety risk control modelling approach recommended by the EHEST.

The purpose of this approach is to consider "Undesirable Events" (UEs) as an intermediate step between hazards and risks, and incidents and accidents.

Hazards can, in isolation or in combination, lead to UEs. UEs trigger a stage in the escalation of an accident scenario, called the Undesirable Operational State (UOS), where the scenario has escalated to the point that the accident can only be avoided through successful recovery measure(s) or by chance.

Risk Controls aimed at preventing UEs and UOS are prevention barriers. Controls that prevent a UOS resulting in an accident are identified as recovery barriers, while controls that mitigate the effect of an incident or accident are called mitigation barriers.

Internal Audits are performed to assess the effectiveness of the safety management system and identify areas for potential improvement. Most aviation safety regulations are generic safety risk controls that have been established. Ensuring compliance with the regulations through the internal audit is a principle aspect of safety assurance.

It is also necessary to ensure that any safety risk controls are effectively implemented and monitored. The causes and contributing factors will be investigated and analysed where non-conformances and other issues are identified. The main focus of the internal audit is on the policies, processes and procedures that provide the safety risk controls.

Internal audits are most effective when **conducted by persons or departments independent of the functions being audited**. Such audits will provide the Accountable Manager and senior management with feedback on the status of:

- compliance with regulations;
- compliance with policies, processes and procedures;
- the effectiveness of safety risk controls;
- the effectiveness of corrective actions; and
- the effectiveness of the safety management system.

When KAAN IR cannot ensure appropriate independence of an internal audit, in such cases, company may consider engaging **external auditors** (e.g., independent auditors or auditors from another organization).

Planning of internal audits will take into account the safety criticality of the processes, the results of previous audits and assessments (from all sources), and the implemented

Safety risk controls; Internal audits will identify non- compliance with regulations and policies, processes and procedures. They will also **identify; system deficiencies, lack of effectiveness of safety risk controls and opportunities for improvement**.

Assessing for compliance and effectiveness are both essential to achieving safety performance. The internal audit process can be used to determine both compliance and effectiveness. The following questions can be asked to assess compliance and effectiveness of each process or procedure:

a) Determining compliance

1) Does the required process or procedure exist?
2) Is the process or procedure documented (inputs, activities, interfaces and outputs defined)?
3) Does the process or procedure meet requirements (criteria)?
4) Is the process or procedure being used?
5) Are all affected personnel following the process or procedure consistently?
6) Are the defined outputs being produced?

7) Has a process or procedure change been documented and implemented?

b) Assessing effectiveness

1) Do users understand the process or procedure?
2) Is the purpose of the process or procedure being achieved consistently?
3) Are the results of the process or procedure what the "customer" asked for?
4) Is the process or procedure regularly reviewed?
5) Is a safety risk assessment conducted when there are changes to the process or procedure?
6) Have process or procedure improvements resulted in the expected benefits?

In addition, internal audits will monitor progress in **closing previously identified non-compliances**. These will have been addressed through **root cause analysis** and the development and implementation of **corrective and preventive action plans**. The results from analysiss of cause(s) and contributing factors for any non-compliance will feed into the company **Safety Risk Management** processes.

The results of the internal audit process become one of the various inputs to the SRM and safety assurance functions. Internal audits inform company management of the level of compliance within the organization, the degree to which safety risk controls are effective and where corrective or preventive action is required.

EASA may provide additional feedback on the status of compliance with regulations, and the effectiveness of the safety management system and industry associations or other third parties selected by KAAN AIR to audit the organization and processes. Results of such second- and third-party audits are inputs to the safety assurance function, providing company with indications of the effectiveness of KAAN AIR internal audit processes and opportunities to improve the safety management system.

3.1.1.5 Records Management (Hazard Log / Register)

The Safety Manager will maintain a register (or log) of hazards and risks. SMF-03 Risk / Hazard Register form will be used.

3.1.1.6 Responsibilities and Management of the Hazard Log

The Safety Manager will maintain the register (or log) of hazards, and of the corresponding risk assessments and mitigations. This risk register records hazards per activity and indicates how these have been addressed in the past and are currently being addressed.

Any future risk assessment may then draw upon the information already available.

The information is both communicated and made available to all in KAAN AIR with special attention to the managers in charge, depending on the nature of the risks.

3.1.1.7 Internal Communication Process

Safety information from voluntary safety reporting systems will be protected, unless a principle of protection applies. This can be extended to safety information from a mandatory reporting system.

Safety promotion actions and publications can also improve coordination and collaboration among different organizations involved with safety oversight.

From an operational perspective, it is important that operational strategies, including harmonized safety management system requirements and monitoring of the respective companies are shared, communicated and coordinated amongst the State aviation authorities. An **open communication channel** may avoid the creation of conflicting safety management system requirements or acceptance criteria for different aviation sectors.

There are several means KAAN AIR may adopt to convey **safety communication** internally, such as **newsletters, bulletins, leaflets, publications, seminars, meetings, training, websites, mailing lists, publications on social media, discussions in collaboration groups**, among others.

When assessing which type of media will be used to convey a particular message, KAAN AIR will assess which one is more appropriate to each message and its targeted audience. Other information such as **lessons learned** and **best practices** may be more suitable for a periodic bulletin or newsletter. Establishing campaigns to address a particular concern or hazard using multiple media may be effective in increasing awareness of the issue and changing personnel attitude.

3.1.2 Safety Risk Management

Once hazards are **identified**, the risk of their consequences will be **assessed, analysed and mitigation actions will be implemented** accordingly. A formal safety risk management process has been developed and maintained considering the following:

3.1.2.1 Analysis process (e.g. in terms of the probability and severity of the consequences of hazards and occurrences)

SEVERITY will evaluate the seriousness of the consequences:

The severity of all hazard consequences is analysed. The analysis considers both short-term and long-term consequences, such as effects on the natural and work environment.

Consequences are grouped such as loss or damage of life/health, environment, material values/assets, functions and reputation.

The determination of severity is normally of a descriptive (qualitative/ordinal terms) nature, except when relevant calculations (quantitative) will be applied. A qualitative analysis describes the chains of events that could follow from the hazard and its possible consequences. Quantitative analysis is used to calculate the extent of damage that could be caused.

Severity can be expressed using terminology like ‘very small, small, medium, large and very large’. The meaning of each term is then expressed in words and/or numbers / ranges.

Below is an example table that KAAN AIR uses for determining severity:

SEVERITY OF OCCURRENCE	MEANING				VALUE
	PERSONNEL	ENVIRONMENT	MATERIAL VALUES & ASSETS	REPUTATION	
CATASTROPHIC	Multiple fatalities	Massive effects (pollution, destruction, etc.)	Catastrophic financial loss Damage > 1 M€	International impact	**5**
HAZARDOUS	Fatality	Effects difficult to repair	Severe financial loss with long term effects Damage < 1 M€	National impact	**4**
MAJOR	Serious injuries	Noteworthy local effects	Substantial financial loss Damage < 250K€	Considerable impact	**3**
MINOR	Light injuries	Little impact	Financial loss with little impact Damage < 50K€	Limited impact	**2**
NEGLIGIBLE	Superficial or no injuries	Negligible or no effects	Financial loss with negligible impact Damage < 10K€	Light or no impact	**1**

In the analysis of severity of each consequence, human and organisational factors are primarily considered for their possible contributing effects.

The effects of existing recovery controls and barriers that influence the consequence itself or the consequence chain should be considered, as applicable:

- certification requirements (e.g. fire protection);
- existing abnormal and emergency procedures;
- secondary safety measures (e.g. crashworthiness, personal protective equipment);
- technical measures/equipment;
- training;
- human and organisational factors;
- emergency preparedness.

As the risk assessment progresses it is possible that an iterative process may help to identify new factors and barriers. These are then added to the procedure and included in the analysis.

Risk levels may vary over time depending on the nature of the operation(s) (machines and equipment, procedures and documentation, flight environment, personnel qualification, duration of the tasks, etc.). Comprehensive and up-to-date data such as risk assessments and risk descriptions helps in the task of performing good and effective risk assessments.

Risk must be re-assessed, in particular when a change is introduced.

LIKELIHOOD will identify the possibility (and frequency) of the occurrence:

Assessment of likelihood is based on the following two way process:

- hazard consequences are analysed to establish possible causes, contributing factors and existing barriers
- causes, contributing factors and barriers are then further analysed to determine likelihood of an occurrence.

In the causal analysis of consequence, human and organisational factors are considered for their possible contributing effects. We normally consider direct causes ('unsafe acts'), workplace factors and organisational factors ('error provoking or latent conditions').

The effects of existing likelihood-reducing factors and barriers that influence the chain of events are considered and documented, taking into account the following:

- certification requirements;
- maintenance procedures;
- existing normal and abnormal procedures;
- technical measures/equipment;
- training;
- other human and organisational factors.

Causal analysis, supported for instance by **'Bow Tie' type diagrams** is performed to the level of detail necessary to establish relevant likelihood values.

Alternatively, values can be estimated on the basis of expert judgement, or on the basis of observed or reference frequencies provided for the sector, type of operations, type of machine(s), etc.

Likelihood may be expressed using terminology such as 'very low, low, medium, high and very high'.

The following table is an example of what KAAN AIR will use for determining likelihood:

RISK LIKELIHOOD	MEANING	VALUE
FREQUENT	**Likely to occur many times.** Has already occurred in the Company (Freq. > 10 times per year). Has occurred frequently in the history of the aviation industry.	**5**
OCCASIONAL	**Likely to occur sometimes.** Has already occurred in the Company (Freq. < 10 times per year). Has occurred infrequently in the history of the aviation industry.	**4**
REMOTE	**Unlikely to occur, but possible.** Has already occurred in the Company at least once or. Has seldom occurred in the history of the aviation industry.	**3**
IMPROBABLE	**Very unlikely to occur.** Not known to have occurred in the Company but has already occurred at least once in the history of the aviation industry.	**2**
EXTREMELY IMPROBABLE	**Almost inconceivable that the event will occur.** It has never occurred in the history of the aviation industry.	**1**

Below are examples of methods that KAAN AIR will use for causal and likelihood analysis:

- fault tree analysis;
- FMECA (Failure Mode, Effects and Critical Analysis);
- influence diagrams;
- bow-tie diagrams;
- brainstorming.

As the risk assessment progresses, an iterative process may help to identify new factors and barriers. These can then be included in the analysis.

Regardless of the method used (ICAO safety risk matrix, ARMS, BOW-TIE, etc.), **Customized Risk Assessment Matrix** so as to **reflect the KAAN AIR operational profile:**

The results of the risk analysis is compared to the criteria for acceptable risk. One method that can be used is a **Risk Tolerability Matrix** combining the analysis results and the **risk acceptance criteria.**

Risk Tolerability Matrix for KAAN AIR is provided hereafter:

RISK LIKELIHOOD	**RISK SEVERITY**				
	CATASTROPHIC (5)	HAZARDOUS (4)	MAJOR (3)	MINOR (2)	NEGLIGIBLE (1)
FREQUENT (5)	**25**	**20**	**15**	**10**	**5**
OCCASIONAL (4)	**20**	**16**	**12**	**8**	**4**
REMOTE (3)	**15**	**12**	**9**	**6**	**3**
IMPROBABLE (2)	**10**	**8**	**6**	**4**	**2**
EXTREMELY IMPROBABLE (1)	**5**	**4**	**3**	**2**	**1**

- Red-coloured values indicate **unacceptable** risk levels,
  Yellow-coded values are **tolerable r**isk levels and
  Green-coded values establish **acceptable** risk levels.

Each risk level calls for a particular action and the levels of management who have the authority to make decisions regarding the tolerability of safety risks need to be specified.

3.1.2.2 Tolerability Assessment

KAAN AIR will assess the acceptability of the potential consequences associated with the potential occurrences and hazards identified:

UNACCEPTABLE Risk Level: the red zone in the matrix; **risk is too high** to continue operating.

Action required: Prohibit/suspend the operation. Operation may be resumed only when risk level is returned to tolerable or acceptable.

Management levels who have the authority to make decisions regarding risk tolerability:

- For the risk evaluation validation:
  - The assumptions made for the determination of the risk level and its tolerability are to be validated by the **Safety Manager.**
- For the authorisation of operations:
  - Management level which has the authority to authorise operations at this level of risk: not applicable; **operations cannot be authorised.**

TOLERABLE Risk Level: the yellow zone in the matrix; the **risk level can be tolerated** for the operation, providing that appropriate mitigation measures are in place.

Action required: Introduce appropriate mitigation measures.

Management levels who have the authority to make decisions regarding risk tolerability:

- For the risk evaluation validation:
  - The assumptions made for the determination of the risk level and its tolerability are to be validated by the **Safety Manager.**
- For the authorisation of operations:
  - Management who have the authority to authorise operations at this level of risk: the **Accountable Manager.**

ACCEPTABLE Risk Level: the green zone in the matrix below; **risk is tolerable and can be accepted** for the operation.

Action required: Monitor. Risk is considered sufficiently controlled and no additional risk mitigation measures are required. However, in line with the **ALARP concept**, actions may still be taken to further reduce the risk level if feasible and reasonable. Additionally, any assumptions used to make an assessment must be monitored to ensure they remain valid.

Management levels who have the authority to make decisions regarding risk tolerability:

- For the risk evaluation validation:
  - The assumptions made for the determination of the risk level and its tolerability are to be validated by the **Safety Manager.**
- For the authorisation of operations:
  - Levels of management who have the authority to authorise operations at this level of risk: **not applicable**: **no special authorisation is required**: the authorisation of activities featuring ‘acceptable risks’ fall within the regular operational control for operations.

3.1.2.3 Mitigation Actions

Mitigation is the process of incorporating risk barrier controls (for example, preventive controls or recovery controls) to reduce the severity and/or the likelihood of the identified hazard, therefore reducing the risk to an acceptable level, and, if possible, to eliminate the risk.

Those **risk controls** will be **Specific, Measurable, Agreed, Realistic and Time constrained**. Human Factors will be considered as part of the development of risk controls.

Safety Manager is in charge of the **implementation and management of mitigation measures** (including follow-up procedure).

Effectiveness of mitigations will be **monitored**. When necessary, risk controls will be changed as a result of that assessment.

The risk evaluation forms the basis for deciding on risk control (mitigating) measures and in assessing the effectiveness of these measures.

Risk control measures identify the consequences associated with both an unacceptable risk and tolerable risk and where further risk reduction measures are feasible and reasonable.

Identification of possible mitigation is based on the risk description and evaluation, considering in particular any uncertainties identified and critical assumptions made.

Controls that may eliminate the consequence of a hazard, likelihood-reducing measures and severity-reducing measures are identified. The measures will address the human factors (e.g. training and competence), equipment or organisational factors (e.g. procedures).

In KAAN AIR, the personnel contribute to the definition of risk control measures in particular where they concern personal equipment (goggles, helmets and other flight equipment), by their acceptance and use.

3.2 INTERNAL SAFETY REPORTING AND INVESTIGATION

145.A.202(a);145.A.202(b);145.A.202(c);145.A.202(d); AMC1 145.A.202; GM1 145.A.202;

3.2.1 Safety Reporting Scheme

As part of its Management System, KAAN AIR has established an **Internal Safety Reporting Scheme** to enable the collection and evaluation of occurrences to be reported, as detailed in MOE 2.18.

Through this scheme, KAAN AIR will:

- identify the **causes of and contributing factors** to any errors, near misses, and hazards reported and address them as part of safety risk management process.
- ensure **evaluation of all known, relevant information relating to errors, the inability to follow procedures**, near misses, and hazards, and a method to circulate the information as necessary.

KAAN AIR reports to the EASA all occurrences defined in EASA AMC 20-8, **legal deadline is 72 hours.**

All personnel has to report, observed and detected; **non- compliance of activities** in company and/or **supplied products and services from outside providers** to Safety Manager.

SMF-08 Safety Report will be used for this purpose as a main form. Report may be prepared via paper or e-mail and reporter **may not be** put his/her name unless desired. Form can be found in MOE 5.1

In addition to the reports, KAAN AIR will report **volcanic ash clouds** encountered during flight.

The overall purpose of the reporting scheme is to make best use of reported information to improve the level of safety performance and not to attribute blame. The scope of this scheme also includes occurrences not reportable to the authorities.

System; has a structure that is simple and accessible at a appropriate level to the company structure, ensures **data security and confidentiality**, has a **feedback process** that will inform and share the results of the analysis and its responsibilities regarding inspect, analysis, follow-up and recording are defined in the following paragraphs.

The objectives of the occurrence reporting scheme are to:

- enable an assessment to be made of the safety implications of each relevant incident and accident, including previous occurrences of a similar nature, so that any necessary action can be initiated; and
- ensure that knowledge of relevant incidents and accidents is disseminated, so that other persons and operators may learn from them.

The scheme is an **essential part of the overall monitoring function** and it is complementary to the normal day-to-day procedures and 'control' systems and is not intended to duplicate or supersede any of them. The scheme is a tool to identify and analyse those instances where procedures appear to have failed or where there was a failure to apply the procedures.

All occurrence reports judged reportable by the person submitting the report will be retained as the significance of such reports may only become obvious at a later date.

KAAN AIR's approach is described as follows:

- Every occurrence identified through occurrence reports, voluntary reports or other sources provides the opportunity to draw **safety lessons.**
- Learning from experience is only possible if all events are reported and analysed and their causes and factors (**technical, operational and/or environmental**) are determined and analysed.
- On a daily basis, occurrences (down to simple malfunctions) may affect any process. Some of these occurrences are defined as **accident precursors**. Accident precursors are occurrences which, without appropriate mitigation, can result in Undesirable Events or accidents.

Safety Manager will record, analyse and monitor these occurrences. Occurrences are recorded in a database **(SMF-10 Occurrence Reporting Database)** and the database is analysed to identify trends and define recommendations to correct possible deviations and avoid accidents (**proactive approach**).

- An occurrence is classified as "**technical**" when its cause is mainly technical: for instance an **in-flight engine failure or any other equipment failure**.
- An occurrence is classified as "**operational**" when it is mainly due to one or several "**unsafe acts**" (unintentional error or voluntary deviation from a procedure) or by one or more "**unsafe conditions**" (deficiencies in KAAN AIR's organisation) or by a combination of these.
- An occurrence is classified as "**environmental**" when it is mainly due to uncontrollable **environment factors, such as weather, volcanic ash, earthquake**, etc.

It will be recognised, however, that occurrences can feature more than one of these components.

Several occurrence reporting forms are used in KAAN AIR:

- **EASA Occurrence Reporting Form** (ECCAIRS2, via electronic portal / web site)
- **Safety Report Form, SMF-08,**
- **Technic/Maintenance Occurrence Report form, SMM-Appx-Form-2B,**
- **Flight Operations Accident/Occurrence Report form, SMM-Appx-Form-B,**
- **TPAO Incident/Hazard Report Form, TPAO-Form-10-4**

Occurrences may also be reported verbally, by email or on a simple sheet of paper to the Safety Manager. Reports may be treated as confidential and/or anonymous at the reporter's request.

Reporting occurrences is essential for improving safety and is strongly encouraged. In return, KAAN AIR guarantees that the reporter(s) will not be punished for reporting safety concerns except in the case of illegal act, gross negligence, or a deliberate disregard for regulations and applicable procedures.

The analysis will focus on assessing the potential impact on flight safety. In addition, it will also include the safety of personnel and of third parties. The analysis can also be expanded to assessing the impact on material, the environment, and KAAN AIR's reputation.

At the end of the risk analysis study as well as all reports are received, FEEDBACK WOULD BE GIVEN TO THE REPORTER for the purpose of share the results of analysis. This feedback; VOLUNTARY REPORTER will ensure that all staff feel the benefit of the participation and the positive effects on the system, and on this basis will provide the increasing number of VOLUNTEERNESS.

3.2.2 Confidentiality and Safety Promotion

The internal safety reporting scheme will be **confidential reporting** system and enable and **encourage free** and **frank reporting** of any potentially safety-related occurrence, including incidents such as errors or near misses, safety issues and hazards identified.

This will be facilitated by the establishment of a **just culture.**

3.2.3 Identification of Clear Policy and Objectives

KAAN AIR internal safety reporting scheme has been including:

- clearly identified **aims and objectives** (defined in MOE 1.2), with demonstrable **corporate commitment** (defined in MOE 1.1),
- a **just culture policy** as part of the safety policy (defined in MOE 1.2 and 3.2.2), and related just culture implementation procedures.

3.2.4 Safety Investigation Process

In line with **just culture policy**, KAAN AIR has defined **how to investigate** incidents such as errors or near misses, in order to understand **not only what happened**, but also **how it happened**, to prevent or reduce the probability and/or consequence of future recurrences.

The scope of internal investigations will extend beyond the scope of the occurrences required to be reported to the EASA in accordance MOE 2.18.

KAAN AIR internal safety reporting scheme has included detailed processes:

- **identified those reports** which require further investigation;
- **classified occurrences against** the mandatory reportable criteria established in MOE 2.18 and decide on further actions accordingly;
- **investigated all the causal and contributing factors**, including any technical, organisational, managerial, or Human Factor issues, or any other contributing factors related to the occurrence, incident, error or near miss;
- **analysed the collective data** showing the trends and frequencies of the contributing factor;
- **identified, implement and monitor the effectiveness of the appropriate corrective and preventive actions** based on the findings of investigations.

3.2.4.1 Investigate Occurrences

Effective safety management depends on quality investigations to analyse safety occurrences and safety hazards, and report findings and recommendations to improve safety in the operating environment.

The primary objective of the **safety investigation** is to understand what happened, and how to prevent similar situations from occurring in the future by eliminating or mitigating safety deficiencies. This is achieved through careful and methodical examination of the event and by applying the lessons learned to reduce the probability and/or consequence of future recurrences.

Investigations of safety occurrences and hazards are an essential activity of the overall risk management process in aviation. The benefits of conducting a safety investigation include:

a) gaining a better understanding of the events leading up to the occurrence;

b) identifying contributing human, technical and organizational factors;

c) identifying hazards and conducting risk assessments;

d) making recommendations to reduce or eliminate unacceptable risks; and

e) identifying lessons learned that will be shared with the appropriate members of the aviation community.

There is a clear distinction between accident and incident investigations and company safety investigations. Investigation of accidents and serious incidents are the responsibility of the governments. This type of information is essential to disseminate lessons learned from accidents and incidents.

Safety investigations are conducted as part of safety management system to support hazard identification and risk assessment processes. There are many safety occurrences that fall outside that could provide a valuable source of hazard identification or identify weaknesses in risk controls. These problems might be revealed and remedied by a safety investigation led by company.

Safety investigation is usually triggered by notification (report) submitted through the safety reporting system.

3.2.4.2 **Maintenance Errors Investigation** such as **"Maintenance Errors Decision Aid (MEDA)"**

The Maintenance Error Decision Aid (MEDA) is a structured process used to investigate events caused by maintenance technician and/or inspector performance.

Over the past several years, have moved away from calling MEDA an "error" investigation process to calling it an "event" investigation process. It has become increasingly clear that events caused by maintenance technician and/or inspector performance can contain both an error component as well as a component involving non-compliance with regulations, policies, processes, and/or procedures. This non-compliance will be referred to as a "violation" in the remainder of this material. Thus, have changed the MEDA "error" model to be the MEDA "event" model.

No one wants to cause an event. The errors and violations that lead to an event are a result of contributing factors in the work place.

In many cases, others confronted with the same contributing factors might well make the same error or violation that lead to the event. It is estimated that 80%--90% of the contributing factors to error/violation are under management control, while the remaining 10%--20% are under the control of the maintenance technician or inspector. Therefore, management can make changes to reduce or eliminate most contributing factors to an error or violation and thereby reduce the probability of future, similar events.

An **error** is a human action (or human behavior) that unintentionally deviates from the expected action (or behavior).

A **violation** is a human action (or human behavior) that intentionally deviates from the expected action (or behavior).

In MEDA, specifically interested in maintenance technician/inspector performance that leads to problems on an aircraft, equipment damage, personal injury, or rework.

A **contributing factor** is anything that affects how a maintenance technician or inspector does his/her job.

The fundamental **philosophy** behind MEDA is:

• A maintenance-related event can be caused by an error, by a violation, or by an error/violation combination

• Maintenance errors are not made on purpose

• Maintenance errors are caused by a series of contributing factors

• Violations, while intentional, are also caused by contributing factors

• Most of these error or violation contributing factors are under the control of management, and, therefore, can be improved so that they do not contribute to future, similar events.

The MEDA Investigation Process

MEDA is an event-based or reactive process. That is, a MEDA investigation is carried out after an event occurs in order to find out why the event occurred. However, before carrying out an MEDA investigation, must known that a maintenance technician/inspector performance caused or was partially causal to the event.

Therefore, after an event occurs, the next thing that is done is an initial investigation to determine whether maintenance technician/inspector performance contributed to the event. If their performance was not involved, an engineering investigation may continue in order to determine why some technical system failed (e.g., from metal fatigue or failure of electronic parts). If there was an error and/or violation that caused or contributed to the event, then a MEDA investigation would be followed.

The next thing that must be done is to find the maintenance technician or inspector who was involved in the maintenance.

- **investigation report format**

Then be interviewed the maintenance technician/inspector, using the SMF-14 MEDA Results Form, in order to find out:

• What the error(s) and/or violation(s) were that lead to the event

• What the contributing factors were to the error(s) and/or violation(s), and

• What ideas the maintenance technician/inspector has for improving/fixing the contributing factors.

- **follow-up system**

  During the interview with the maintenance technician/inspector may be obtained information that requires **follow-up** in order to gain full knowledge about the contributing factors or other circumstances. This may include follow-up interviews with other maintenance technicians in the same work group, with production planners or with spares technicians. Or, it may include inspecting something like a tool that the maintenance technician said was hard to use or the lighting in a room where the maintenance technician said it hard to see a parts label. Also, if the maintenance technician had a violation, but claimed that it was the group norm to carry out that violation, then would be wanted to determine if that violation was, indeed, a group norm.

  Once all of the interviews/investigation has taken place, the Results Form data would be added to a database. Analysis can then be done to find trends in events, errors, violations, and contributing factors. This type of analysis will probably not be that useful until a number of investigations have been done—probably 20 or more—because trends might not be visible.

- **corrective actions in response to investigation findings**

  It is time to make improvements to the contributing factors. Management would typically make these types of decisions, since improvements to some contributing factors might cost money or manpower to implement.

  These decisions are often made at an existing meeting of managers, such as at the monthly compliance monitoring meeting.

  Also, decisions about improvements might be made on the basis of one investigation, if there are obvious and relatively straightforward contributing factors that need to be fixed (like improved lighting or labeling). These decisions could also be made based on the analysis of several like events, if the improvements are less obvious or are expensive to make so that additional data are necessary to make a important, high-cost decision (like changing the shift handover procedure).

- **feedback to staff**

  It is important to provide feedback to the maintenance technicians/inspectors to let them know what improvements are being made. This will show them that the process is being used to make improvements and is **not being used to punish** maintenance technicians/inspectors.

How to Carry Out the MEDA Investigation Interview

By now it should be clear that the most important part of the investigation is the interview with the maintenance technician/inspector, whose performance lead to the event, in order to find out the contributing factors to the error and/or violation. Interviewing is a skill just like using a torque wrench is a skill. It will be better at interviewing the more interviews that been carried out. There are three purposes of this:

1. To discuss who should be on the **interview team,**

2. To provide **guidelines** for how to carry out the interview, and

3. To provide some specific rules of **causation**.

The MEDA Interview Team

Successful programs use 1 or 2 people on the interview team.

The advantage of one person doing the interview is that **one person** is typically less threatening to the technician than several people. However, this person must be a good interviewer, since he/she has to do all of the work himself/herself. May be found that started off with a 2-person interview team, but as the interviewers gain experience, can be move to a smaller team.

The advantage of a **2-person** team is that one person can be asking questions while the second person is writing down information. In addition, the second person may think of additional questions to ask.

Guidelines for the MEDA Investigation Interview

Once the team has been chosen, it is time to carry out the MEDA investigation interview. Method of interviewing called "**Cognitive Interviewing**".

The Cognitive Interview technique is a systematic information retrieval strategy that has been shown to increase the amount of information that is recalled. More specifically, it typically elicits 30-70% more correct information than conventional interviewing procedures (e.g., police accepted practice), and leads to an equivalent or slightly higher accuracy level (proportion of statements that are accurate) when compared to conventional interviewing procedures. It is a systematic approach to interviewing cooperative interviewees based on scientific principles of memory and communication. The principles of cognition are converted into a number of specific techniques to help interviewees improve their memory performance, including:

• Encouraging the interviewee to concentrate

• Recreating the event context

• Explicitly requesting detailed descriptions

• Focusing on obtaining as much information as possible about a topic before moving on to another topic.

3.2.4.3 Maintenance errors identified will be used:

- for internal safety / human factors training and
- for amendment of the procedure for critical maintenance tasks (referring to MOE 2.23)

3.3 SAFETY ACTION PLANNING

145.A.202(a)

3.3.1 Safety Review Board (SRB)

The SRB will be a high-level committee that considers matters of strategic safety in support of the Accountable Manager's safety accountability. The board will be **chaired by** the **Accountable Manager** and **composed of** the **Nominated Persons.** Members are:

1. Accountable Manager
2. Compliance Monitoring Manager
3. Flight Ops and Crew Training Manager
4. Ground Ops and Security Manager
5. ATO Training Manager
6. Technical (CA) / Maintenance Manager
7. Heliport Manager and Administrative Chief

** ***Safety Manager****, attends SRB only as a* ***consultant****.*

The Safety Review Board;

1. **primarily, ensuring** that the **Safety Policy is regularly reviews,**
2. monitors the effectiveness of the safety management system implementation plan,
3. observes the safety performance of the organization in line with its safety policy and objectives,
4. reviewing the result of compliance monitoring,
5. monitors the timely implementation of the necessary corrective actions,
6. monitors the effectiveness of the safety management process, which supports the safety management priorities described by the operator as a main process,
7. provides the necessary resources to access safety performance above the legislative requirements,
8. gives strategic directions to the SAG.

SRB will meet at least 2 (twice) a year unless it would not be exceptional circumstances occur. SQF-26 MRM / SRBM Meeting Report form will be used.

3.3.2 Safety Action Group (SAG)

Depending on the size of KAAN AIR and the nature and complexity of its activities, a **Safety Action Group** has been established as a standing group or as an adhoc group to assist, or act on behalf of the Safety Manager or the SRB.

When a strategic direction is given by the SRB, the practices of these strategies will be coordinated in the company. This is the **main task** of the SAG.

More than one SAG may be established, depending on the scope of the task and the specific expertise required.

The SAG usually takes strategic direction from, and reports to the SRB, and been **composed of deputy managers, Supervisors and personnel from maintenance / operational areas of their working representatives, which are organized in turn by the department heads appointed**.

The Safety Manager may communicate **to the Accountable Manager all information, as necessary, to allow decision making based on safety data.**

SAG is a tactical unit and deals with issues related to the fulfillment of the strategic guidelines given by the SRB.

While SAG is concerned with implementation activities to control "root causes" related to safety risks that are the consequences of operational hazards, the SRB co-ordinates these actions to be consistent with the strategic directions given by them.

The SAG has been tasked with or assist in:

- **monitoring safety performance**;
- defining **actions to control risks** to an acceptable level;
    - ensuring that hazards are identified and safety risk management is carried out appropriately by ensuring the participation of employees in order to monitor operational safety performance and establish safety awareness within KAAN AIR;
- assessing the **impact** of organisational **changes on safety**;
- ensuring that **safety actions are implemented** within agreed timescales;
    - coordinates the solution strategies for reducing the specified consequences of the hazards, and provides adequate arrangements for safety data and employee feedback.
- **reviewing the effectiveness** of previous safety actions and **safety promotion**.
    - co-ordinates the implementation of corrective actions and to ensure that all staff are provided with the necessary means to ensure their full participation in the safety management,
    - ensures safety promotions and to ensure that safety, emergency and technical training given to employees meet or exceed the minimum requirements required by the legislation.

SAG will meet at least 4 (four) times a year unless it would not be exceptional circumstances occur. SMF-05 SAG Meeting Report will be used.

3.4 SAFETY PERFORMANCE MONITORING

145.A.202(a)

Primarily, **safety performance monitoring** and **measurement** provides a means to verify the effectiveness of safety risk controls. In addition, they provide a measure of the integrity and effectiveness of safety management system processes and activities.

To **verify the safety performance** and **validate the effectiveness of safety risk controls** requires the use of a combination of internal audits and the establishment and monitoring of SPIs.

Assessing the effectiveness of the safety risk controls is important as their application does not always achieve the results intended. This will help identify whether the right safety risk control was selected and may result in the application of a different safety risk control strategy.

Safety performance monitoring is conducted through the collection of safety data and safety information from a variety of sources typically available to KAAN AIR. Data availability to support informed decision-making is one of the most important aspects of the safety management system. Using this data for safety performance monitoring and measurement are essential activities that generate the information necessary for safety risk decision-making.

Safety performance monitoring and measurement will be conducted observing some basic principles. The safety performance achieved is an indication of organizational behaviour and is also a measure of the effectiveness of the safety management system. KAAN AIR has defined:

a) **Safety Objectives**, which will be established first to reflect the strategic achievements or desired outcomes related to safety concerns specific to the KAAN AIR's operational context;

b) **SPI (Safety Performance Indicator)s**, which are tactical parameters related to the safety objectives and therefore are the reference for data collection (SMF-22 Safety Performance Indicator form will be used); and

c) **SPT (Safety Performance Target)s**, which are also tactical parameters used to monitor progress towards the achievement of the safety objectives.

A more complete and realistic picture of KAAN AIR's safety performance will be achieved if SPIs encompass a wide spectrum of indicators. This will include:

a) low probability/high severity events (e.g. accidents and serious incidents);

b) high probability/low severity events (e.g. uneventful operational events, non-conformance reports, deviations etc.): and

c) process performance (e.g. training, system improvements and report processing).

SPIs are used to measure operational safety performance of KAAN AIR and the performance of KAAN AIR's safety management system. SPIs rely on the monitoring of data and information from various sources including the safety reporting system. They will be specific to the individual KAAN AIR and be linked to the safety objectives already established.

When establishing SPIs KAAN AIR will consider:

a) **Measuring the right things**: Determine the best SPIs that will show the KAAN AIR is on track to achieving its safety objectives. Also consider what are the biggest safety issues and safety risks faced by KAAN AIR, and identify SPIs which will show effective control of these.

b) **Availability of data**: Is there data available which aligns with what KAAN AIR wants to measure? If there isn't, there may be a need to establish additional data collection sources. The pooling of data sets may also help to identify trends. This may be supported by industry associations who can collate safety data from multiple organizations.

c) **Reliability of the data**: Data may be unreliable either because of its subjectivity or because it is incomplete.

d) **Common industry SPIs**: It may be useful to agree on common SPIs with similar organizations so that comparisons can be made between organizations. The regulator or industry associations may enable these.

Once SPIs have been established KAAN AIR will consider whether it appropriate to identify SPTs and alert levels. SPTs are useful in driving safety improvements but, implemented poorly, they have been known to lead to undesirable behaviours – that is, individuals and departments becoming too focused on achieving the target and perhaps losing sight of what the target was intended to achieve – rather than an improvement in organizational safety performance. In such cases it may be more appropriate to monitor the SPI for trends.

The following activities can provide sources to monitor and measure safety performance:

a) **Safety studies** are analyses to gain a deeper understanding of safety issues or better understand a trend in safety performance.

b) **Safety data analysis** uses the safety reporting data to uncover common issues or trends that might warrant further investigation.

c) **Safety surveys** examine procedures or processes related to a specific operation. Safety surveys may involve the use of checklists, questionnaires and informal confidential interviews. Safety surveys generally provide qualitative information. This may require validation via data collection to determine if corrective action is required. Nonetheless, surveys may provide an inexpensive and valuable source of safety information.

d) **Safety audits** focus on assessing the integrity of KAAN AIR's safety management system and supporting systems. Safety audits can also be used to evaluate the effectiveness of installed safety risk controls or to monitor compliance with safety regulations. Ensuring independence and objectivity is a challenge for safety audits. Independence and objectivity can be achieved by engaging external entities or internal audits with protections in place - policies, procedures, roles, communication protocols.

Findings and recommendations from safety investigations can provide useful safety information that can be analysed against other collected safety data.

The development of SPIs will be linked to the safety objectives and be based on the analysis of data that is available or obtainable. The monitoring and measurement process involves the use of selected safety performance indicators, corresponding SPTs and **safety triggers.**

KAAN AIR will monitor the performance of established SPIs and SPTs to identify abnormal changes in safety performance. SPTs will be realistic, context specific and achievable when considering the resources available to KAAN AIR and the associated aviation sector.

3.5 CHANGE MANAGEMENT

145.A.202(a); GM2 145.A.200(a)(3),

3.5.1 Identification and Description of the Change

Changes in organisational structure, facilities, scope of work, personnel, documentation, policies and procedures, can result in unintended consequences and the inadvertent introduction of new hazards, exposing KAAN AIR to new or increased safety risk(s).

Small incremental changes often go unnoticed, but the cumulative effect can be considerable. Changes, large and small, might affect the organization's system description, and may lead to the need for its revision. Therefore, the system description will be regularly reviewed to determine its continued validity, given that most KAAN AIR experience regular, or even continuous, change.

For KAAN AIR; Changes include, but are not limited to:

- changes to KAAN AIR **structure;**
- the inclusion of a **new aircraft type** in the terms of approval;
- the **addition of aircraft** of the same or a similar type;
- significant changes in **personnel** (affecting key personnel and/or **large numbers** of personnel, **high turn-over**);
- new or amended **regulations;**
- changes in the **security arrangements**;
- changes in the **economic situation** of KAAN AIR (e.g. commercial or financial pressure);
- **new schedule(s), location(s), equipment, and/or operational procedures**; and
- the addition of **new subcontractors**
- **business related changes** (organisational restructuring, resources, IT projects, etc.) and interfaces with other organisations/departments.

3.5.2 Assessment of the Criticality and Impact

KAAN AIR will take into account the following considerations:

- **Criticality**. How critical is the change? KAAN AIR will consider the impact on organizational activities, and the impact on other organizations and the aviation system.
- **Availability of subject matter experts**. It is important that key members of the aviation community are involved in the change management activities; this may include individuals from external organizations.
- **Availability of safety performance data and information**. What data and information is available that can be used to give information on the situation and enable analysis of the change?

3.5.3 Existing Controls and Implementation of New Controls

Change may affect the effectiveness of existing safety risk controls. In addition, new hazards and related safety risks may be inadvertently introduced into an operation when change occurs. Hazards will be identified and related safety risks assessed and controlled as defined in KAAN AIR's existing hazard identification and safety management procedures.

KAAN AIR will also consider the impact of the change on personnel. This could affect the way the change is accepted by those affected. Early communication and engagement will normally improve the way the change is perceived and implemented.

3.5.4 Change Implementation and Transition Period

The change management has been including the following activities:

a) **understand and define who and what it will affect**; this may be individuals within KAAN AIR, other departments or external people or organizations. Equipment, systems and processes may also be impacted. A review of the system description and organizations' interfaces may be needed. This is an opportunity to determine who will be involved in the change. Changes might affect risk controls already in place to mitigate other risks, and therefore change could increase risks in areas that are not immediately obvious;

b) **identify hazards related to the change and carry out a safety risk assessment**; this will identify any hazards directly related to the change. The impact on existing hazards and safety risk controls that may be affected by the change will also be reviewed. This step will use the existing KAAN AIR's safety management system processes;

c) **develop an action plan**; this will define what is to be done, by whom and by when. There will be a clear plan describing how the change will be implemented and who will be responsible for which actions, and the sequencing and scheduling of each task;

d) **sign off on the change**; this is to confirm that the change is safe to implement. The individual with overall responsibility and authority for implementing the change will sign the change plan; and

e) **assurance plan**; this is to determine what follow-up action is needed. Consider how the change will be communicated and whether additional activities (such as audits) are needed during or after the change. Any assumptions made need to be tested.

3.5.5 Monitoring the Effectiveness of the Change Implementation

Regardless of the magnitude of the change, large or small, its safety implications will always be proactively considered. This is primarily the responsibility of the team that proposes and/or implements the change.

The magnitude of a change, its safety criticality, and its potential impact on human performance will be assessed in any change management process.

A change may have the potential to introduce new, or to exacerbate pre-existing, human factors issues. The purpose of integrating human factors into the management of change is to minimise potential risks by specifically considering the impact of the change on the people within the system.

3.6 SAFETY TRAINING (INCLUDING HF) AND PROMOTION

145.A.202(a); GM5 145.A.30(e); GM1 145.A.65(b)(1); 145.A.200(a)(4); AMC1 145.A.200(a)(4); GM1 145.A.200(a)(4).

3.6.1 Safety Training Programme and Promotion

3.6.1.1 Safety Training Programme

KAAN AIR will ensure that:

- All staff are able to demonstrate an understanding of **safety management principles including Human Factors**, related to their job function.
- All staff are **familiar with the safety policy** and the procedures and tools that can be used for **internal safety reporting.**
- Staff who have been designated safety management responsibilities are familiar with the relevant processes in terms of **hazard identification, risk management, and the monitoring of safety performance.**

For that purpose, personnel involved in the basic maintenance service of KAAN AIR will receive both;

- **initial** and
- **recurrent safety training**,

appropriate for their responsibilities.

This will include at least the following staff members:

- Nominated persons, line managers supervisors;
- Certifying staff, support staff and mechanics;
- Technical support personnel such as planners, engineers;
- Persons involved in compliance monitoring and/or safety management-related processes and tasks, including the application of human factors principles, internal investigations and safety training;
- Specialised services staff, if available;
- Stores department staff, purchasing department staff;
- Ground equipment operators.

Initial Safety Training;

will cover all the topics of the training syllabus specified in **GM1 145.A.30(e)** either as a dedicated course or else integrated within other training and will be provided **within 6 months of joining** KAAN AIR, but temporary staff may need to be trained shortly after joining the organisation to cope with the duration of employment. Personnel being recruited from another organisation, and temporary staff will be assessed for the need to receive any additional safety training.

Training will be provided **to management and staff** at least:

- during the **initial implementation** of safety management processes;
- for all new staff or personnel recently allocated to any safety management related task;
- on a regular basis to refresh their knowledge and to understand changes to the management system;
- when changes in personnel affect safety management roles, and related accountabilities/responsibilities; and
- when performing dedicated safety functions in domains such as safety risk management, compliance monitoring, internal investigations.

Recurrent Safety Training;

Will be delivered either as a dedicated course or else integrated within other training. It will be of an appropriate **duration;**

- **in each 2-year period**,

in relation to the relevant compliance monitoring audit findings and other internal/external sources of information available to KAAN AIR on safety and HF issues.

Recurrent training will take into account certain information reported through the internal safety reporting scheme.

3.6.1.2 System of Maintaining Personnel Trained and Competent to Perform Their Tasks

The purpose of recurrent safety training is primarily to ensure that staff remain current in terms of safety management system principles and HF, and also to collect feedback on safety and HF issues.

Consideration will be given to involving compliance monitoring staff and key safety management personnel in this training to provide a consistent presence and facilitate feedback.

Feedback is formally reported by the trainers through the internal safety reporting scheme to initiate action where necessary.

3.6.1.3 Communication Means / Information Sharing related to Safety Matters

KAAN AIR will establish **communication about safety matters** that:

- ensures that all personnel are aware of the safety management activities, as appropriate, for their safety responsibilities;
- conveys safety-critical information, especially related to assessed risks and analysed hazards;
- explains why particular actions are taken; and
- explains why safety procedures are introduced or changed.

Significant events, changes and investigation outcomes will be **communicated**.

Safety policy and objectives will be known by staff.

Regular meetings with personnel at which information, actions, and procedures are discussed, may be used to communicate safety matters.

Safety bulletins/ communications/ newsletters/ emails/etc. are other means used to share safety information.

Subcontracted/Contracted organisations will be included in the communication where appropriate.

3.6.2 Safety Training (Including Human Factors)

145.A.30(e), AMC4 145.A.30(e), GM1 145.A.30(e);

Initial training to Human Factors for Certifying Staff and Support Staff is defined in Chapter 3.9.1.2

3.6.2.1 Initial Training (except C/S and S/S)

- **Aims and Objectives**

KAAN AIR's aims that human errors have been preventing at the aircraft maintenance in the organisation with all personnel are trained and aware of human factors. KAAN AIR has objectives that there will not be occurred any occurrences in the organisation against high level safety.

- **Categories of Staff to be trained Implementation Time Frame**

This will concern to a minimum:

— Post-holders, managers, supervisors;
— Mechanics;
— Technical support personnel such as planners, engineers, technical record staff;
— Compliance Monitoring control / assurance staff;
— Specialised services staff;
— Human factors staff / human factors trainers;
— Store department staff, purchasing product planning department staff;
— Ground equipment operators.

Initial Safety / Human Factor Training Topics are as followings (refering to GM1 - 145.A.30 (e));

Item	Syllabus	Duration / Hours
		INITIAL
1	**General / Introduction to safety management and human factors**; 1.1 Need to address safety management and human factors; 1.2 Statistics; 1.3 Incidents	00:20
1a	**Safety risk management;** 1a1. Hazard Idetification; 1a2. Safety risk assessment; 1a3. Risk mitigation and management; 1a4. Effectivenesss of safety risk management	00:20
2	**Safety Culture / Organizational factors;** 2.1 Justness/trust; 2.2 Commitment to Safety; 2.3 Adaptability; 2.4 Awareness; 2.5 Behaviour; 2.6 Information	00:20
3	**Human Error;** 3.1 Error models and theories, 3.2 Types of errors in maintenance tasks; 3.3 Violations 3.4 Implications of errors; 3.5 Avoiding and managing errors; 3.6 Human reliability;	00:30
4	**Human Performance & Limitations**; 4.1 Vision; 4.2 Hearing; 4.3 Information-processing 4.4 Attention and perception; 4.5 Situational awareness; 4.6 Memory; 4.7 Claustrophobia and physical access; 4.8 Motivation 4.9 Fitness/Health; 4.10 Stress; 4.11 Workload management; 4.12 Fatigue; 4.13 Alcohol, medication, drugs; 4.14 Physical work; 4.15 Repetitive tasks / complacency	00:45
5	**Environment;** 5.1 Peer pressure; 5.2 Stressors; 5.3 Time pressure and deadlines; 5.4 Workload; 5.5 Shift Work 5.6 Noise and fumes; 5.7 Illumination; 5.8 Climate and temperature; 5.9 Motion and vibration; 5.10 Complex systems; 5.11 Other Hazards in the workplace; 5.12 Lack of manpower; 5.13 Distractions and interruptions	00:45
6	**Procedures, Information, Tools and Practices;** 6.1 Visual Inspection; 6.2 Work logging and recording; 6.3 Procedure – practice / mismatch / norms; 6.4 Technical documentation – access and quality (compliance monitoring)	00:45
7	**Communications;** 7.1 Shift / Task handover; 7.2 Dissemination of information; 7.3 Cultural differences	00:45
8	**Teamwork** 8.1 Responsibility; 8.2 Management, supervision and leadership; 8.3 Decision making	00:45
9	**Professionalism and integrity;** 9.1 Keeping up to date; currency; 9.2 Avoiding error provoking behaviour; 9.3 Assertiveness	00:20
10	**KAAN AIR's Safety Program**; 10.1 Safety Policy and objectives, just culture principles; 10.2 Reporting errors and hazards, internal safety reporting scheme; 10.3 Investigation process; 10.4 Action to address problems; 10.5 Feedback and safety promotion	00:25
TOTAL:		**06:00 Hours**

In respect to the understanding of the application of human factors and human performance issues, all maintenance organisation personnel will have received an initial (**not later than 6 (six) months after recruitment**).

Safety / Human Factors training will valid 2 years in the organization. But Compliance Monitoring Manager may request training to personnel to prevent human factor errors at the organization according to Compliance Monitoring audit findings and he may request training when personnel have need extra training according to assessment result.

- **Requirements for Trainers**

The trainers will have minimum 3 years working experience in maintenance organization such certifying staff, licensed technicians, engineer, Compliance Monitoring auditor, etc. And he/she must have trained the trainer certificate which is acquired from EASA accepted training organizations.

- **Training Records**

The human factor training records such as personnel training attendant list, training documents, trainee's qualification records will be retention **3 years** in KAAN AIR.

The training may be executed in the classroom. The training documents will be issued when the training may be executed in the organization and all attendants will be sign-off training attendance form, Form No: MMF-26 and personnel training follow up form, Form No: MMF-25 record will be up to dated.

3.6.2.2 All Maintenance Staff Recurrent Training

- **Aims and objectives**, same as described in MOE 3.6.2.1 above,
- **Categories of staff to be trained** same as described in MOE 3.6.2.1 above,
- **Training methods and syllabus**: tailored to the audience / audit findings / feedback in relation to relevant Compliance Monitoring audit findings and other internal/external sources of information available to the KAAN AIR on human errors in maintenance

Recurrent Safety / Human Factor Training Topics are as followings (referring to GM1 - 145.A.30 (e));

Item	Syllabus	Duration / Hours CONTINUATION
1	**General / Introduction to safety management and human factors**; 1.1 Need to address safety management and human factors; 1.2 Statistics; 1.3 Incidents **Safety risk management;** 1a1. Hazard Idetification; 1a2. Safety risk assessment; 1a3. Risk mitigation and management; 1a4. Effectivenesss of safety risk management; **Safety Culture / Organizational factors;** 2.1 Justness/trust; 2.2 Commitment to Safety; 2.3 Adaptability; 2.4 Awareness; 2.5 Behaviour; 2.6 Information; **Human Error;** 3.1 Error models and theories, 3.2 Types of errors in maintenance tasks; 3.3 Violations 3.4 Implications of errors; 3.5 Avoiding and managing errors; 3.6 Human reliability;	01:00
2	**Human Performance & Limitations**; 4.1 Vision; 4.2 Hearing; 4.3 Information-processing 4.4 Attention and perception; 4.5 Situational awareness; 4.6 Memory; 4.7 Claustrophobia and physical access; 4.8 Motivation 4.9 Fitness/Health; 4.10 Stress; 4.11 Workload management; 4.12 Fatigue; 4.13 Alcohol, medication, drugs; 4.14 Physical work; 4.15 Repetitive tasks / complacency; **Environment;** 5.1 Peer pressure; 5.2 Stressors; 5.3 Time pressure and deadlines; 5.4 Workload; 5.5 Shift Work 5.6 Noise and fumes; 5.7 Illumination; 5.8 Climate and temperature; 5.9 Motion and vibration;	01:00
3	5.10 Complex systems; 5.11 Other Hazards in the workplace; 5.12 Lack of manpower; 5.13 Distractions and interruptions; **Procedures, Information, Tools and Practices;** 6.1 Visual Inspection; 6.2 Work logging and recording; 6.3 Procedure – practice / mismatch / norms; 6.4 Technical documentation – access and quality (compliance monitoring) **Communications;** 7.1 Shift / Task handover; 7.2 Dissemination of information; 7.3 Cultural differences	01:00
4	**Teamwork** 8.1 Responsibility; 8.2 Management, supervision and leadership; 8.3 Decision making; **Professionalism and integrity;** 9.1 Keeping up to date; currency; 9.2 Avoiding error provoking behaviour; 9.3 Assertiveness; **KAAN AIR's Safety Program**; 10.1 Safety Policy and objectives, just culture principles; 10.2 Reporting errors and hazards, internal safety reporting scheme; 10.3 Investigation process; 10.4 Action to address problems; 10.5 Feedback and safety promotion	01:00
TOTAL:		**04:00 Hours**

Safety / Human factors recurrent training will be of an appropriate duration **in each 2 (two) year period.**

- **Requirements for trainers**; same as described in MOE 3.6.2.1 above,
- **Training Records**; same as described in MOE 3.6.2.1 above,

3.7 IMMEDIATE SAFETY ACTION AND COORDINATION WITH THE OPERATOR'S ERP

145.A.155

3.7.1 Immediate Safety Action

KAAN AIR will act promptly when identified any safety concerns with the potential to have immediate effect on flight safety, including clear instructions on who to contact at the owner/customer/operator, and how to contact them, including outside normal business hours.

In this context, KAAN AIR has prepared and issued a **separate document** that named Emergency Response Plan (ERP) **at** https://kaanair-depo.online/MANUALS/OPERATIONS/ web site.

The Safety Manager prepares, co-ordinates and maintains the ERP that will ensure orderly and efficient transition from normal to emergency operations, and the subsequent return to normal operations.

Responsibilities for **contacting with owner/ operator/ CAMO** in case of safety concern with potential immediate effect on flight safety is identified in the related ERP.

Internal and external coordination, including contact details of key functions and personnel within the Maintenance Organisation (manager, Nominated Postholder, etc.) and within the operator/ CAMO (Maintenance Control Center, operator/ CAMO contact person, etc.) are defined in ERP.

The aim of this Emergency Response Planning (ERP) manual is to:

- **highlight the policies and procedures to be implemented in case of a crisis,**
- **offer advice to the members of the crisis management team in carrying out their responsibilities,**
- **communicate relevant information to employees of the organisation and members of the public.**

As opposed to other manuals of KAAN AIR, the ERP is designed to cover **crisis situations** which cannot specifically or precisely be defined. An organisational framework of the actions and policies required to be implemented is presented. However, it is unlikely that an actual emergency situation will adapt to a precise framework. Adaptability and flexibility will therefore be demonstrated in the handling of such events.

KAAN AIR Operation Planning and Command Center, which supervises every aircraft and is responsible for the control and supervision of the operation of aircrafts, coordinates with the other associated operators in case of aircraft accidents.

Notwithstanding with the below, the other associated operators:

- Organisations which are given maintenance service,
- Organisations which are given operation planning and control service,
- Organisations which been supplied ground service and/or been supplied fuel,
- Airports,
- ATC's,
- Local Administration Superiors (Governorship, Subgovernorship, etc.),
- Local Law Enforcement (Polis and Gendarmarie) Civil or military Search and Rescue service providers

KAAN AIR Operation Planning and Command Cente will communicate with above related organization person in case of occurrence of any incident or accident during maintenance, planning or supervision phases.

KAAN AIR shall coordinate with the mentioned organisations for the purpose of sharing information associated with Emergency Response Plan and increasing the common behaving capability.

3.7.2 Coordination with the Operator's ERP

KAAN AIR will act promptly when the Emergency Response Plan (ERP) is triggered by the operator and it requires the support of the Part-145 organisation, including clear instructions on who to contact at the owner/ customer/ operator, and how to contact them, including outside normal business hours defined in the ERP document.

The Safety Manager prepares, co-ordinates and maintains an Emergency Response Plan (ERP) that will ensure orderly and efficient transition from normal to emergency operations, and the subsequent return to normal operations.

Responsibilities for the implementations and management of the ERP are defined in the ERP document.

The Safety Manager prepares, co-ordinates and maintains an Emergency Response Plan (ERP) that will ensure orderly and efficient transition from normal to emergency operations, and the subsequent return to normal operations.

Internal and external coordination, including contact details of key functions and personnel are defined in the ERP document.

3.7.3 ERP Training Requirements

All the employees of KAAN AIR are informed about the persons assigned to the search, rescue and evacuation, fighting against fire, first aid with emergency plans and they are provided with training. Employment plans will be informed in addition to new employee training, occupational health and safety trainings.

Training will be planned for Crisis Management Center (explained in ERP document) members **once in every year before the exercise** to be held.

3.7.4 ERP Simulations / Drills (scope, frequency)

To prepare for emergencies, KAAN AIR will conduct simulations / drills **at least once a year** for specified conditions. Main and deputy members of Crisis Management Center that listed in ERP document, will participate to simulations / drills.

ERP will be drilled at regular intervals, for the following purposes:

- Reminding the staff of their responsibilities and procedures,
- To ensure the operability of emergency equipment and facilities,
- To identify and eliminate deficiencies in the plan and its processing.

Safety Manager is responsable regarding the drills planning, realization and evaluation of it.

Emergency situations consist of exercises, preparation of scenarios, informed and unannounced activities as an application of preparedness.

Corrective preventive activities are carried out by eliminating the deficiencies in preparation for emergencies, with exercises made before and after the exercise. In addition, employees will be prepared for a possible emergency by conducting a rehearsal and emergency rehabilitation.

It is of utmost importance that personnel not involved in the management of this situation do not contact the Crisis Management Team or make statements to the media.

The forms to be used after the exercise are SMF-06 Exercise/Drill Report and SMF-12 Crisis Management Center Checklist.

3.8 COMPLIANCE MONITORING

3.8.1 Audit Plan and Audit Procedure

145.A.200(a)(6); AMC1 145.A.200(a)(6); AMC2 145.A.200(a)(6), AMC4 145.A.200(a)(6); AMC3 145.A.200(a)(6), GM1 145.A.200(a)(6), GM2 145.A.200(a)(6), GM3 145.A.200(a)(6),

3.8.1.1 Definition of the "System / Procedure" Audit and Compliance Monitoring System

The compliance monitoring function is one of the elements that is required to be in compliance with the applicable requirements. This means that the compliance monitoring function itself will be subject to independent monitoring of compliance in accordance with 145.A.200(a)(6).

KAAN AIR's Compliance Monitoring system consists of following elements;

- **Independence**; Compliance Monitoring Auditors will be independent when involved to the audit process,
- **Access to Accountable Manager**; Compliance Monitoring Manager has direct access to Accountable Manager,
- **Creation and management of the audit plan**; Compliance Monitoring Manager issue audit plan annually and revise if necessary,
- **Plan to show all regulation subparagraphs**, subparagraph is indicated at the plan,
- **Plan to show all areas**, base, line, additional line maintenance locations, sub-contractors, procedures, etc.
- Company **audit policy** including compliance audit; Compliance Monitoring audit will be performed at least one time for every area of the organization.
- **Scheduled audits,** Audits during maintenance, and audits will be performed randomly.
- **Audit notification**, Compliance Monitoring Auditor will notify to audited personnel.
- **Audit reports** (documents used, issue, points checked, and deviations noted, deadline for rectification), are prepared and referenced in this MOE.
- **Validation / internal approval of the audit programme**, the Accountable Manager will approve the plan internally and valid 1 year.

☐ **Single exercise and subdivided in 12 months audit:**

Internal Compliance Monitoring procedures audits ensure that all aspects of EASA PART-145 compliance are met. All maintenance procedures as described in MOE are checked **one time in a every year.**
The audits are subdivided over the 12-month period in accordance with scheduled Compliance Monitoring Audit Plan.

☐ **KAAN AIR will use Remote Audit method:**

- when evaluating vendors, suppliers and subcontractors.

In the context of this chapter:

- '**remote audit**' means an audit that is performed with the use of any real-time video and/or audio communication tools **instead of the physical presence** of the auditor on-site;

It is the responsibility of KAAN AIR to assess whether the use of remote ICT (information and communication technologies) constitutes a suitable alternative to the physical presence of an auditor on-site in accordance with the applicable requirements.

Conduct of a Remote Audit:

KAAN AIR will consider at least the following elements:

- The methodology for the use of remote ICT is sufficiently flexible and non-prescriptive in nature to optimise the conventional audit process.
- Adequate controls are defined and are in place to avoid abuses that could compromise the integrity of the audit process.
- Measures to ensure that the security and confidentiality are maintained throughout the audit activities (data protection and intellectual property of the auditee also need to be safeguarded).

Examples of the use of remote ICT during audits may include but are not limited to:

- recording, in real time during the process, of evidence to document the results of the audit, including non-conformities, by means of **exchange of emails or documents**, instant pictures, video or/and audio recordings;
- meetings by means of teleconference facilities, including audio, video and data sharing;
- assessment of documents and records by means of remote access, in real time;
- visual (livestream video) and audio access to facilities, stores, equipment, tools, processes, operations, etc.

An agreement between KAAN AIR and the auditee will be established when planning a remote audit, which will include the following:

- determining the platform for hosting the audit;
- granting security and/or profile access to the auditor(s);
- testing platform compatibility between KAAN AIR and the auditee prior to the audit;
- considering the use of webcams, cameras, drones, etc. when the physical evaluation of an event (product, part, process, etc.) is desired or is necessary;
- establishing an audit plan which will identify how remote ICT will be used and the extent of their use for the audit purposes to optimise their effectiveness and efficiency while maintaining the integrity of the audit process;
- if necessary, time zone acknowledgement and management to coordinate reasonable and mutually agreeable convening times;
- a documented statement of the auditee that they will ensure full cooperation and provision of the actual and valid data as requested, including ensuring any supplier or subcontractor cooperation, if needed; and
- data protection aspects.

When using remote ICT, KAAN AIR will have the competence and ability to understand and utilise the remote ICT tools employed to achieve the desired results of the audit(s)/assessment(s). KAAN AIR will also be aware of the risks and opportunities of the remote ICT used and the impacts they may have on the validity and objectivity of the information gathered.

When **remote audit methodology is used**, it will be **clearly stated in the related Audit Reports**.

Audit reports and related records will indicate the extent to which remote ICT have been used in conducting remote audits and the effectiveness of remote ICT in achieving the audit objectives, including any item that has not been able to be completely reviewed.

3.8.1.2 "System / Procedure" Audit Programme

The primary objectives of compliance monitoring are to **provide** an **independent monitoring function** on how the KAAN AIR ensures compliance with the applicable requirements, policies and procedures, and to request action where non-compliances are identified.

The **independence of the compliance monitoring** will be established by always ensuring that audits and inspections are **carried out by personnel** who **are not responsible for the functions, procedures or products that are audited or inspected.**

A person employed by KAAN AIR and working in another department will be used as an **Independent Auditor**.

Compliance Monitoring Manager prepares an **Audit Plan**, Form No: SQF-03 which following subjects are included and identified on it, a sample is given at the Part-5 of this MOE.

- Maintenance facilities,
- Compliance with approved procedures,
- Date and timescales,
- Product/process audits,
- Sub-contractors,

Audit of sub-contractors and evaluation of suppliers will be performed in accordance with Part-2.1 of this exposition.

In an **Audit Plan**, following criteria will be met:

- The audit plan is intended to monitor compliance with the applicable requirements and at the same time **review all areas of KAAN AIR**, where such requirements are applicable;
- In order to achieve this objective, as a first element, the organisation needs to identify all the regulatory requirements, AMC and EASA user guides applicable to the activity and scope of work under consideration, to allow the audit plan to focus on the relevant subject matters. Each subject matter (e.g. facilities, personnel, etc.) will be cross-referred with the relevant requirement and the related organisation procedure in the exposition, where the particular subject matter is described.
- as a second element, all functional areas of the organisation in which Part-145 functions are intended to be carried out, including subcontracting, need to be listed with the objective of identifying the applicability of any subject matter in each functional area;
- a matrix can be used (**refer to TABLE 1 below**), capturing the two above-mentioned elements. This is intended to be a living document to be customised by the particular organisation depending on its scope of work and structure. This matrix would represent the overall compliance of the audit system and would need to be amended, as necessary, based upon any change to applicable regulations, EASA user guides, organisation procedures and functional areas of the organisation (e.g. change of the scope of work to include line maintenance, etc.);

- The audit plan (**refer to TABLE 2 below**), can be finally presented as a simplified schedule, showing the operational areas of the organisation against a timetable to indicate when the particular area is scheduled for audit and when the audit was completed. The number of product audit and subcontractors audit directly depends on the number respectively of product lines and subcontracted organisations in use. The audit plan will also identify some unannounced audits during on-going maintenance (including unannounced audits during the night for those organisations that work at night);
- The audit of each operational area will review all the subject matters which are applicable to the relevant functional area. For each subject matter, the audit will check that the particular Part-145 requirement is documented in the corresponding exposition procedure and that the exposition procedure is effectively implemented in the operational area subject to the audit. In addition, the audit will also identify any practice/process implemented in the particular operational area which has not been documented in any exposition procedure.

TABLE 1 – Audit Matrix (Subject matter- Regulatory reference- Exposition- Functional areas)

Subject Matter	Regulation/User Guide reference	Exposition	FUNCTIONAL AREAS					
			Base Maintenance	Line Maintenance	Quality	Receiving and Storage	Subcontracting	…
Facilities	145.A.25(a)(1)	1.8	X	X		X	X	…
	AMC1 145.A.25(a)	2.22	X	X		X	X	…
	…	…						…
Personnel	145.A.30(c)	1.4			X			…
	145.A.30(d)	1.7, 2.22	X	X	X	X	X	…
	…	…						…
Record Keeping	145.A.55(a)(1)(1)	…	X	X		X	X	…
	…	…						…
Certifying staff	145.A.35(a)/ UG.CAO.00121	3.9	X	X	X			…
	…	…						…

TABLE 2 – Audit Plan

OPERATIONAL AREA	FUNCTIONAL AREA	Planned	Completed	Remarks
Base Maintenance Hangar 1	Base Maintenance	mmm yyyy	dd mmm yyyy	
Line Maintenance location 1	Line Maintenance	mmm yyyy	dd mmm yyyy	
Compliance Monitoring	Comp.Mon.	mmm yyyy	dd mmm yyyy	
Store 1,2,3	Receiving and Storage	mmm yyyy	dd mmm yyyy	
Receiving Inspection	Receiving and Storage	mmm yyyy	dd mmm yyyy	
Subcontractor 1	Subcontracting	mmm yyyy	dd mmm yyyy	
Aircraft Base Product audit AW139	Base Maintenance	*unannounced*	dd mmm yyyy	
Aircraft Line Product audit AW139	Base Maintenance	*unannounced*	dd mmm yyyy	

3.8.1.3 Company Audit Policy including Compliance Audit:

Audit notification:

An audit will be conducted with the stated content and frequency in accordance with the compliance monitoring program of the audit schedule (SQF-03 Quality Audit Plan).

Prior to commencing auditing, the preparation phase includes:

1. Compliance Monitoring Manager will publish a calendar (SQF-03 Quality Audit Plan) containing the areas to be audited and assigned auditors,
2. Compliance Monitoring Manager will send an email to assigned auditor and auditee for the notification of scheduled audit in the previous months,

2. The auditors will specify the checklists prepared for the areas to be audited.

3. The following will be determined by the appointed auditor:

a) Where and when the audit will be made,

b) Estimated time for all activities,

c) The schedule of the meeting to be held with the auditees,

d) Date the report was published,

An **Audit Report** will be raised each time after audit has carried out; describing what was checked and the resulting findings against applicable requirements, procedures and products. Report will include the informations such as documents used, writer, issue, points checked and deviations noted, deadline for rectification.

It will be **allocate audit team** instead of an auditor, if needed. In case of audit team allocation, it will be defined also who is the **team leader** in the notification email.

3.8.1.4 Compliance Monitoring Audit Reports Retention

Compliance Monitoring audit records **will be kept at least 5 years** from the date of findings closure in the organization compliance monitoring department.

Compliance Monitoring Audit Records consist of the following records; notification mail, letters, corrective action request forms, audit reports, check list, audit programs.

3.8.2 Product Audit and Inspections

Product Audit will be performed **one time in a year** at every **aircraft type** which in the scope of work for aircraft maintenance line check and base checks, task compliance etc. will be audited as planned and randomly by Compliance Monitoring auditors in accordance with checklist, Form No: SQF-32E.

3.8.2.1 Definition of "Product" Audit

The independent audit will sample check one product on each product line as a demonstration of the effectiveness of maintenance procedures compliance. Procedures and product audits will be combined by selecting a specific product example, such as an aircraft or engine or instrument and sample checking all the procedures and requirements associated with the specific product example to ensure that the result will be an airworthy product.

3.8.2.2 Company "Product" Audit Policy

The audit will be to verify compliance and control of the availability of required man-hours, tools and equipment, materials, maintenance data and other required planning items is satisfactory.

The audit may be executed for a part or all maintenance process to verify conformance with all required procedures applied during work.

3.8.2.3 "Product" Audit Programme

TABLE 3 – Product Audit Plan

OPERATIONAL AREA	FUNCTIONAL AREA	Planned	Completed	Remarks
Aircraft Base Product audit AW139	Base Maintenance	*unannounced*	dd mmm yyyy	
Aircraft Line Product audit AW139	Base Maintenance	*unannounced*	dd mmm yyyy	

Assigned Compliance Monitoring Auditors will perform sample audits to the organization in the scope of product /process audits. This sample audits will be performed at least one time annually for every product/process in accordance with Audit Plan, SQF-03.

3.8.2.4 "Product" Auditing Methods

Audit will be performed for the aircraft which in the scope of work. Such as aircraft maintenance check base checks, task compliance etc. and defect rectification will be audited as planned and/or randomly by Compliance Monitoring auditors in accordance with checklist, Form No: SQF-32E.

Compliance monitoring auditor will take into consideration that following requirements has been meet with the maintenance standards **during the maintenance on aircraft**;

- Availability of man-power and required certifying staff,
- Conformance of tool and materials,
- Conformance of documents, forms and maintenance data,
- Conformance of release to service is issued in accordance with Part-145 standards,

Check methods may be used as follows;

- Talking with customer/operator's represent personnel and KAAN AIR staff,
- Checking the records regarding the work requested by customer, documents, manuals, records, tools and materials or other required inspection.

☐ **Sampling**

An aircraft which as sample will be audited by the Compliance Monitoring auditor during maintenance process in order to verify that the all planned maintenance activities are complied with required standards.

The sample check of a product means to witness any relevant testing and visually inspect the product and associated documentation. The sample check will not involve repeat disassembly or testing unless the sample check identifies findings requiring such action.

☐ **"Trail" / "investigation" audits**

In line with its just culture policy, KAAN AIR can make an investigative audit; after getting any internal safety report, such as errors or near misses, in order to understand not only what happened, but also how it happened, to prevent or reduce the probability and/or consequence of future recurrences.

3.8.2.5 Records of "Product" Audit Reports

An audit report shall be raised each time a product audit is carried out describing what was checked and the resulting findings against applicable requirements, procedures and products

Compliance Monitoring audit records **will be kept at least 5 years** from the date of findings closure in the organization compliance monitoring department.

Compliance Monitoring Audit Records consist of the following records; notification mail, letters, corrective action request forms, audit reports, check list, audit programs.

3.8.3 Audit Findings – Corrective Action Procedure

AMC4 145.A.200(a)(6), 145.A.95(a), 145.A.95(b), 145.A.95(c); AMC1 145.A.95; GM1 145.A.95

3.8.3.1 Finding Classification

The finding level will be classified as follows;

- **Level 1** finding is any significant non-compliance with applicable EASA PART-145 requirements which lowers the safety standard and **hazards seriously** the flight safety.
- **Level 2** finding is any non-compliance with applicable EASA PART-145 requirements which lowers the safety standard and **hazards possibly** the flight safety.
- **Observation** is any comment and recommendation, which increase and improve the organisation standards. Observation doesn't required CPAR forms, however if it repeats two times; may be a finding.

Corrective & preventive action which are classified as;

- Level 1 findings shall be rectified **immediately, immediate actions to self-limit the approval/ privileges as necessary** and will be **notified to the Accountable Manager and EASA.**
- Level 2 findings must be closed **within 3 months.**

3.8.3.2 Management of Finding Due Dates

☐ **Alert system, finding database**

If a noncompliance is found after audits, the auditor will identify the evidence, if there is an action to be taken immediately, Compliance Monitoring Manager will record it in the SQF-06 Audit Finding Follow-Up List and send them to the relevant department manager via SQF-05 DOFI/CPAR Form.

To ensure corrective action is taken, the Compliance Monitoring system is responsible for:

1. Corrective action plan of action,
2. Implementation and completion of corrective actions,
3. Evaluation of the above issues in an independent evaluation sensitivity,
4. To initiate follow-up supervision in line with the follow-up procedures specified in the plans and / or to perform unplanned inspections.

If a noncompliance is recorded and corrective action is initiated, it will be the only authorized compliance monitoring department in the matter of whether or not the matter has been raised, whether the disease has been turned off within the determined deadline.

The Compliance Monitoring Department will record all the steps performed during the corrective action through the follow-up form (SQF-06 Audit Finding Follow-Up List) and bring the results to a report format.

Corrective / preventive action follow up system is established in order to monitor the corrective and preventive activities prepared by the relevant units in order to overcome the detected findings within the period and effectively.

☐ **Extension of the Due Date**

When corrective action is not performed on time, responsible manager in charge for audited area, may request more time for corrective action from Compliance Monitoring Manager via CPAR form. If Compliance Monitoring Manager decide to give additional time for corrective action, the period **may be extended (1) one month maximum.**

☐ **KAAN AIR's actions** when the **corrective action deadline has to be postponed** or **when the answer has not been received on time**.

In the case of the corrective action is not performed in extension time, the subject findings **will be reported to the Accountable Manager and EASA**. According to finding level, it may hazard to flight safety, so the commitment of Accountable Manager will be in place for action. The situation will also be discussed in the Management Review Board meeting.

3.8.3.3 Corrective Action Process

- **Root cause analysis** and associated generation of **Corrective Action Plan** and **Corrective Action Report**

It is important that the analysis does not primarily focus on establishing who or what caused the non- compliance, but on why it was caused. Establishing the root cause or causes of a non-compliance often requires an overarching view of the events and circumstances that led to it, to identify all the possible systemic and contributing factors (regulatory, human factors, organisational factors, technical, etc.) in addition to the direct factors. This is an essential element of the compliance monitoring function to avoid recurrent findings. The following describes a typical step by step process:

- **Collecting information** *(environment in which the finding was found, staff involved, associated paperwork, etc.)*
- **Identify the root causes and contributing factors** *(this means not only identifying and confirming the finding, but also assessing its impact in other areas of the organisations to detect same or similar non compliance and investigating related causes and contributing factors. The 5whys or fishbone methodologies could be used to explore the root causes which brings to the non-compliance)*
- **Define a corrective action plan** *(the plan will indicate the intended corrective actions and related timing for their implementation, whitin the due date of each finding. It will address not only the immediate identified non-compliance, but all non-compliances identified as part of the root casuse analysis)*
- **Demonstrate the implementation of corrective actions** (*it means providing evidences that the corrective actions have been effectively implemented. This evidence cannot be based on promises or statement related to events not yet completed. For example, a statement that a certain training will be completed or is on-going is not acceptable as evidence of corrective action implementation).*

- **Corrective action planning and follow-up (e.g. notified, answered, corrective action accepted, open/closed)**

Finding follow-up will describe the actions taken by the auditor or Compliance Monitoring Manager to verify the implementation of corrective actions.

The audit finding will be followed up through the Audit Report, Form No: SQF-04 by Compliance Monitoring Manager. The root causes short term corrective action and preventive corrective action will be determined and written to the CPAR Form during audit or issuing report. The results of audit and findings will be reported to the responsible manager and accountable manager with CPAR and Audit Report.

- **Corrective Action Plan**

Will be designed in a way which allows identifying and recording the finding, the root cause, the relevant immediate and long term preventive action with the appropriate timescales.

Rectified findings to another product lines will be rechecked in the future regularly and more un-planned Compliance Monitoring audits will be done due to prevent occurring same findings again.

- **Management responsibilities for corrective action and follow-up**

The **Maintenance Manager** is responsible for performing corrective actions relevant to his responsibilities, **Compliance Monitoring Manager** is responsible for follow-up and feedback to the Accountable Manager for ensuring that corrective actions are performed in accordance with the EASA Part-145 Compliance Monitoring standards.

The **Accountable Manager** is the ultimate responsible for providing required finance and man-power and all the other requirements as appliceable to comply with the EASA Part-145 requirements.

- **Corrective Actions following Findings from the EASA**

The same principles indicated above in the root cause and CAP/CAR generation will be used. The CAP/CAR will be performed within the period specified by EASA. Where observations are issued by EASA, KAAN AIR will give them due consideration and record the decisions taken in respect to those observations too.

3.8.3.4 Compliance Monitoring Feedback Reporting System

The compliance monitoring system will include a feedback system that identifies both the corrective actions and controls that they are properly exploited. Findings detected in the compliance monitoring internal audits and findings detected in the inspections of external organization will be followed up in another table / sheet in the same SQF-06 Audit Finding Follow Up List; similar failures will be avoided repeatedly and the compliance monitoring system will be guaranteed to work indefinitely.

System; it will fully correct the nonconformities and clarify which procedures will be followed if the nonconformities can not be removed within the specified time frame.

Compliance monitoring department is responsible for keeping track of all departments' purposes and observing them. Accountable Manager will always be informed about the level of access to the objectives through the compliance monitoring reports and the results in the Management Review Meeting MRM (YGG) (SQF-26 MRM/SRMYGG/ EGGK Report).

The Compliance Monitoring feedback reporting system **cannot be subcontracted.**

☐ **Access to Accountable Manager**

Compliance Monitoring Manager has the direct access to Accountable Manager and responsible for the compliance monitoring function that must be established within the management system.

Compliance Monitoring Manager will ensure that the compliance monitoring management system meets the requirements for performing safe and effective flight operations is planned.

Accountable Manager will ensure that the company's strategic planning system objectives and main procedures are established and are regularly followed and properly terminated.

☐ **Review of the Compliance Monitoring overall results**

Compliance Monitoring Manager reviews of all maintenance procedures annually against audit results.

The following techniques to carry out the audits are used:

- review of maintenance instructions
- examination of sample maintenance documentation
- review of actual maintenance practices
- interviews and/or discussions with personnel

The review will be done using following Compliance Monitoring audit procedures, functions and others;

- Principles of annual audit planning,
- Independence of the auditors,
- Common audit procedures for several lines of product,
- Specific audit procedure by line of product,
- Audit during the performance of work,
- Complete audits or several partial audits,
- Principles when deviations are noted on a line of product,
- Grouping of audits.

All audit result will be written at CPAR Form, Form No: SQF-05 and Audit Report, Form No: SQF-04. All records will be kept in Compliance Monitoring Department.

☐ **Meeting with the Accountable Manager** (including record of meeting procedure)

Refer to MOE 3.8.3.5.

☐ **Regular meetings to check the progress of corrective actions**

Compliance Monitoring Manager will make regular meetings to check the progress of corrective actions with responsible unit managers.

3.8.3.5 Review of the Compliance Monitoring System Overall Results

The Accountable Manager will hold meetings at least two times in a year with Compliance Monitoring Manager and Maintenance Manager to check overall results of Compliance Monitoring system, to check process of corrective actions, to check requirements of improvement of Compliance Monitoring of the organization.

Following subjects will be discussed at the evaluation meeting;

- The EASA audit reports;
- Compliance Monitoring summary reports of audits, findings of non-compliances,
- Occurrences such as accidents and incidents;
- Corrective / Preventive actions results;
- Resources needs;
- Regulation / requirement amendments.

The meeting subjects and results will be recorded to management review form SQF-26.

3.9 CERTIFYING STAFF AND SUPPORT STAFF QUALIFICATIONS AND TRAINING PROCEDURES

145.A.30(e), AMC3 145.A.30(e), 145.A.30(f), 145.A.30(g), AMC 145.A.30(g), 145.A.30(h)1, 145.A.30(h)2, 145.A.30(i), AMC1 145.A.30(h), 145.A.30(j)1, 145.A.30(j)2, AMC1 145.A.30(f), 145.A.35(a), 145.A.35(b), 145.A.35(c), 145.A.35(d),145.A.35(e), 145.A.35(f), 145.A.35(g), 145.A.35(h), 145.A.35(l), 145.A.35(m), 145.A.35(n), AMC 145.A.35(b), AMC 145.A.35(c), AMC1 145.A.35(d), AMC1 145.A.35(e), AMC1 145.A.35(f), AMC 145.A.35(m), AMC 145.A.35(n), Appendix IV and ICAO Annex I ;

3.9.1 Aircraft Certifying Staff and/or Support Staff

- **Line Maintenance Certifying Staff:**

  - Category “A” Certifying Staff are authorised to release an A/C to service following minor scheduled line maintenance and simple defect rectification within the limits of tasks specifically endorsed on the EASA Part-145 C/S - S/S individual authorisation. The certification privileges will be restricted to work that the licence holder has personally performed in the maintenance organisations that issued the EASA Part-145 C/S - S/S individual authorisation.

    Permits the holder to issue certificates of release to service following minor scheduled line maintenance and simple defect rectification within the limits of tasks specifically endorsed on the authorisation. The certification privileges will be restricted to work that the licence holder has personally performed in a EASA Part-145 approved AMO. Tasks:

    1. The regular checks such Pre-flight / Transit, Weekly check iaw Operator’s Maintenance Schedule.
    2.a. Replacement of wheel assemblies.
    2.b. Replacement of wheel brake units.
    2.c. Replacement of emergency equipment.
    2.d. Replacement of ovens, boilers and beverage.
    2.e. Replacement of internal and external lights, filaments and flash tubes.
    2.f. Replacement of windscreen wiper blades.
    2.g. Replacement of passenger and cabin crew seats, seat belts and harnesses.
    2.h. Closing of cowlings and refitment of quick access inspection panels.
    2.i. Replacement of toilet system components but excluding gate valves.
    2.j. Simple repairs and replacement of internal compartment doors and cabin furnishing items.
    2.k. Simple repairs and replacement of overhead storage compartment doors and cabin furnishing items.
    2.l. Replacement of static wicks.
    2.m. Replacement of aircraft main and APU aircraft batteries
    2.n. Replacement of inflight entertainment system components but exluding public address.
    2.o. Routine lubrication and replenishment of all system fluids and gasses.
    2.p. The de-activation only of sub-systems and aircraft components as permitted by the operator’s approved MEL.

  - Category “B1” Certifying Staff, are authorised to release an A/C to service following:

    o maintenance performed on aircraft structure, powerplant and mechanical and electrical systems;

o works on avionic systems requiring only simple tests to prove their serviceability and not requiring troubleshooting.

This category includes the corresponding A subcategory.

 Category “B2” Certifying Staff, are authorised to release an A/C to service following:

o maintenance performed on avionic and electrical systems, and
o electrical and avionic tasks within powerplant and mechanical systems, requiring only simple tests to prove their serviceability.

This category does not include any “A” subcategory

 Base Maintenance Certifying Staff:

 Category “C” Certifying Staff are authorised to release an A/C to service following base maintenance on A/C. This privilege applies to the aircraft in its entirety.

 Base Maintenance Support Staff (SS)

B1 and B2 Support Staff (S/S) means staff authorised by the Part-145 organisation to support the Category “C” certifying staff in managing and releasing the A/C to service after base maintenance activity while not necessarily holding certification privileges. B1 and B2 Support Staff will ensure that all relevant tasks or inspections have been carried out to the required standard before the category C certifying staff issues the certificate of release to service.

Base Maintenance support staff is a technician that has a basic training based on B1 or B2. They work as a support staff for C Level certifying staff. B1 based support staff is authorised to perform and release tasks for Airframe, Engine and Mechanic Systems on Base Maintenance activities. B2 based support staff is authorised to perform and release tasks for Avionic and Electrical Systems on Base Maintenance activities.

3.9.1.1 Minimum Age

The minimum age for certifying staff and support staff is 21 years.

3.9.1.2 Experience, training and competence requirements (including compliance with Part 145 Appendix IV for staff not qualified to Part 66)

Table - Check List: Topics to be reviewed before to grant /extend/ renew an EASA Part-145 C/S - S/S individual authorisation, for staff not qualified to EASA Part-66:

Reference	Requirements	Remarks
Part-145 Appendix IV Paragraph 1 (a)	Does the C/S - S/S hold a valid licence or a certifying staff authorisation issued under the country's National regulations in compliance with ICAO Annex 1?	The basic license (national license) must have been evaluated in all categories by the EASA Part-145 organisation and in particular any differences compared to ICAO Annex I must be addressed (refer to "Foreign Part-145 approvals – EASA Part-145 Appendix IV and ICAO Annex I check list FO.CAO.00030-XXX). The national license to be considered depending on the organisation location is summarized in the table "Summary of Topics to be assessed for Aircraft C/S & S/S Not Qualified to EASA Part-66" of the user guide B3.UG.CAO.00121.-XXX.
	Are there any differences between national license and ICAO Annex I that need to be addressed?	
Part-145 Appendix IV Paragraph 1 (b)	Does the scope of work of the C/S - S/S remain within the scope of work defined by the National licence/certifying staff authorisation and Is any limitation listed in the National license endorsed in the EASA Part-145 C/S - S/S individual authorisation?	The proposed authorization privileges must have been evaluated to ensure they do not exceed the scope of the national license. The organisation will compare the scope of the national licence and the scope of work of the EASA "C", "B1", "B2" and "A" categories and implement the necessary limitation. The result of the comparison will be summarised in the MOE § 1.6. Any limitation addressed in the national license or in the A/C C/S and S/S authorisation issued under the national regulations will be reported in the EASA Part-145 C/S - S/S individual authorisation. The organisation can also endorse an A/C type in the EASA Part-145 C/S - S/S individual authorisation that is not endorsed on the national license provided compliance is met with the other Appendix IV requirements. In the case of national regulations using the same C/S - S/S codes (A, B1, B2 and C) of EASA Part-66, this condition does not release the organisation to compare the scope of the national licence and the scope of work of the EASA "C", "B1", "B2" and "A" categories and implement the necessary limitation.
Part-145.35 (m)	Is the C/S - S/S staff more than 21 years old?	
Part-145 Appendix IV Paragraph 1 (c)	Has the C/S - S/S demonstrated that he/she has received training on human factors referred to in module 9 of Appendix I to Annex III (EASA Part-66)?	The A/C C/S and S/S will be able to demonstrate he/she received: □ a training on human factors referred to in module 9 of Appendix I to Annex III (EASA Part-66). The organisation will ensure and be in a position to demonstrate that the Human factor training syllabus and the training level are compliant to the syllabus and the level (B1 /B2) of training of Appendix I to Annex III (EASA Part-66). The
	Has the C/S - S/S demonstrated that he/she has received training on aviation legislation referred to	

Reference	Requirements	Remarks
	in module 10 of Appendix I to Annex III (EASA Part-66)?	demonstration process is left to the discretion of the organisation.
	Has the provided training (module 9 and module 10) been evaluated for compliance with Appendix I to Annex III (EASA Part-66) In terms of syllabus and level (B1/B2) of training?	□ a training on aviation legislation referred to in module 10 of Appendix I to Annex III (EASA Part-66): The organisation will ensure and be in a position to demonstrate that the aviation legislation training syllabus and the training level are compliant to the syllabus and the level (B1 /B2) of training of Appendix I to Annex III (EASA Part-66). The demonstration process is left to the discretion of the organisation. A proposed A/C C/S or S/S is considered compliant with Appendix IV 1.(c) without further need of investigation, if one of the following evidences is available: □ examination certificate of recognition (CoR) issued by an EASA Part-147 AMTO for the relevant module 9 or 10, or; □ when only a statement issued by an EASA Part-147 AMTO can be provided, stating that the person has attended the relevant module 9 or 10 according to the corresponding EASA Part-66 syllabus, then the maintenance organisations will also ensure that the course is carried out according to a detailed syllabus including level of training as per EASA Part-66 Module 9 and/or 10 as applicable (the duration of the course need to be specified to demonstrate the adequacy to cover all subjects). When selecting a non- EASA Part-147 organisation to provide the Human Factor training and/or Aviation Legislation, the EASA Part-145 Compliance Monitoring department will be in a position to demonstrate as a minimum that: □ the course is carried out according to a detailed syllabus including level of training as per EASA Part 66 Module 9 and/or 10 as applicable (the duration of the course need to be specified to demonstrate the adequacy to cover all subjects); □ the Qualification criteria for instructors is defined; □ a maximum number of Training Hours per day is defined (HF principal to be considered); □ a maximum of trainees per group of trainees (28 person).
Part-145 Appendix IV Paragraph 1 (d)	Has the C/S - S/S staff demonstrate the required maintenance experience **EASA Category "A" = 3 years** **EASA Category "B1","B2" = 5 years** **EASA Category "C" = 8 years.**	
	Can the C/S - S/S demonstrate recent experience on the A/C type	The recent maintenance experience will be understood as meeting the requirement of 6 month of experience in two

Reference	Requirements	Remarks
	intended to be endorsed in the EASA Part-145 individual authorization?	years period preceding the intended date of issuance of the individual authorization (refer to 145.A.35.(c) for further details). This concept is the same applicable for the renewal of the authorization as described in the following chapter related to “additional training” requirements. Further guidance is provided in “Foreign Part-145 approvals – demonstration of 6/24 months maintenance experience UG.CAO.00128-XXX”
Part-145 Appendix IV Paragraph 1 (e) (f)	Has the C/S - S/S demonstrated he/she followed a task or a type training and pass the examination at the relevant category, referred to in Appendix III to Annex III (EASA Part-66)? Note: Category “C” certifying staff will demonstrate he/she received type training and passed examination at the category C level referred to in Appendix III to Annex III (EASA Part-66) for each aircraft type in his /her EASA Part-145 individual authorisation, except that for the first aircraft type, training and examination will be at the category B1, B2 or B3 level of Appendix III.	The A/C C/S and S/S will be able to demonstrate that he/she received type training and passed the examination at the relevant category level (depending on the category of authorization), referred to in Appendix III to Annex III (EASA Part-66) for each aircraft type intended to be endorsed in the EASA Part-145 C/S - S/S individual authorisation. In the case of category C C/S, for the first aircraft type to be endorsed in the EASA Part-145 C/S - S/S individual authorisation, the type training and examination will be at the category level B1, B2. An A/C type training is made up of two parts: a) Theoretical element: composed by theoretical training and examination; b) Practical element: composed by practical training and assessment6. In the case of a maintenance organisations for which EASA is the competent authority, the standard requirement to be met and to be reflected in the MOE 3.9 “certifying staff and support staff qualification and training procedures” is that the theoretical and practical element of the aircraft type training is completed at an EASA Part-147 Approved Maintenance Training Organisation.
	Is the theoretical part of the type training provided by an approved EASA Part-147 organisation?	
	Is the practical element of the training provided by an approved EASA Part-147 organisation?	
	Is the task training provided by an approved EASA Part-145 or EASA Part-147 organisation? (for Category “A” person)	Those persons whose scope of work does not exceed those of a category “A” certifying staff may receive task training in lieu of a complete type training. Task training will be carried out by an EASA Part-147 AMTO or an EASA Part-145 AMO appropriately approved on the specific aircraft type for which the EASA Part-145 C/S individual authorisation is to be issued. This training will include practical hands on training and theoretical training for each task authorised. Satisfactory completion of the task training will be demonstrated by an examination or by workplace assessment carried out by the EASA Part-147 AMTO or EASA Part-145 AMO which has delivered the training. It is the responsibility of the maintenance organisations issuing the category “A” EASA Part-145 C/S individual authorisation to ensure that the task training covers all the tasks to be authorised. This is particularly important in those cases where the task training has been provided by an organisation (EASA Part-147 AMTO or EASA Part-145 AMO) different from the one issuing the authorisation.

Reference	Requirements	Remarks
		When the maintenance organisations intends to issue the category “A” EASA Part-145 C/S individual authorisation based upon a complete type training delivered by an EASA Part-147 AMTO, a demonstration will be performed and documented that the type training (theoretical and practical elements) covers the tasks to be authorised.
Additional Aircraft training	Has the C/S and S/S received additional training, as appropriate, on the differences for the particular model/variant and/or the particular configuration of the aircraft intended to be maintained by the maintenance organisations	In order to meet the requirement of Appendix IV Paragraph 1. (e) (f), a person may also be qualified by a type training for differences (including both the theoretical and practical element) which has been received in an approved EASA Part-147 organisation. The following requirements need to be met: □ The applicant for EASA Part-145 C/S - S/S individual authorisation, needs to cover the differences between two different aircraft type ratings of the same manufacturer as determined by the Agency (refer to the aircraft type ratings provided in appendix I to AMC to EASA Part 66, as amended); For example, a person who already completed a type training on the A320(CFM 56) and needs to be qualified also on the A320 (V2500), does not need to complete a full aircraft type training on the A320(V2500), but may only complete a type training for differences between the two aircraft type ratings (e.g. engine plus aircraft interfaces); □ Differences training will cover both theoretical and practical elements of type rating training. □ A type rating will only be endorsed on EASA Part-145 C/S - S/S individual authorisation after differences training when the applicant also complies with one of the following conditions: - having already endorsed on the EASA Part-145 C/S - S/S individual authorisation the aircraft type rating from which the differences are being identified, or; - having completed the type training requirements for the aircraft from which the differences are being identified, but has not yet been endorsed in the EASA Part-145 C/S - S/S individual authorisation. Detailed guidance on how to establish compliance of the aircraft type training (theoretical and/or practical) is provided in “Foreign Part-145 approvals -Aircraft type training (theoretical and practical) UG.CAO.00122-XXX”
Additional Training	Has the certifying staff/support staff received an Initial Safety Training (including Human Factor)?	
	Has the C/S and S/S received an appropriate training to the MOE and associated procedures/lists?	
	Has the C/S and S/S received training to the Customer`s operator procedures, such as but	

Reference	Requirements	Remarks
	not limited to the customer`s ATL, work cards, work package, list of independent inspection items, deferred items procedures, MEL, etc?	

3.9.1.3 EASA Part-145 C/S - S/S individual authorisation requirements for;

- Initial issue and extension (scope of work):

  Refer to table in 3.9.1.2.

- Renewal:

  In addition to table in 3.9.1.2, use below table:

Reference	Requirements	Remarks
Renewal of EASA Part-145 individual authorisation	Has the C/S and S/S received recurrent training that covers up-to-date information on • Relevant technologies, • Safety/ Human Factors, • Organisation procedures (including changes in Aviation legislations), as applicable to the organisation scope of approval and individual authorization held?	
	Has the C/S and S/S demonstrated a 6 month of experience during the two year period preceding the renewal of EASA Part-145 C/S - S/S individual authorisation?	
	Is any additional training justified following the internal assessment?	

- Assessment:

  When all initial, extension and renewal table requirement points are positive; apply below table:

Reference	Requirements	Remarks
Assessment	Has the C/S and S/S been assess for competency including a language skill evaluation.	The aim of the assessment is to ensure compliance of the A/C C/S and S/S with the relevant EASA Part-145 requirements, with the criteria defined in this user guide and to ensure that each A/C C/S and S/S possesses the expected competence(s) associated to his/her job function (proposed scope of work, Authorization category), before granting him/her an initial EASA Part-145 C/S - S/S individual authorisation, to renew or to extend the scope of his/her already existing authorisation. This assessment will also take into consideration attitude and behaviour. As a consequence the organisation will demonstrate through a competence assessment that the C/S and S/S: □ Meets the qualification criteria addressed above; □ Has the relevant knowledge, skills and ability to perform the maintenance tasks related to his/her job function including the relevant language knowledge; □ Is able to determine when the A/C is ready to release to service and when it will not be released to service. In the case of initial authorisation or extension of the scope of an already existing authorisation, the competence assessment must: □ Be specifically tailored to the aircraft type (s) intended to be covered by the certifying staff authorization; □ The competence assessment will include evaluation of “On the Job Performance” and /or “testing of knowledge” by appropriately qualified personnel; □ In addition, it is recommended that the assessment form contains an open text field where the person responsible for the assessment records the questions raised, comments or any other information useful to support the recommendation for the pass/fail result. A “box-ticking” exercise would be pointless.

An authorization certificate for Certifying Staff will be issued, renewed and approved by Compliance Monitoring Manager for candidate personnel who are qualified in accordance with MOE 3.9 and have been evaluated by Maintenance Manager in accordance with MOE 3.19.

An authorization certificate will be suspended if a staff has not taken enough continuation training or enough recent experience in period of 2 years. The authorization certificate may be reissued when the staff takes enough continuation training and/or recent experience.

3.9.1.4 Recurrent Training Procedures (Organisation Procedures, New Technology, Safety/ Human Factor issues, etc.)

The certifying staff must have recurrent training by the manufacturers, EASA Part-145/147 approved organizations or acceptable instructor in the organization. The instructor will have training trainee certificate and acceptable by the EASA.

Compliance Monitoring Manager prepares personnel training records and follow-up recurrent training as necessary.

2-Years-Recurrent training covers up to date information on;

- Relevant Technologies,
- Safety/ Human Factors,
- Organization Procedures (including changes in Aviation Legislations),

Five (5) years recurrent test;

- English knowledge test from EASA approved test organizations

3.9.1.5 Demonstration of 6/24 months Maintenance Experience including a table of Similar Aircraft Types (relevant to the scope of work held by the maintenance organisation) to be used for the demonstration of 6/24 months requirement

The holder of an aircraft maintenance licence may not exercise its privileges unless:

- in compliance with the applicable requirements of Part-145;
- in the preceding 2-year period he/she has 6 months of maintenance experience in accordance with the privileges granted by the aircraft maintenance licence;

The 6 months maintenance experience in 2 years will be understood as consisting of two elements, duration and nature of the experience. The minimum to meet the requirements for these elements may vary depending on the size and complexity of the aircraft and type of operation and maintenance. The experience will be gained in an EASA Part-145 AMO. However, experience gained on a similar A/C, Engine, component technology in a non-EU environment may be used.

a) Duration:

C/S and/or S/S will demonstrate to have acquired within a maintenance organisation, in any consecutive 2-year period:

- 6 months working with the same organisation; or
- 6 months split up into different blocks, working within the same or in different maintenance organisations.

A recording of a total of 180 tasks at different dates in the 2 years period would be the minimum expected record to demonstrate the “duration” requirement (but not necessarily the “nature of experience” requirement, which will meet the criteria of the following chapter). The 180 tasks may be replaced by a record of 100 working days of maintenance experience in accordance with the privileges. In this case each recorded day is intended to be a full working day, which for example means for base maintenance activity around 7/8 working hours per day. The duration will be recorded in days or half-days.

A person may have at the same time one or more EASA Part-145 C/S - S/S individual authorisation (i.e. being B1 aircraft C/S on 3 different A/C types, or being at the same time C6

and C14 C/S on different components P/N, etc.). He/she will have to record a minimum of 180 tasks (or 100 working days), regardless the number/types of EASA Part-145 C/S - S/S individual authorisation hold.

For any Ax, Bx, Cx and D1 rating, a maximum of 20% of the required experience duration, may be replaced by the following activities when relevant to the scope of the EASA Part-145 C/S - S/S individual authorisation:

- o Maintenance training as an instructor/assessor;
- o Maintenance technical support/engineering;
- o Maintenance management/planning.

Having recorded 180 tasks or 100 days only during the first year of the 2-year period cannot be considered as acceptable. The experience will be spread over the period to avoid a too long interval without activity.

In order to demonstrate compliance of the above requirements, the maintenance organisation`s Compliance Monitoring system is requested to issue a document or to have an electronic system in place where the **number of performed tasks (or working days)** will be summarised and recorded for each C/S and/or S/S.

b) Nature of the Experience:

C/S and/or S/S will demonstrate maintenance **activity** performed (and/or supervised and/or released to service), within an approved maintenance organization, on a comprehensive combination of different **tasks types** (i.e. Servicing, inspection, troubleshooting, repairing, modifying, removal/installation, etc.).

Depending on the category of the aircraft maintenance licence, the following activities are considered relevant for maintenance experience:

- Servicing;
- Inspection;
- Operational and functional testing;
- Trouble-shooting;
- Repairing;
- Modifying;
- Changing component;
- Supervising these activities;
- Releasing aircraft to service.

For category A licence holders, the experience will include exercising the privileges, by means of performing tasks related to the authorization (hold or intended to be granted) on at least one aircraft type for each licence subcategory (i.e. A1, A2, A3, A4). This means tasks as mentioned in AMC 145.A.30(g), including servicing, component changes and simple defect rectifications.

For category B1 and B2, for every aircraft type rating included in the authorization (hold or intended to be granted) the experience will be on that particular aircraft or on a “similar aircraft” within the same subcategory (i.e. B1.3). Two aircraft can be considered as similar when they

have similar technology, construction and comparable systems, which means equally equipped with the following (as applicable to the licence category):

- Propulsion systems (piston, turboprop, turbofan, turboshaft, jet-engine or push propellers); and
- Flight control systems (only mechanical controls, hydro-mechanically powered controls or electro-mechanically powered controls); and
- Avionic systems (analogue systems or digital systems); and
- Structure (manufactured of metal, composite or wood).

In order to ensure the experience is representative of the B2 qualification when granting an initial authorization to B2 category, only the avionics/electrical tasks that cannot be done by a B1 (e.g replacing bulbs and lights) will be recorded as B2.

For category C, the experience will cover at least one of the aircraft type endorsed in the authorisation (hold or intended to be granted);

For a combination of categories (i.e. B1.3 + B2, B1.3 + C, B2 + C etc.), the experience will include some activities in each category (hold or intended to be granted), in such a way:

- B2 + B1.3; 70 % of B2 + 30 % of B1.3 experience,
- B2 + C; 70 % of B2 + 30 % of C experience,
- C + B1.3; 70 % of C + 30 % of B1.3 experience.

Table - Control Chart for Acceptance of 6/24 Experience on Similar Aircraft (1)

<table>
<tr><th>Helicopter Systems (2)</th><th>Types</th><th>SEH / MEH</th><th>Engines</th><th>Power Train</th><th>Propulsion</th><th>Flight Control System</th><th>Avionic Systems</th><th>Structure (Manufactured of..)</th><th>Blades</th><th>Landing Gear</th></tr>
<tr><td rowspan="3"></td><td>Agusta A/AW-119</td><td>SEH</td><td>PWC PT6B-37A</td><td rowspan="3">Similar architecture by the same company</td><td rowspan="3">Turboshaft</td><td rowspan="3">Similar architecture with controls operating electronically and hydro-mechanically</td><td>Digital (no IMA-Integrated Modular Avionics)</td><td rowspan="3">Honeycomb/ Metal/ Composite</td><td rowspan="3">Composite and Built with similar architecture</td><td>Landing Skids</td></tr>
<tr><td>Agusta A/AW-109 Series</td><td rowspan="2">MEH</td><td>PWC 206/207</td><td rowspan="2">Retractable Landing Gear</td></tr>
<tr><td>Agusta AB/AW-139</td><td>PWC PT6C-67C</td><td>Digital (with IMA)</td></tr>
<tr><td colspan="11">6/24 Month Experience 100 Days or 180 Tasks (3)</td></tr>
<tr><td>Comments</td><td></td><td colspan="3">Both of the PT6's series generally similar, and three engines have been manufactured by the same company (PRATT& WHITNEY)</td><td></td><td></td><td></td><td>AW119 and AW109 have been described in the same type certificate by EASA</td><td></td><td></td></tr>
</table>

(1) Acceptable practical experience for helicopter types with similar technology:
AW119, AW109, AW139 (or other acceptable types) are similar on the Structural, Power plant, Flight Controls systems, however all individual types above,will be recorded and calculated solely iaw Avionic System.
(2) Mentioned helicopter system criteria are compliant with AMC 66.A.20 (b.2) item 2
(3) 6-month maintenance experience for CS/SS personnel who performed their privileges in an approved maintenance organisation can be counted as 100 days or 180 tasks.

If KAAN AIR uses the privilege of "similar aircraft"; a ***minimum 30%*** of the experience duration (tasks or working days) needs to be recorded for each group similar aircraft, identified in Table above, for replacing the approved type.

A maximum of 20% of the experience duration required may be replaced by the following relevant activities on an aircraft type of similar technology, construction and with comparable systems:

- Maintenance management/planning;
- Maintenance technical support/engineering;
- Aircraft maintenance related training as an instructor/assessor or as a student.

The experience will be documented in an individual log book or in any other recording system (which may be an automated one) containing the following data:

- Date;
- Aircraft type;
- Aircraft identification i.e. registration;
- ATA chapter (optional);
- Operation performed i.e. 100 FH check, MLG wheel change, engine oil check and complement,

SB embodiment, trouble shooting, structural repair, STC embodiment;

- Type of maintenance i.e. base, line;
- Type of activity i.e. perform, supervise, release;
- Category used A, B1, B2, B3 or C.
- Duration in days or partial-days.

3.9.2 Components / Engines / APU Certifying Staff

Not Applicable

3.9.3 Specialised Services (NDT) Certifying Staff

Not Applicable

3.9.4 Flight Crew Limited Certification Authorization

KAAN AIR may issue a limited certification authorisation to flight crew for a repetitive pre-flight Airworthiness Directive which specifically states that the flight crew may carry out such airworthiness directive. The flight crew will have sufficient training for subject task to ensure that such flight crew can accomplish the Airworthiness Directive to the required standard.

Maintenance Manager is responsible for executing subjected task training to the flight crew properly both theoretical and practical. A certification authorisation (MMF-67) will be issued for flight crew and signed by Compliance Monitoring Manager.

For the issue of a Limited Certification Authorisation; **Commander will hold either an EASA Air Transport Pilot License (ATPL), or an EASA Commercial Pilot License (CPL).**

If an aircraft is operated away from a supported location, KAAN AIR may issue a limited certification authorisation to the pilot on the basis of the flight crew licence held, subject to being satisfied that the pilot has carried out sufficient practical training ensuring that the pilot can accomplish the specified task.

In addition the limited certification authorisation is subject to MOE 2.16.2.7, KAAN AIR will ensure;

(a) Completion of adequate maintenance airworthiness regulation training.

(b) Completion of adequate task training for the specific task on the aircraft. The task training will be of sufficient duration to ensure that the individual has a thorough understanding of the task to be completed and will involve training in the use of associated maintenance data.

(c) Completion of the procedural training as specified in Part-145.

Typical tasks that may be certified and/or carried out by the commander holding an EASA ATPL or EASA CPL are minor maintenance or simple checks included in the following list:

(a) Replacement of internal lights, filaments and flash tubes.

(b) Closing of cowlings and refitment of quick access inspection panels.

(c) Role changes e.g. stretcher fit, dual controls, FLIR, doors, photographic equipment etc.

(d) Inspection for and removal of de-icing/anti-icing fluid residues, including removal/closure of panels, cowls or covers that are easily accessible but not requiring the use of special tools.

(e) Any check/replacement involving simple techniques consistent with AMC 145.A.30(j)(4) and as agreed by EASA.

The authorisation will have a **finite life of twelve months** subject to satisfactory re-current training on the applicable aircraft type.

3.10 CERTIFYING STAFF AND SUPPORT STAFF RECORDS

145.A.55(d)(1);145.A.55(d)(3);145.A.55(d)(4);145.A.55(d)(5); 145.A.35(j), 145.A.35(k), 145.A.35(h); AMC1 145.A.55(d);

3.10.1 Constitution of Records

Minimum information of Staff; the following minimum information will record:

- Name;
- Date of birth;
- EASA Part-145 C/S-S/S individual authorisation reference number;
- Basic training;
- Type Training;
- Continuation training;
- Experience;
- Qualifications relevant to the authorization
- Scope of the authorization;
- Date of first issue of the authorization;
- If appropriate - expiry date of authorization;
- Any reports / comments issued during the period of authorization, relevant to personal performance.
- Identification number of authorisation;
- Assessment records;
- Physical check records;
- Examination Records;

The record may be kept in personal folder. Compliance Monitoring Department is responsible for retention of the records.

Persons authorised to access the system will be maintained at a minimum to ensure that records cannot be altered in an unauthorised manner or that such confidential records become accessible to unauthorised persons.

EASA is an authorised person when investigating the records system for initial and continued approval or when EASA has cause to doubt the competence of a particular person.

3.10.2 Management of Certifying Staff Records

Certifying Staff records will be detailed in MMF-21 Personnel Experience Credential Form will be under control of Compliance Monitoring Manager.

Certifying staff records will be accessed to Maintenance Manager, Staff, Compliance Monitoring Department Personnel and the EASA auditors.

Certifying staff will produce their certification authorisation to any authorised person within 24 hours (including line maintenance locations, activities outside the approved locations, etc.).

3.10.3 Retention of Records

KAAN AIR will retain the record for at least (3) three years after the staff have ceased employment with the organisation or as soon as the authorisation has been withdrawn. In addition, upon request, KAAN AIR will furnish the staff with a copy of their personal record on leaving the organisation.

3.10.4 Format of EASA Part-145 C/S-S/S individual authorisation Document and Authorization Codes

The certificate form, Form No: MMF-23 is at the Part-5 of this exposition. The code of authorization KEA-CS-XX and KEA-SS-XX will be used for CSs and SSs. and KH-INCO-xx for Incoming Officers

3.10.5 Procedure to ensure Certifying Staff may produce their certification authorisation to any authorised person within 24 hours including line maintenance locations, activities outside the approved locations.

Certifying Staff shall produce their certification authorization to any authorized person within 24 hours.

3.10.6 Control of Certifying Staff Records

- Authorized persons
- EASA personnel
- Authorized managers
- Delivery of a copy of their EASA Part-145 C/S-S/S individual authorisation in either a documented or electronic format. The scope of work will to be detailed, including limitations when applicable

3.10.7 Access to Records

C/S-S/S will be given access on request to their personal records. Upon request, KAAN AIR will furnish C/S-S/S with a copy of their personal record on leaving the organisation.

3.11 AIRWORTHINESS REVIEW STAFF QUALIFICATION, AUTHORIZATION AND RECORDS

Not Applicable

3.12 COMPLIANCE MONITORING AND SAFETY MANAGEMENT PERSONNEL

145.A.30(e) , AMC3 145.A.30(e);145.A.55(d)(3); 145.A.55(d)(4)

KAAN AIR has nominated a person who is Compliance Monitoring Manager, is also Compliance Monitoring auditor in the organisation. When required, Compliance Monitoring Manager may assign another Compliance Monitoring auditors who have required auditor qualification in the organisation. Compliance Monitoring auditors must be acceptable by the EASA.

Compliance Monitoring Auditor will have required man-Hours for performing Compliance Monitoring audits and audit reporting, management evaluation meetings and review of regulations and their application to the organisation in the tasks which are defined at Part 3.8 of this exposition.

The required annual elapsed man-Hours are given at the Part-5.1 of this MOE. The plan may be revised if required by Compliance Monitoring Manager timely manner.

3.12.1 Required Experience, Competency (professional background and minimum number of audits performed under supervision)

- The auditors will have minimum 2 year experience in civil aviation environment.
- Auditor will attend minimum 1 audit as assistant auditor as per the performance, current experience and knowledge of the candidate.

3.12.2 Required Training including audit techniques, Regulation, MOE and Recurrent Training

a. The auditors will have at least the following trainings:

- ISO 9001 Quality Management System basic training,
- Auditor Training,
- Internal auditor training (which may be combined with MOE training)
- Part 145 training
- MOE training

b. The trainings will be refreshed every two years except for the followings:

- if the auditor has performed minimum one audit in the previous 12 months internal auditing techniques is considered as current,
- if the relevant legislation has not amended in the previous two years than continuation training is not necessary.

Any continuation training is not only related to address regulation changes, it's to refresh/increase the knowledge.

3.12.3 **Authorizations Issue, Extension, Renewal or Withdrawal** procedures

Competency assessment process for issuance, extension, renewal of the EASA Part-145 Authorisation has been described in the MOE 3.19.

Compliance Monitoring Manager will assess a candidate Compliance Monitoring auditor in accordance with candidate auditor's experience, training and qualification records. The candidate auditor may be attended an audit process during qualification.

3.12.4 **Independence of Compliance Monitoring Audit Personnel** when KAAN AIR uses skilled personnel working within another department than that of Compliance Monitoring

The Compliance Monitoring auditors will perform their tasks independently. The Compliance Monitoring auditors cannot audit the department which he/she is responsible in or work in. KAAN AIR may assign another person as Compliance Monitoring auditor in the organisation.

3.12.5 **Retention of Records**

Personnel records will be kept for as long as a person works for KAAN AIR, and will be retained for **at least 3 years after the person has left the organisation**, or after an authorisation issued to that person has been withdrawn.

3.12.6 **Check that the Number of Compliance Monitoring personnel**

Remains adapted to the maintenance activity to be supervised and it will be followed-up via SQF-20 Main-Hour Plan form regarding to MOE 2.22.

3.12.7 **Allocated Man-Hours**

Compliance monitoring and safety personel allocated man-hours will be presented via SQF-20 Man-hour plan form and if not full-time employed will be addressed in the form.

3.13 INDEPENDENT INSPECTION STAFF QUALIFICATION

145.A.30(e), AMC3 145.A.30(e);145.A.55(d)(1);145.A.55(d)(3); 145.A.55(d)(4)

3.13.1 Identification of the various types of Inspectors in KAAN AIR

The various types of "inspector" personnel, as applicable to KAAN AIR, addressed (e.g. aircraft inspector, component inspector, engine inspector, store receiving inspector, etc.).

A roster listing all maintenance personnel formally authorised to sign-off tasks as "Inspectors" is available in the maintenance organisation under the control of the Compliance Monitoring Manager.

They may be authorised:

- *As Aircraft/component/engine inspectors, in order to sign-off (ref. MOE 2.13 table) the tasks performed under supervision (e.g. work performed by trainees)*
- *As Aircraft/component/engine inspectors, in order to sign-off (ref. MOE 2.13 table) the independent inspection tasks*
- *As Store incoming inspectors, to perform and attest the receiving inspection of aircraft components/materials as per MOE 2.2 procedure*

An Aircraft/component/engine inspectors is not authorised to issue a release to service for aircraft or component or engine, unless he/she is also holding a "certifying staff privilege".

In the aircraft base maintenance environment the inspectors function does not correspond to the support staff function. After the task sign-off, a further inspection stage is necessary by B1, B2, B3 Support staff as applicable. Support Staff will ensure that all relevant tasks or inspections have been carried out to the required standard before the category C certifying staff issues the certificate of release to service.

3.13.2 Required Experience, Training and Competence Requirements for Independent Inspectors

Inspectors are assigned as independent inspection tasks, will have following experience, training and competence;

- Having a category C, B1.3 or B2 rating

3.13.3 Required Experience, Training and Competence Requirements for Incoming Inspectors

Incoming inspection staff will be assessed by Maintenance Manager regarding the following criteria;

- Having MOE and associated procedures,
- Having Part-145 training
- Having Safety/ Human Factor training
- Having **Incoming & Receiving Inspection** training

Maintenance Manager assesses the candidate and submits to Compliance Monitoring Manager for approval after ensuring that candidate incoming inspector meets requirements. Personnel authorized by Compliance Monitoring Manager to perform the incoming inspection with reference to Maintenance Manager assessment. Incoming Inspectors will use an acceptance stamp that shows his/her approval number such as; "Q.I.– # –KAAN" in hexagon shape (⬣) and approval of stamp list will be followed up by Compliance Monitoring department with the form of MMF-62 Incoming Inspector Stamp List.

3.13.4 Recurrent Training

2-Years-Recurrent training covers up to date information on;

- MOE and associated procedures,
- Part 145,
- Safety/ Human Factors,

3.13.5 Personnel Records

Will be kept for as long as a person works for the organisation, and will be retained for **at least 3 years after the person has left the organisation**, or after an authorisation issued to that person has been withdrawn.

3.14 MECHANICS QUALIFICATION AND RECORDS

145.A.30(e), AMC3 145.A.30(e);145.A.55(d)(3); 145.A.55(d)(4)

Those personnel been authorised by KAAN AIR approved under Part-145 to **sign-off** *(is a statement by the competent person performing or supervising the work, that the task or group of tasks has been correctly performed. A sign- off relates to one step in the maintenance process and is therefore different from the release to service of the aircraft)* **tasks** that they have personally performed.

An authorised mechanic **is not authorised** to issue a release to service for aircraft or component or engine or NDT, unless he/she is also holding a "certifying staff privilege".

3.14.1 Identification of the various types of Mechanics in KAAN AIR

There are different specialities of mechanics in KAAN AIR; e.g.

- **airframe mechanics, powerplant mechanics, avionics, sheet metal workers, engines, cleaners, line maintenance.**

All maintenance personnel formally authorised to sign-off tasks as "Mechanics" is available in KAAN AIR under the control of the Compliance Monitoring Manager.

When the staff is holding more than one authorisation (e.g. mechanic, inspector and certifying staff), the different authorisations has been clearly distinguished.

3.14.2 Experience, Training and Competency Requirements

Min Age;

Will be at least 21 years old

Aeronautical and practical Experience;

Two (2) years in aeronautical environment.

Initial Training;

- Graduated from at least a high school or technical high school as detailed:
  - Vocational High School or Vocational College,
  - Technical Training Faculty, Civil Aviation Vocational High School,
  - Civil Aviation Vocational College,
  - Aeronautical Military School.

3.14.3 Specific Training Requirements, Knowledge of Language

Knowledge of the language in which the maintenance approved data are written;

EU Level A1 or equvilancy

3.14.4 Authorizations issue, extension, renewal or withdrawal procedures including scope of authorisation

Qualified Mechanic is authorised to perform the work steps in maintenance documents covered by his/her authorisation scope under the supervision of B1/B2 S/S or C/S.

Mechanics name and signature will be endorsed in MMF-06 Technician, Tools, Component and Materials Request Form when they perform their duties which determined MOE 1.4.8 during the maintenance activity.

Competency assessment is done by Maintenance Manager i.a.w. MOE 3.19.

3.14.5 Recurrent Training

Compliance Monitoring Manager prepares personnel training records and follow-up recurrent training as necessary.

2-Years-Recurrent training covers up to date information on;

- MOE and associated procedures,
- Part 145,
- Safety/ Human Factors,

3.14.6 Retention of Records

Personnel records will be kept for as long as a person works for the organisation, and will be retained for **at least 3 years after the person has left the organisation**, or after an authorisation issued to that person has been withdrawn.

3.15 EXEMPTION FROM AIRCRAFT / AIRCRAFT COMPONENT MAINTENANCE TASKS

145.A.65(b)1, GM2 145.A.65(b)(1)

3.15.1 System for Control and Processing with EASA which includes

Any deviations have to be requested by the operator to its competent authority or granted by the operator in accordance with a procedure acceptable to its competent authority.

The contract between the operator and KAAN AIR will specify the support KAAN AIR may provide to the operator in order to substantiate the deviation request from the maintenance programme (e.g.

- **one time extension of task interval due to unavailability of tools, materials, parts, etc.)**

Deviation request will not use for following tasks;

- Life extension on **life limited parts;**
- Compliance time extension of **Airworthiness Directives** applications,
- Compliance time extension for **Mandatory Service Bulletins** applications,

Deviations from the maintenance programme have to be managed by the CAMO. The contract between KAAN AIR and the CAMO will specify the support expected by KAAN AIR on this regard.

Dedicated procedures applicable to each customer operator will be included in MOE Part-4.

KAAN AIR may, if needed by customer/ operator;

- Supply to the customer/ operator of information enabling to write out requests for exceptional authorisation applications.
- Control of the approval by EASA (linked with CRS)

The difference between the activity study/ preparation/ redaction/ submission of exceptional authorisation application related to maintenance tasks on behalf of customers/ operator and KAAN AIR activity here above will be kept in mind.

3.16 CONCESSION CONTROL FOR DEVIATION FROM ORGANISATIONS' PROCEDURES

AMC 145.A.65(b)

Any request for concession to deviate from an MOE procedures willl be anyway in compliance with any regulatory requirement with particular reference to EASA Part-145. Under no circumstances this chapter will be used to deviate from regulatory requirements.

3.16.1 Concesssion Criteria

KAAN AIR **may** need a concession from the EASA and may request a concession which task is in scope of approval.

KAAN AIR **<u>may not</u>** request any concession for subjects which are given at the MOE 1.10.

3.16.2 Concession Management

A concession request will be submitted to Compliance Monitoring Manager by Maintenance Manager with the reason and proof of the deviation.

Concession request is evaluated by Compliance Monitoring Manager and he submit the concession subject and his evaluation of the concession task then he will take a pre/draft approval from Accountable Manager to be submitted to the EASA.

Any concession shall be approved by EASA.

3.16.3 System of Approval and Control of Concession

In case of EASA approve the requested concession, Compliance Monitoring Manager will provide information to Maintenance Manager.

Maintenance Manager will also provide post-accomplishment documents and information about concession completion.

3.16.4 Feedback from the Compliance Monitoring to EASA

Compliance Monitoring Manager will provide information and post-accomplishment documents about concession completion to EASA. .

3.17 QUALIFICATION PROCEDURE FOR SPECIALISED ACTIVITIES SUCH AS NDT, WELDING ETC.

145.A.30(f), AMC1 145.A.30(f), AMC 145.A.65(b)(2), AMC1 145.A.30(e), GM2 145.A.30(e), GM3 145.A.30(e), AMC3 145.A.30(e);145.A.55(d)(3); 145.A.55(d)(4)

3.17.1 NDT Personnel

Not applicable.

3.17.2 Borescope / Videoscope Inspection

Borescope inspections are performed by personnel; assigned by the Maintenance Manager and authorised by Compliance Monitoring Manager according to MOE 3.9 CS and SS qualification and training procedures and MOE 3.19 Competency Assessment of Personnel procedures of this MOE, for ensuring helicopter engines owned by the customer are in an airworthy condition in accordance with applicable regulation.

In addition to MOE 3.9.1 CS/SS requirements; he/she will demonstrate at least 2 borescope inspections in a period of 6 months within last 24 months

3.18 MANAGEMENT OF EXTERNAL WORKING TEAM

145.A.47(d), GM1 145.A.47(d) 145.A.75(b), AMC1 145.A.75(b), AMC1 145.A.10, 145.A.55(a)(1)(1); 145.A.205

KAAN AIR will ensure the contracted or sucontrated activities performed by external working team will be subject to hazard identification and safety risk management (link with MOE 3.1).

3.18.1 External Team Working under their own EASA Part-145 Approval

This chapter is referring to the role of outside teams acting in the premises of KAAN AIR to carry out a maintenance task on an aircraft/ engine/ component in the scope of a task **under the responsibility of the external working team** organisation.

Maintenance, that must be carried out on an aircraft, engine or aircraft component by personnel of the applicable aircraft-, engine- or aircraft component manufacturer or any other maintenance contractor within the environment of the KAAN AIR, may only be performed if a Company Work Permission has been issued for those personnel by Maintenance Manager and Compliance Monitoring Manager.

Maintenance Manager may issue individual or group Company Work Permission.

A Company Work Permission issued for such a case must specify at least:

- Full name or names of personnel involved,
- Qualification document references,
- Company of employment,
- Scope of permitted work,
- Period of Company Work Permission validity.

Such authorized personnel are then entitled to perform the work within his/their scope of authorization, but only under the determined supervisor who must have the appropriate qualification and authorization for such supervision.

Segregation between the two maintenance organisations working in the same premises will be taken into account and a separate area will be reserved for the external working team; any confusion of external working team's components and/or tools with the KAAN AIR's ones, will be prevented.

Clear work order will be provided to the external working team to prevent any misunderstanding and/or make clearly identify the required maintenance task.

In case any need of **support tools/equipment, any facilities** will be provided to external working team provided that it complies with external team's own company rules.

Management of the progress of work will be observed in regular intervals, Maintenance Manager will make meetings at the end of any subprosess.

At the end of the work, the external team will issue their own **EASA Part-145 release to service; CRS** for the work done (aircraft CRS or EASA Form 1, as applicable).

3.18.2 External Working Team not holding an EASA Part-145 Approval

In this case, the external working team will be considered as a "**Subcontractor**" and the applicable procedures developed in MOE chapter 2.1 will be followed. The external working team Organisation will be listed in MOE 5.2 together with the scope of authorisation.

It will be taken into account MOE 2.1.4 Monitoring Subcontractors procedure and the personnel of such working team may only sign for the correct completion of the work performed by the team.

It is the Production Planning Department responsibility;

- to **control of materials, tools, working instructions and procedures** providing,
- to **control of documentation such as drawings, modification, repairs instructions** providing to external working team and designated Certifiying Staff of KAAN AIR.

It is the Compliance Monitorng Manager's responsibility to ensure the **training on the internal procedures** to external working team.

Maintenance Manager will be responsible for providing required **environmental conditions** to the external working team.

Management of the progress of work will be observed in regular intervals, Cerifiying Staff (with the coordination of Pruduction Planning Engineer) will make meetings at the end of any subprosess and report to the Manintenance Manager.

Certification for work performed by the external team such as: repair, replacement, modification, overhaul, test, inspection is the responsibility of designated Certifiying Staff of KAAN AIR. External working team will be authorised by KAAN AIR approved under Part-145 to **sign-off** *(is a statement by the competent person performing or supervising the work, that the task or group of tasks has been correctly performed. A sign- off relates to one step in the maintenance process and is therefore different from the release to service of the aircraft)* **tasks** that they have personally performed.

For the **final certification**; any external team member **is not authorised** to issue a release to service for aircraft or component or engine or NDT. The **final CRS** may only be issued under the full responsibility of the KAAN AIR by an appropriately authorized KAAN AIR Certifying Staff.

3.19 COMPETENCY ASSESSMENT OF PERSONNEL

145.A.30(a)3, 145.A.30(b)3, 145.A.30(e) , AMC1 145.A.30(a), AMC1 145.A.30(e) , AMC2 145.A.30(e), AMC5 145.A.30(e), AMC4 145.A.30(e), GM2 145.A.30(e), GM3 145.A.30(e), 145.A.35(a), AMC1 145.A.35(a), Appendix IV to AMC 145.A.30(e)

3.19.1 Personnel to be Assessed

This chapter applies to all maintenance personnel involved in the EASA Part-145 activities (management personnel, certifying staff, mechanics, inspectors, Compliance Monitoring auditor, engineering staff, production planning staff, store inspectors, tools administrators, purchasers, etc.).

The qualification requirements to be assessed for each category of staff (being different from one to the other staff category) are in the relevant MOE chapter (e.g. chapter 3.9 in case of Certifying/Support staff, chapter 3.12 for Compliance Monitoring Auditor, chapter 3.14 for Mechanics, chapter 3.13 for Inspectors, etc.)

3.19.2 Management of Competency Assessment

The competence assessment will be based on:

- Review of personnel records,
- Interview,
- evaluation of competence “On-the-Job performance” and/or testing of knowledge by appropriately qualified staff (e.g. in the case where the assessment is related to a new activity for which KAAN AIR is not yet approved such as a new aircraft type, new component, new maintenance level, etc.).

The competence assessment will include:

- Verification that all the applicable qualification requirements for the specific category of staff as detailed in the relevant MOE chapter/Job Description (e.g. MOE 3.9 in the case of certifying staff, etc.) are met
- Verification of the competences listed in the GM2 145.A.30 (e) and include verification of:
  - relevant knowledge skills and experience on the product/technical area as applicable to the job function,
  - appropriate attitude towards safety and observance of procedures,
  - knowledge of the procedures (e.g. handling and identification of components, MEL use, etc.) as applicable to the job function.

As a result of this assessment, an individual’s qualification will determine:

- Which level of ongoing supervision would be required or whether unsupervised work could be permitted.
- Whether there is a need for additional training.

KAAN AIR will consider for proper personnel assessment that:

- In accordance with the job function, adequate initial and recurrent training will be provided and recorded to ensure continued competence so that it is maintained throughout the duration of employment/contract.
- All staff will be able to demonstrate knowledge of and compliance with the maintenance organization procedures, as applicable to their duties.
- All staff will be able to demonstrate an understanding of human factors and human performance issues in relation with their job function and be trained.
- To assist in the assessment of competence and to establish the training needs analysis, job descriptions are recommended for each job function in the organization. Job descriptions will contain enough criteria to enable the required competence assessment.
- Criteria will allow the assessment to establish that, among others (titles might be different in each organization):
    - **Managers** are able to properly manage the work output, processes, resources and priorities described in their assigned duties and responsibilities in a safe compliant manner in accordance with regulations and organization procedures.
    - **Planners** are able to interpret maintenance requirements into maintenance tasks and have an understanding that they have no authority to deviate from the maintenance data.
    - **Supervisors** are able to ensure that all required maintenance tasks are carried out and, where not completed or where it is evident that a particular maintenance task cannot be carried out to the maintenance data and then such problems will be reported to the Compliance Monitoring Auditor for appropriate action. In addition, for those supervisors, who also carry out maintenance tasks, that they understand such tasks will not be undertaken when incompatible with their management responsibilities.
    - **Specialized services staff** is able to carry out specialized maintenance tasks to the standard specified in the maintenance data. They will be able to communicate with supervisors and report accurately when necessary.
    - **Support staff** is able to determine that relevant tasks or inspections have been carried out to the required standard.
    - **Certifying staff** are able to determine when the aircraft or aircraft component is ready to release to service and when it will not be released to service.
    - **Compliance monitoring audit staff** is able to monitor compliance with EASA PART-145 identifying non-compliance in an effective and timely manner so that the organization may remain in compliance with EASA PART-145.
    - **Store officer** is able to manage store such as arranging store, arranging parts in accordance with their tags, incoming inspection and tagging, material certificates such as EASA Form 1 and equivalent, MSDS documents, material handling, recording etc. In addition, store officer will have ATA 300 Material Handling and Incoming inspection training and Part-145 training certificates.
    - **Trainer** is able to train to personnel related training subjects. Therefore, the trainer has trainer training certificate subject to learning methods, training psychology, measurement techniques etc. In addition, the trainer will have current training certificates regarding the training subject. The trainer may be

classified such as human factor trainer, relevant technology trainer, MOE and procedures trainer and Part-145 trainers.

Acountable Manager is responsible for the assessment of managers (even if a manager has also additional maintenance and/or Compliance Monitoring related duty), **Compliance Monitoring Manager** is responsible for the assessment of compliance monitoring audit staff and **Maintenance Manager** is responsible for the assessment of all other maintenance related personnel.

Assessment form is MMF-22 which is given at MOE 5.1.

Assessments of competence will be renewed in every 2 years in parallel to Continuation Trainings.

A record of such qualification and competence assessment will be kept in personnel file at Compliance Monitoring Department. The records include copies of all documents that attest to qualification, such as the license, and/or any authorization held certificates as applicable.

3.19.3 Assessment Procedures / Evaluation System

The Accountable Manager will assess candidate management personnel before they are assigned to the position.

The assessment will be following competence and qualifications;

- Basic Training, Aviation Legislation, Human Factors, MOE Training, Compliance Monitoring -Safety-OHSA Briefing;
- Knowledge of;
  - human factors, human performance and limitations; logistics processes;
  - organisation capabilities, privileges and limitations;
  - Part-145 and any other relevant regulations;
  - relevant parts of the MOE and procedures;
  - safety risks linked to the working environment;
  - CDCCL and EWIS when relevant
- Understanding of;
  - professional integrity, behaviour and attitude towards safety;
  - his/her own human performance and limitations;
  - personnel authorisations and limitations;
- Ability to;
  - consider human performance and limitations;
  - promote the safety and Compliance Monitoring policy;
  - use information systems;
- Adequate communication and literacy skills;
- Resources management and production planning skills;
- Teamwork, decision-making and leadership skills.

After the Post Holder is assigned by the Accountable Manager; he/she will be submitted to the EASA for assessment and approval, then he/she must be evaluated for his/her competence in every 2 years in parallel to Continuation Trainings.

3.19.4 Assessment Records

The assessment records will be kept in the organization 3 years duration even though the personnel leaving the KAAN AIR.

Record for the professional experience gained and the training received in KAAN AIR is MMF-21 Personnel Experience Credential Form. It will be furnished to staff when leaving the organisation (together with associated evidences, such as training certificates/experience logbooks, etc.) upon request, and be considered during the competence assessment of the individual in another organisation.

3.20 TRAINING PROCEDURES FOR ON-THE-JOB TRAINING AS PER SECTION 6 OF APPENDIX III TO PART-66

Section 6 of Appendix III to Part-66

Not Applicable.

3.21 PROCEDURE FOR THE ISSUE OF A RECOMMENDATION TO THE COMPETENT AUTHORITY FOR THE ISSUE OF A PART-66 LICENCE IN ACCORDANCE WITH 66.B.105

66.B.105

Not applicable.

3.22 MANAGEMENT SYSTEM RECORD KEEPING

145.A.55(a)(3), 145.A.55(c), 145.A.200(a),145.A.200(b), 145.A.200(c), GM1 145.A.200, 145.A.200(a)(5); GM1 145.A.200(a)(5);

3.22.1 Definition of Records to be Stored and Format

KAAN AIR will ensure that the following records are retained:

1. Records of management system key processes;
    - Hazard identification docs,
    - Safety risk management docs,
    - Internal investigation,
    - Safety performance monitoring and measurements docs,
    - Safety incidents/occurences reports,
    - Safety review docs,
    - Safety audit docs,
    - Audit reports carried outs by external organizations,
    - Safety surveys,
    - Management of change docs,
    - Safety training and promotion docs,
    - Boards meeting reports,
2. Contracts, both for contracting and subcontracting;

Records will be kept in both **paper form** and in **electronic format**. Paper systems will use robust materials which can withstand normal handling and filing.

3.22.2 Storage Type, Location and Accessibility

KAAN AIR has established a record-keeping system that allows adequate storage and reliable traceability of all its activities. It has been set a “Technical Record Room / Archive on the first floor of KAN HELIPORT Hangar, can be seen in the MOE 1.8 Facilities layouts.

The records will be stored in a manner that ensures that they are protected from damage, alteration and theft.

3.22.3 Responsibilities

Safety Manager is responsible for the record keeping system.

3.22.4 Access to Records

All records containing sensitive data regarding personal data will be stored in a secure manner with controlled access to ensure confidentiality of this kind of data.

KAAN AIR record-keeping system will ensure that all records are accessible within a reasonable time whenever they are needed. These records will be organised in a manner that ensures their traceability and retrievability throughout the required retention period.

3.22.5 Retention Period

Management system records, will be kept for a minimum **period of 5 years.** The records will remain legible throughout the required retention period. The retention period starts when the record is created or was last amended.

3.22.6 Storage procedure and Preservation of Records;

KAAN AIR record-keeping system will provide to protect the records from fire, flood, etc., as well as to ensure that the records will not been altered during the retention period.

Lost or destroyed records; Reconstruction of lost or destroyed records can be done by reference to other records which reflect the time in service, research of records maintained by KAAN AIR and reference to records maintained individual.

3.22.7 Storage of Electronic Records, Electronic Safeguards and Remote Servers

Computer record system have a backup system, which be updated within 24 hours of any new entry. Computer record systems including safeguards to prevent unauthorised personnel from altering the data.

KAAN AIR computer hardware that is used has the backup of data will be stored in a different location from the one that contains the working data, and in an environment that ensures that the data remains in a good condition.

Digitised records when created from an original paper record, or as a digital electronic original, will be stored on a system which is secured and kept in an environment protected from damage (e.g. fire, flooding, excessive temperature or accidental erasing).

Access to both primary and backup systems is being protected against the ability of unauthorised personnel to alter the database and they will preferably be located remotely from the main system.

The system used for retention of digitised records will:

(1) ensure the integrity, accuracy and completeness of the record;

(2) ensure that access to the digitised record has safeguards against alteration of the data;

(3) ensure the authenticity of the record including assurance that the date has not been modified after creation;

(4) be capable of retrieving individual records within a reasonable time period; and

(5) be maintained against technological obsolescence which would prevent printing, displaying or retrieval of the digitised records.

3.22.8 Transfer of Records

Records can be transfered to related parties, e.g. EASA, Turkish DGCA, customer/operator, in case any need in the coordination of Safety Manager.

3.22.9 Management of records in specific circumstances (e.g. accidents)

Records can be researched for any unusual events that could affect the safety of the aircrafts and/or component such as involvement in accidents, incidents. Records can be presented to related parties, e.g. EASA, Turkish DGCA, judicial units in case such an investigation in the coordination of Safety Manager.

4 RELATIONSHIP WITH CUSTOMER / OPERATORS

This MOE Part is to be considered applicable only when KAAN AIR is holding a maintenance contract for aircraft covered by the Basic Regulation and this part is intended to cover any operator peculiar requirement which has to be endorsed in the MOE for the purpose of being used in the performance of maintenance (e.g. how to acquire the necessary information for removal of serviceable components, etc.). It is recommended to have a separate procedure for each customer operator.

When KAAN AIR is performing line maintenance for a customer operator limited to an IATA Standard Ground Handling Agreement, this part is not applicable and the line maintenance procedures to be followed are the one indicated in the MOE Part L2 plus any other line maintenance procedure directly provided by the customer operator (e.g. Operator line station manual).

4.1 LIST OF THE COMMERCIAL OPERATORS TO WHICH THE KAAN AIR PROVIDES REGULAR AIRCRAFT MAINTENANCE SERVICES

145.A.70(a)13

This chapter will have the list of those operators for whom maintenance is provided on regular basis by KAAN AIR, if any in the future, with details of:

- the types of aircraft (and/or engines/APU) and the scope of work undertaken, e.g. Base maintenance, Line maintenance, Defect rectification etc., with any limitations.

KAAN AIR carries out maintenance services for aircraft operators, and all the maintenance works are performed under a launching work order.

Operators which do not have their own maintenance will have maintenance contract for base maintenance. The contract is based on Part M and clearly defines the maintenance organization responsibilities and action limits.

Operators are responsible for ensuring that all required maintenance has been carried out before flight and therefore EASA PART-145. Requires such operator to be informed in the case where full compliance with EASA PART-145 cannot be achieved within the operator`s limitations. If the operator agrees to the deferment of full compliance, then the certificate of release to service may be issued subject to details of the deferment, including the operator's authority, being endorsed on the certificate.

If there will be a contracted operator, it will be put a table here below.

4.2 CUSTOMER INTERFECE PROCEDURES AND PAPERWORK

145.A.65(b)1, GM2 145.A.65(b)(1), GM1 145.A.70(a), 145.A.60(d), 145.A.65(b)1, 145.A.55(a)(2), 145.A.55(a)(3)1, 145.A.55(a)(3)2, 145.A.55(a)(3)3

4.2.1 Customer Interface Procedures

This paragraph is describing for each contracting operator, the special mode of operation (procedures/ documents/ exchange of information, planning meetings, technical, Compliance Monitoring, reliability) between the organisation and its customer.

- Need to receive training on customer operator procedures
- Procedure to ensure correct completion of customer provided work cards (e.g. training on customer paperwork, etc.)

4.2.2 Customer Paperwork

145.A.60(d), 145.A.65(b)1, 145.A.55(b), 145.A.55(c)1, 145.A.55(c)2, 145.A.55(c)3

This chapter will be described (for each contracted operator, if any in the future), how KAAN AIR:

- Completes operator's log books

KAAN AIR has sufficient training for completion of Operator Technical Log. The all Operator's instructions or CAME's procedures will be valid for completion

- Keeps the operator's technical records

KAAN AIR keeps Operator Technical Log in the organization and prevent the technical log against lost, destroying and fire.

- Retains records on behalf of the operators

KAAN AIR will not retention of operator's technical log on behalf of operator. All technical log records will be transferred to the Operator when a technical log is more than 36 Months.

- Communicates with the operator

Maintenance Manager communicates with the Operator regarding all technical log issuing.

The aircraft maintenance is carried out in accordance with the maintenance programme approved by the operator Official Authorities and according to all approved data for the aircraft in maintenance (Maintenance manuals, Wiring diagram, SB, AD)

KAAN AIR needs to have the appropriate sections of the operator's aircraft maintenance programme, aircraft maintenance manual, repair manual, supplementary structural inspection document, corrosion control document, service bulletins, service letters, service instructions, modification leaflets, NDT manual, parts catalogue, type certificate data sheet and any other specific document issued by the type certificate or supplementary type certificate holder as maintenance data.

5 SUPPORTING DOCUMENTS

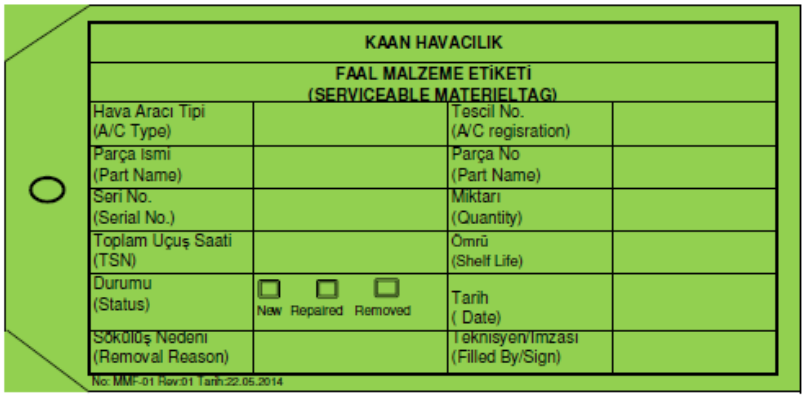
5.0 LIST OF SAMPLE DOCUMENTS

NO	FORM-NO	FORM NAME	REV NO	REV DATE
1	MMF-01	Serviceable Tag	1	22.05.2014
2	MMF-02	Unserviceable Tag	1	22.05.2014
3	MMF-03	Unsalvageable Tag	1	05.09.2019
4	MMF-04	Incoming Inspection	6	27.10.2015
5	MMF-05	Material Certification Tag	1	01.12.2015
6	MMF-06	Part Tool Component Materials Request	2	10.09.2015
7	MMF-07	Storage Card File	0	15.03.2013
8	MMF-09	Chemical List	0	15.03.2013
9	MMF-10	Purchase Order	2	12.11.2015
10	MMF-11	Repair Order	0	15.03.2013
11	MMF-12	Scrap Report	0	15.03.2013
12	MMF-13	Unserviceable Equipment/Tool List	1	05.01.2015
13	MMF-14	Tool Room List	0	15.03.2013
14	MMF-15	Ground Equipment List	0	15.03.2013
15	MMF-16	Calibrated Tool Equipment Record Control List	1	01.01.2019
16	MMF-17 A---I	Battery Maintenance Task Cards	1 0	09.09.2014 05.05.2023
17	MMF-18	Work Order Issue Transaction (Stock Release Spare Parts Special Tools Usage)	2	27.10.2015
18	MMF-19	Removed Part ID Tag	0	15.03.2013
19	MMF-21	Personnel Experience Credential	1	11.07.2015
20	MMF-22E	Personnel Assessment	10	01.07.2023
21	MMF-23E	Personnel Authorization Certificate	0	07.05.2019
22	MMF-24E	Authorization Certificate List (EASA)	1	05.01.2021
23	MMF-25	Personnel Training Follow Up List	0	15.03.2013
24	MMF-26	Training Attandence	0	15.03.2013
25	MMF-27	Task Assessment and Capability Amendment Request	1	10.07.2014
26	MMF-28	Work Order	3	02.01.2020
27	MMF-29	Non Routine Work/Task Card	2	24.09.2020
28	MMF-30	Work and Service Report	4	23.09.2016
29	MMF-31 MMF-31E	CRS (Certificate of Release to Service) (TR DGCA) CRS (Certificate of Release to Service) (EASA)	3 0	02.01.2020 01.10.2016
30	 MMF-32	EASA Form-1 TR DGCA SHY Form-1	Iss 3 4	05.01.2021 13.03.2023
31	MMF-33	Defect and Un-airworthy Report	0	15.03.2013
32	MMF-34	Shift Report	0	15.03.2013
33	MMF-35	Quarantine Tag	0	30.10.2013
34	MMF-36	Tool Card	0	05.11.2013
35	MMF-37	Stock Tool Usage	0	19.11.2013
36	MMF-39	Component Capability List	6	10.02.2022
37	MMF-40	Chemical Record Log	0	27.11.2014
38	MMF-41	Tool Room Record Log	1	11.12.2014
39	MMF-42	Maintenance TASK CARD	3	24.09.2020
40	MMF-43	Equipment Servicing	0	15.03.2013
41	MMF-47	Material Receiving / Ground Equipment Servicing	0	27.10.2015
42	MMF-52	Pitot Static Test Record	0	15.03.2013
43	MMF-53	Line Maintenance Control	2	11.04.2016
44	MMF-54	Work Package Control	2	28.03.2016

NO	FORM-NO	FORM NAME	REV NO	REV DATE
45	MMF-55	Quarantined Parts List	1	27.09.2019
46	MMF-56	Decision-Waiting Equipment/Tool List	0	05.01.2015
47	MMF-57	Document Follow Up List	1	25.12.2017
48	MMF-58	Used Tool By Project	2	10.05.2016
49	MMF-59	Tool Equipment Receiving Inspection	0	19.05.2017
50	MMF-60	CS Stamp Delivery	0	03.11.2017
51	MMF-61	Release From Stock	0	06.09.2018
52	MMF-62	QI Quality Inspector Stamp List	0	01.01.2018
53	MMF-64	Chemical Heat Follow Up	2	10.06.2023
54	MMF-67	LCA Limited Certification Authorization List	2	12.12.2021
55	MMF-68	Survey / Questionnaire	0	15.10.2019
56	MMF-81	Approved Assessor List	0	01.11.2018
57	MMF-82	Maintenance Away From Approved Location	1	18.05.2023
58	MMF-83	Capability Add Request	0	10.04.2019
59	MMF-85	Heat / Humudity Follow Up	0	15.03.2013
60	MMF-86	Scope of Work – New Add	0	15.03.2013
61	MMF-87	Scope Ammendment	0	15.03.2013
62	MMF-88	Subcontractor List	0	05.01.2021
63	MMF-89	LCA Assessment	0	01.01.2022
64	MMF-90	Alternative Tool Equivalence Assessment	0	01.05.2023
65	ERP	Emergency Response Plan	17	23.02.2024
66	SMF-03	Hazard / Risk Register	6	25.03.2021
67	SMF-05	SAG Meeting Report	2	19.05.2015
68	SMF-06	Exercise / Drill Report	2	10.08.2020
69	SMF-08	Safety Report	5	26.04.2022
70	SMF-10	Occurrence Reporting Database	0	01.01.2020
71	SMF-12	Crisis Management Center Checklist	2	02.05.2020
72	SMF-22	Safety Performance Indicator	1	01.05.2022
73	SMM-Appx-Form2-B	Technical / Maintenance Occurrence Report	9	25.03.2021
74	SMM-Appx-Form-B	Flight Operations Occurrence Report	9	25.03.2021
75	TPAO-Form-10-4	TPAO Incident / Hazard Report	9	25.03.2021
76	**SQF-03**	Quality Audit Plan	4	02.01.2020
77	SQF-04	Audit Report	3	01.01.2017
78	SQF-05	CPAR Corrective and Preventive Action	6	22.09.2021
79	SQF-06	Audit Finding Follow Up List	3	01.01.2017
80	SQF-20	Man-Hour Plan	5	10.08.2019
81	SQF-26	MRM / SRBM Meeting Report	4	15.11.2020
82	SQF-28	Supplier Evaluation INITIAL	1	01.01.2017
83	SQF-29	Approved Supplier List	3	10.04.2019
84	SQF-32E	Quality Product Audit	6	25.11.2019
85	SQF-39	Auditor Assessment and Authorization	2	01.12.2016
86	SQF-43	Provider Evaluation CONTINUATION	0	01.12.2018
87	SQF-50	Man-Hour Detailed Plan	0	23.05.2017

5.1 SAMPLE DOCUMENTS

AMC 145.A.70(a)



KAAN HAVACILIK			
FAAL MALZEME ETİKETİ (SERVICEABLE MATERIELTAG)			
Hava Aracı Tipi (A/C Type)		Tescil No. (A/C regisration)	
Parça İsmi (Part Name)		Parça No (Part Name)	
Seri No. (Serial No.)		Miktarı (Quantity)	
Toplam Uçuş Saati (TSN)		Ömrü (Shelf Life)	
Durumu (Status)	☐ New ☐ Repaired ☐ Removed	Tarih (Date)	
Sökülüş Nedeni (Removal Reason)		Teknisyen/İmzası (Filled By/Sign)	

No: MMF-01 Rev:01 Tarih:22.05.2014

KAAN HAVACILIK			
GAYRİFAAL MALZEME ETİKETİ (UNSERVICEABLE MATERIELTAG)			
Hava Aracı Tipi (A/C Type)		Tescil No. (A/C regisration)	
Parça İsmi (Part Name)		Parça No (Part Name)	
Seri No. (Serial No.)		Miktarı (Quantity)	
Toplam Uçuş Saati (TSN)		Ömrü (Shelf Life)	
Sökülüş Nedeni (Removal Reason)		Tarih (Date)	
Dolduran Teknisyen (Filled By)		İmza (Signuture)	

No:MMF-02 Rev:01 Tarih:22.05.2014

KAAN HAVACILIK			
KURTARILAMAZ MALZEME ETİKETİ (UNSALVAGEABLE MATERIELTAG)			
Hava Aracı Tipi (A/C Type)		Tescil No. (A/C regisration)	
Parça İsmi (Part Name)		Parça No (Part Name)	
Seri No. (Serial No.)		Miktarı (Quantity)	
Toplam Uçuş Saati (TSN)		Ömrü (Shelf Life)	
Sökülüş Nedeni (Removal Reason)		Tarih (Date)	
Dolduran Teknisyen (Filled by)		İmza (Signuture)	

No:MMF-03 Rev:01 Tarih:05.09.2019

KAAN AIR

MATERIAL RECEIVING FORM

Supplier	: KLX	Date	: 23-MAY-17	Document No	: RC-0115617
Invoice No	:	Arrival AWB No	: 23507818731	Order Comment	:
Order No	: PO-0002275	Departurel AWB No	:	Owner	:

Item	Part No	Description	Serial No	Unit	Qty	Condition	Form No	Group	Priority	Station	Shop	Requested Condition	Location
1	HYLOMAR M	INDUSTRY GR SEALANT		ML	160	NEW		CHEMS					\KNA\CHM\01-F6
2	DC730	SOLVENT RESISTANT SEALANT		ML	90	NEW		CHEMS					\KNA\CHM\01-D1
5	TT-P-1757 TYP2	CHROMATE FREE ZINK PRIMER YELLOW		OZ	48	NEW		CHEMS					\KNA\CHM\01-F1
4	MS 242N-AS	ANTI-STATIC QUICK-FREEZE		OZ	14	NEW		CHEMS					\KNA\CHM\01-F5
3	MIRROR GLAZE 10	CLEAR PLASTIC POLISH		OZ	8	NEW		CHEMS					\KNA\CHM\01-E3

Note: Incoming Inspection is carried out in accordance with Incoming Inspection Procedure of the Kaan Air MOE and the materials are accepted to stock as airworthy condition in accordance with Incoming Inspection Form no: MMF-04 Rev: 06 Date: 27.10.2015.

Incoming Inspector				Stock Control			
Name	Abdurrahman ABALI Depo Sorumlusu	Signature	Stamp	Name	Abdurrahman ABALI Depo Sorumlusu	Signature	Stamp

MMF-47/Rev-0/27.10.2015

Page 1 of 1

KAAN AIR

INCOMING INSPECTION FORM

YEAR: NUMBER:

DOCUMENT&CONDITION CHECK LIST

VISUALLY INSPECT

	YES	NO
THE PACKAGE FOR DAMAGE CAUSED BY MISHANDLING OR TRANSPORTATION:	☐	☐
THE COMPONENT OR MATERIAL FOR DAMAGE SUCH AS NICKS, DENTS, CRACKS, CORROSION, LEAKAGE ETC:	☐	☐
THE COMPONENT OR MATERIAL FOR MISSING OR INCOMPLETE OR TAMPERED MARKINGS, NAMEPLATE, ETC:	☐	☐
CONNECTION TABS ARE CORRECTLY SEALED:	☐	☐
COMPONENT HAS ESD PROPERTY:	☐	☐
CHECK FOR SAFETY, HANDLING AND STORAGE INSTRUCTIONS. PLS.NOTE HERE IF APPLICABLE:	☐	☐
CHECK FOR REMAINING LIFE AND SHELF LIFE. PLS.NOTE HERE IF APPLICABLE:	☐	☐
CHECK AIRWORTHINESS DIRECTIVES AND MANDATORY MODIFICATION APPLICATION:	☐	☐

CHECK FOR THE EXISTENCE OF DOCUMENTATION:

	YES	NO
CONFIRMITY REPORT:	☐	☐
INVOICE:	☐	☐
LETTER OF NON INCIDENT/ACCIDENT:	☐	☐
TRACEABILITY INFO:	☐	☐
SAFETY DATA SHEET:	☐	☐
TECHNICAL SPECIFICATION:	☐	☐
ANY OTHER DOCUMENTATION:	☐	☐

Form No: MMF-04 REV:06 DATE: 27.10.2015

MATERIAL CERTIFICATION TAG

MMF-05 / Rev-1 / 01.12.2015

EASA AUTHORIZED CERTIFYING STAFF (CS) / SUPPORT STAFF (SS) LIST (SAMPLE)

KAAN AIR

KAAN HAVACILIK SAN.TİC.A.Ş.
EASA.145.0778

Rev.No: **1**

Issue Date: **05/01/2021**

PER NO	AUTHORIZATION IDENTIFICATION NUMBER	AIRCRAFT MAINTENANCE LICENSE IDENTIFICATION NUMBER	NAME AND SURNAME	BIRTH DATE	FIRST ISSUE DATE OF AUTHORIZATION	REV	RENEWAL DATE OF AUTHORIZATION	EXPIRY DATE OF AUTHORIZATION	EASA C/S CATEGORY LEONARDO A B139/AW139 (PWC PT6) Line A3	Line B1.3	Base B2	Base B1.3 S/S	Base B2 S/S	Base C C/S	SCOPE / LIMITATIONS	PROTECTED RIGHTS AS PER PART 145 APPENDIX IV PARA 2
1	**KEA-CS/SS-01**	*TR.66.5000*	Ali ÖZUĞUR	23/04/1967	06/08/2019	0	n/a	05/08/2021		X		X		X	*None*	*None*
2	**KEA-CS/SS-03**	*TR.66.5106*	Gürbüz AÇIKGÖZ	07/08/1971	06/08/2019	0	n/a	05/08/2021			X		X	X	*None*	*None*
3	**KEA-CS/SS-05**	*TR.66.5005*	Kemal AYHAN	01/04/1969	06/08/2019	0	n/a	05/08/2021		X		X			*None*	*None*
4	**KEA-CS/SS-07**	*TR.66.5342*	Samet FIRAT	21/06/1966	06/08/2019	0	n/a	05/08/2021		X		X			*None*	*None*
5	**KEA-CS/SS-11**	*TR.66.5736*	Kadir KOCA	08/12/1969	06/08/2019	0	n/a	05/08/2021		X		X			*None*	*None*
6	**KEA-CS/SS-14**	*TR.66.5904*	Ercan DOĞAN	12/04/1964	06/08/2019	0	n/a	05/08/2021		X		X			*None*	*None*

PER NO	AUTHORIZATION IDENTIFICATION NUMBER	AIRCRAFT MAINTENANCE LICENSE IDENTIFICATION NUMBER	NAME AND SURNAME	BIRTH DATE	FIRST ISSUE DATE OF AUTHORIZATION	REV	RENEWAL DATE OF AUTHORIZATION	EXPIRY DATE OF AUTHORIZATION	EASA C/S CATEGORY LEONARDO A B139/AW139 (PWC PT6) Line A3	Line B1.3	Base B2	Base B1.3 S/S	Base B2 S/S	Base C C/S	SCOPE / LIMITATIONS	PROTECTED RIGHTS AS PER PART 145 APPENDIX IV PARA 2

DEFINITIONS - ABBREVIATIONS :

CS Certifying Staff
SS Support Staff

: FOR

Kadir ERDOĞAN
Quality/Comp. Mont. & Safety Mng. Captain
KAAN Hvcl. San. Tic. A.Ş.

MMF-24E / REV-1 / 05.01.2021

KAAN AIR	KAAN HAVACILIK SANAYİ VE TİCARET A.Ş. (TR.MG.AT.038 (AOC TR.AT.038) **WORK ORDER**	Work order No: **2014/TC-HKD-098** 23.08.2014

Aircraft / Airframe S/N:	14049	Engines & Model:	PT6B37A

Type:	AW119	T.T.(F.H.)	1986,11	E1	S/N:	PCE-PU0050	Hours	1986,11	Start	2.652
Reg.	TC-HKD	LDG.	7305,00	E2	S/N:		Hours		Start	

0	defect rectification	X	scheduled unscheduled check
0	component replacement	X	AD.SB.TB.CEB. Applying

Work to be performed:

1	25 Hours Certification Maintenance Requirements	are required.	2	Stater/ Genarator replacement	is required.
3	Control Rod (T/R CONT.) 109-0135-02-101 replecment	are required.	4	BT 119-23 Part I aplications	are required.
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0

Work performed according to document: *Manual Part No. 3053102, Revision No. 16.0, Dated APR 14/2014*

A119/AW119MKII-MM Interactive electronic technical publication CD 17th issue 2012.11.25

REMARKS:

I agree with the above listed work order to be performed by ..... reserves the right to charge the KAAN AIR for additional invoices relating to the work order, which are subsequently received from third parties.
All additional work, i.e. defect found during maintenance, should be approved by the KAAN AIR.

Approved By: Ali Özuğur Date and Sign: 23.08.2014	Maintenance contractor Acceptance: Name-Surname: Ali Özuğur Date and Sign: 23.08.2014

KAAN HAVACILIK SAN TİC A.Ş.
Ayazağa Mah. 208 Sk. No.1 SARIYER / ISTANBUL / TURKEY
info@kaanair.com

Approving competent Aviation Authority/Country EASA	CERTIFICATE OF RELEASE TO SERVICE (CRS)	Form Tracking Number: Maintenance Location:
KAAN AIR	PART-145 Approved Organization Name and Address **Kaan Havacilik Sanayi ve Ticaret A.S.** Ayazaga mah. 208. sokak No:1 Sariyer ISTANBUL	Approval Number EASA.145.0778

Maintenance Start & End Date: **Work Order No:**

AC Registration	AC Serial Number	Aircraft Type/Model	AC Total Cycles	Engines Type	Engine 1 S/N	Engine 2 S/N
AC Total Hours:		AC Total Landings:		Engine Hours:		

Operator Or Owner **KAAN AIR**

Listed Work performed :

Work performed according to document:

Exemptions, remarks or limitations:

No:	Work Unable To Perform	Reason	Proposal To Handle

Next scheduled check, date : **Next scheduled check, hour :**

PART-145 release to service: "Certifies that the work specified except as otherwise specified was carried out in accordance with PART-145 and in respect to that work the aircraft is considered ready for release to service"

Name & Surname	Authorized Signature	Authorization Stamp/Number	Date (dd/mm/yyyy)
			01-OCT-16

Form No: MMF-31E Rev:0 Date:01.10.2016 XX-XXX-16 **1 of 1**

1. Approving Competent Authority / Country EASA European Union Aviation Safety Agency	2. AUTHORISED RELEASE CERTIFICATE EASA FORM 1				3. Form Tracking Number
4. Organisation Name and Address: **KAAN AIR Havacilik Sanayi ve Ticaret A.S.** **Ayazaga Mah. 208 Sok. No: 1 Sariyer / Istanbul / TURKEY**					5. Work Order/Contract/Invoice
6. Item	7. Description	8. Part No.	9. Qty.	10. Serial No.	11. Status/Work
12. Remarks					
13a. Certifies that the items identified above were manufactured in conformity to: □ approved design data and are in a condition for safe operation □ non-approved design data specified in block 12			14a □ Part-145.A.50 Release to Service □ Other regulation specified in block 12 Certifies that unless otherwise specified in block 12, the work identified in block 11 and described in block 12, was accomplished in accordance with Part-145 and in respect to that work the items are considered ready for release to service.		
13b. Authorised Signature	13c. Approval/Authorisation Number		14b. Authorised Signature		14c. Certificate/Approval Ref. No.
13d. Name	13e. Date (dd mmm yyyy)		14d. Name		14e. Date (dd mmm yyyy)
USER/INSTALLER RESPONSIBILITIES This certificate does not automatically constitute authority to install the item(s). Where the user/installer performs work in accordance with regulations of an airworthiness authority different than the airworthiness authority specified in block 1, it is essential that the user/installer ensures that his/her airworthiness authority accepts items from the airworthiness authority specified in block 1. Statements in blocks 13a and 14a do not constitute installation certification. In all cases aircraft maintenance records must contain an installation certification issued in accordance with the national regulations by the user/installer before the aircraft may be flown.					

EASA Form 1 -MF/CAO/145 Issue 3

KAAN AIR

QUALITY AUDIT PLAN

20 xx / Rev- x

		Year	20 xx												AUDITORS									DATE DONE	REMARKS
		Month	1	2	3	4	5	6	7	8	9	10	11	12	MKS	KE	GÜP	TY	AMU	YK	TO	NU	AŞ	SF	
		Managenet Review Meeting																							
		Safety Action Group Meeting																							
OPS		Quality Dept																							
		Safety Management																							
		Flight Operations																							
		Training Dept																							
		Ground Operations																							
		Security System																							
		Flight Selling																							
		Helicopter Selling																							
		Account Finance Dept																							
		SAFA / SANA / SACA																							
		Antalya Offshore Ops																							
		Un-Planned																							
	Contractor	Gözen Air																							
	Contractor	Poaş Fuel Co																							
	Contractor	Tepe Security																							
ATO		ATO																							
		ATO Quality & SMS																							
ISO Group		Heliport																							
ISO		ISO																							
FIRE FIGHTING		Antalya / Düzlerçamı																							
		Balıkesir																							
		Bursa																							
		Denizli / Çamlık																							
		İstanbul / Poyrazköy																							
		İzmir / Kemalpaşa																							
		Mersin / Bozyazı																							
		Muğla / Marmaris																							
SHY-M		CAMO & CAME																							
		Quality System																							
		Product A119																							
		Product AW109																							
		Product A139																							
		Product KAMOV																							
		Un-Planned																							
SHY-145 / EASA-145		Maintenance Organisation (common)																							
		Store & Purchasing (common)																							
		Quality System (common)																							
		PPC & Engineering (common)																							
		Tool & Calibration (common)																							
		Workshop & Component																							
		Product A119 BASE																							
		Product AW109 BASE																							
		Product A139 BASE (common)																							
		Product Kamov BASE																							
		Product A119 LINE																							
		Product AW109 LINE																							
		Product A139 LINE (common)																							
		Product Kamov LINE																							
		Antalya Line Station																							
		SHY MOE review																							
		EASA MOE review																							
		Un-Planned																							
Contractors		Agusta (SHY-M & SHY-145 & EASA)																							
		Pratt & Whitney (SHY-M & SHY-145 & EASA)																							
		MyTechnic (SHY-145 & EASA)																							
		Aeromaritime (SHY-M & SHY-145)																							
		Aero4M (SHY-145 & SHY-M)																							

Prepared By:
COMP.MON.& SAFETY MNG
DATE / SIGNATURE

Approved By :
ACCOUNTABLE MANAGER
DATE / SIGNATURE

SQI-03 / Rev-4 / 02.01.2020

PERSONNEL ASSESSMENT FORM (SAMPLE)

KAAN AIR	EASA PERSONNEL ASSESSMENT FORM												
PERSONNEL INFORMATION													
Name Surname: Aaaa BBBBB			Job / Functions / Auth.Number: KH-CS / SS - xx								Date: xx.xx.XXXX		
ASSESSMENT of PERSONNEL RECORDS													
INITIAL :			RENEWAL: X								ADDITIONAL:		
		PERSONNEL APPLICABILITY											
		1	2	3	4	5	6	7	8	9			
	SUBJECTS	Managers	Product Planners	A/c CS/SS, CCS, Inspectors	Supervisor	Assessor and Trainners	Mechanics	Store & Incoming Inspectors	Compliance Monitoring Staff	Safety Management Personnel	ORGANISATION	INITIAL OR LAST TRAINING DATE	EXPIRATION DATE
1	Basic Training	X	X	X	X	X	X	X	X	X			
2	Aircraft Type Training in AMO's scope of work (N/A for Cat A staff)			X	X	X							
3	Work Experience (6 months in last 2 years)			X									
4	Aviation Legislation (EASA Part-145) *Continuation Training*	X	X	X	X	X	X	X	X	X			
5	Safety/ Human Factors *Continuation Training*	X	X	X	X	X	X	X	X	X			
6	MOE Training (Latest Revision) *Continuation Training*	X	X	X	X	X	X	X	X	X			
7	Relevant Technology *Continuation Training*	X	X	X	X	X	X	X	X	X			
8	English Knowledge Certification and practical test			X	X	X							
9	ATA300 Storage and Handling & Incoming Inspection							X					
10	Train the Trainer				X	X							
11	Quality / Compliance Monitoring & Audit Training								X				
12	SMS Training *Continuation Training*								X	X			

	SUBJECTS	1 MN	2 PP	3 CS SS CCS	4 SU	5 AST	6 MC	7 SII	8 CM	9 SM	MARKS (0 - 5)
1	Knowledge of applicable officially recognised standards							X	X		
2	Knowledge of auditing techniques: planning, conducting and reporting								X	X	
3	Knowledge of safety management, human factors, human performance and limitations and just culuture	X	X	X	X	X	X	X	X	X	
4	Knowledge of logistics processes	X	X		X	X					
5	Knowledge of organisation capabilities, privileges and limitations	X	X	X	X	X		X	X	X	
6	Knowledge of Part-145 and any other relevant regulations	X	X	X	X	X			X	X	
7	Knowledge of relevant parts of the MOE and procedures	X	X	X	X	X	X	X	X	X	
8	Knowledge of occurrence reporting (mandatory and voluntary), internal reporting scheme and understanding of the importance of reporting occurrences, incorrect maintenance data and existing or potential defects		X	X	X	X	X	X		X	
9	Knowledge of safety risks linked to the working environment	X	X	X	X	X	X	X	X	X	
10	Knowledge on CDCCL when relevant	X	X		X	X		X	X	X	
11	Knowledge on EWIS when relevant	X	X		X	X		X	X	X	
12	Understanding of professional integrity, behaviour and attitude towards safety	X	X	X	X	X	X	X	X	X	
13	Understanding of conditions for ensuring continuing airworthiness of aircraft and components			X					X		
14	Understanding of his/her own human performance and limitations	X	X	X	X	X	X	X	X	X	
15	Understanding of personnel authorisations and limitations	X	X	X	X	X	X	X	X		
16	Understanding critical maintenance tasks		X	X	X	X	X		X	X	

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PERSONNEL ASSESSMENT FORM (SAMPLE)

KAAN AIR

EASA
PERSONNEL ASSESSMENT FORM

PERSONNEL INFORMATION

Name Surname:	Job / Functions / Auth.Number:	Date:
Aaaa BBBBB	KH-CS / SS - xx	xx.xx.XXXX

	SUBJECTS	1 MN	2 PP	3 CS SS CCS	4 SU	5 AST	6 MC	7 SII	8 CM	9 SM	MARKS (0 - 5)
	Below question numbers between # 17 and 34 are evaluated by the witnessing; on the date and in the Work Package # shown in the right coloumns.	Date:					Work Package:				
17	Ability to supervise the performance of tasks carried out by non C/S personnel (e.g.mechanics, etc.)			X	X	X					
18	Ability to compile and control completed work cards		X	X	X	X					
19	Ability to consider human performance and limitations	X	X	X	X	X			X	X	
20	Ability to determine required qualifications for task performance		X	X	X	X					
21	Ability to identify and rectify existing and potential unsafe conditions			X	X	X	X	X	X	X	
22	Ability to manage third parties involved in maintenance activity		X		X	X					
23	Ability to confirm proper accomplishment of maintenance tasks			X	X	X	X	X			
24	Ability to identify and properly plan performance of critical maintenance task		X	X	X	X					
25	Ability to prioritise tasks and report discrepancies		X	X	X	X	X				
26	Ability to process the work requested by the Operator		X	X	X	X					
27	Ability to promote the safety policy	X			X	X				X	
28	Ability to properly process removed, uninstalled and rejected parts			X	X	X	X				
29	Ability to properly record and sign for work accomplished			X	X	X	X				
30	Ability to recognise the acceptability of parts to be installed prior to fitment			X	X	X	X				
31	Ability to split complex maintenance tasks into clear stages		X		X						
32	Ability to understand work orders, work cards and refer to and use applicable maintenance data		X	X	X	X	X	X	X		
33	Ability to use information systems	X	X	X	X	X	X	X	X	X	
34	Ability to use, control and be familiar with required tooling and/or equipment			X	X	X	X				
35	Adequate communication and literacy skills	X	X	X	X	X	X	X	X	X	
36	Analytical and proven auditing skills (for example,objectivity, fairness, open-mindedness,determination)					X			X	X	
37	Maintenance error investigation skills					X			X	X	
38	Resources management and production planning Skills	X	X		X	X					
39	Teamwork, decision-making and leadership skills	X		X	X	X			X	X	
40	Ability to encourage a positive safety culture and apply a just culture	X							X	X	
41	Adequate communication and literacy skills: The A/C certifying staff shall be able to demonstrate a working knowledge of the language in which the maintenance data is published. In addition, should the language of the maintenance data not be English, then English language working knowledge is required to: • Understand EU Airworthiness directives. • Communicate with EU operator not using the language of the state of registry.	X		X	X	X					
										TOTAL:	
	Minimum Scores	72	94	109	132	135	68	60	87	79	

Assessment Result:

AUTHORISED JOB & FUNCTION

	Manager		Product Planning		
	A/C CS / SS, Comp CS, Inspectors		Supervisor/Assessor & Trainers		Mechanic
	Store & Incoming Inspector		Compliance Monitoring Staff		Safety Management Personnel

Satisfactory Unsatisfactory : ☐

Assessed By:	Accepted By:
Name & Surname:	Name & Surname:
Date & Sign:	Date & Sign:

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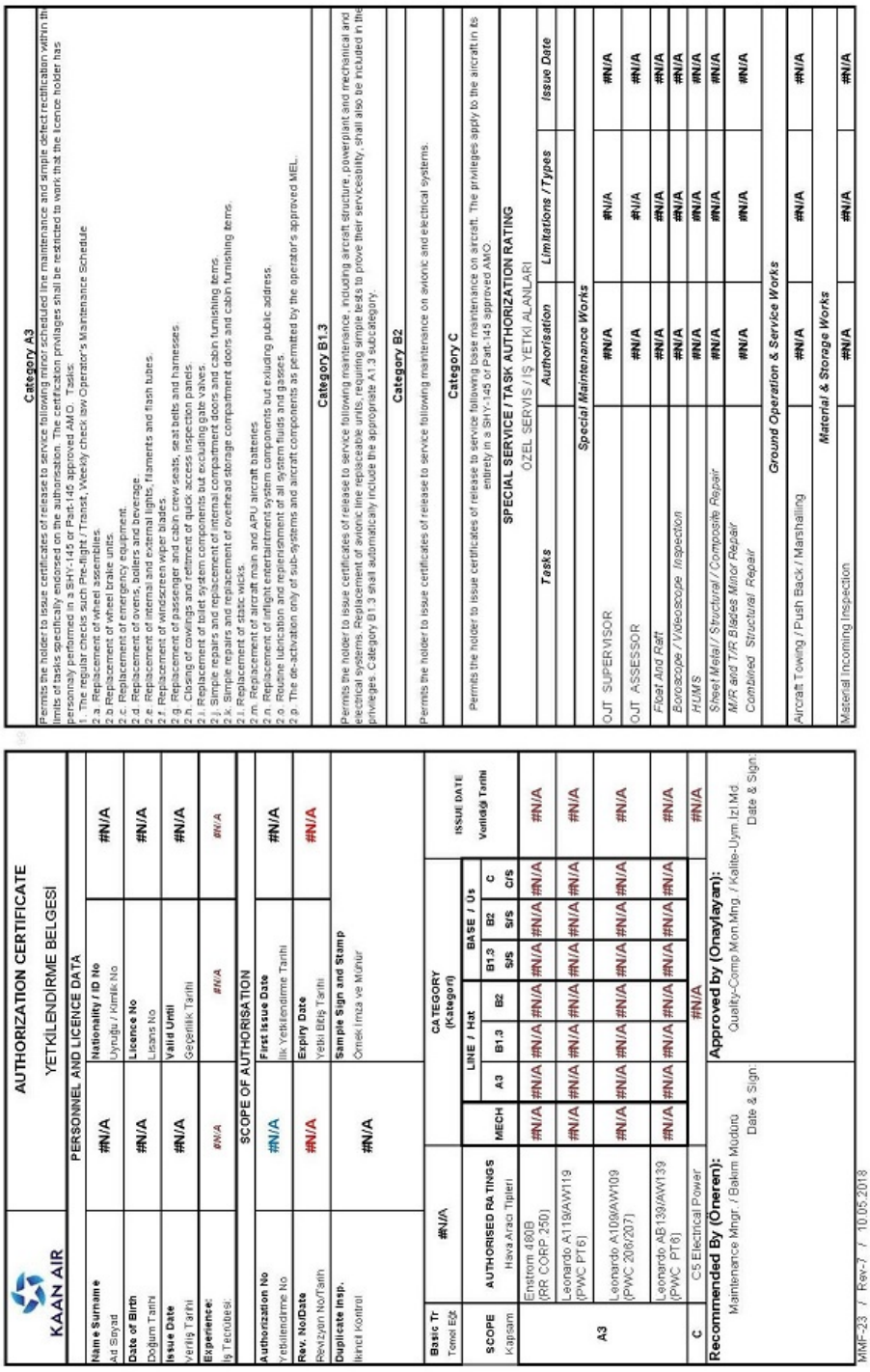
AUTHORIZATION CERTIFICATE (SAMPLE)



KAAN AIR

AUTHORIZATION CERTIFICATE

YETKİLENDİRME BELGESİ

PERSONNEL AND LICENCE DATA

Name Surname Ad Soyad	#N/A	**Nationality / ID No** Uyruğu / Kimlik No	#N/A
Date of Birth Doğum Tarihi	#N/A	**Licence No** Lisans No	#N/A
Issue Date Veriliş Tarihi	#N/A	**Valid Until** Geçerlilik Tarihi	#N/A
Experience: İş Tecrübesi:	#N/A	#N/A	#N/A

SCOPE OF AUTHORISATION

Authorization No Yetkilendirme No	#N/A	**First Issue Date** İlk Yetkilendirme Tarihi	#N/A
Rev. No/Date Revizyon No/Tarihi	#N/A	**Expiry Date** Yetki Bitiş Tarihi	#N/A
Duplicate Insp. İkinci Kontrol	#N/A	**Sample Sign and Stamp** Örnek İmza ve Mühür	

Basic Tr Temel Eğt: #N/A

SCOPE Kapsam	AUTHORISED RATINGS Hava Aracı Tipleri	CATEGORY (Kategori)							ISSUE DATE Verildiği Tarihi
		MECH	LINE / Hat		BASE / Üs				
			A3	B1.3	B2	B1.3 S/S	B2 S/S	C C/S	
A3	Enstrom 480B (PR CORP 250)	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
	Leonardo A119/AW119 (PWC PT6)	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
	Leonardo A109/AW109 (PWC 206/207)	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
	Leonardo AB139/AW139 (PWC PT6)	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
C	C5 Electrical Power		#N/A						#N/A

Recommended By (Öneren): Maintenance Mngr. / Bakım Müdürü — Date & Sign:

Approved by (Onaylayan): Quality-Comp.Mon.Mng. / Kalite-Uyum.İzl.Md. — Date & Sign:

MMF-23 / Rev-7 / 10.05.2018

Category A3

Permits the holder to issue certificates of release to service following minor scheduled line maintenance and simple defect rectification within th limits of tasks specifically endorsed on the authorisation. The certification privileges shall be restricted to work that the licence holder has personnaly performed in a SHY-145 or Part-145 approved AMO. Tasks:

1. The regular checks such Pre-flight / Transit, Weekly check aw Operator's Maintenance Schedule
2.a. Replacement of wheel assemblies.
2.b Replacement of wheel brake units.
2.c. Replacement of emergency equipment.
2.d. Replacement of avers, boilers and beverage.
2.e. Replacement of internal and external lights, filaments and flash tubes.
2.f. Replacement of windscreen wiper blades.
2.g. Replacement of passenger and cabin crew seats, seat belts and harnesses.
2.h. Closing of cowlings and refitment of quick access inspection panels.
2.i. Replacement of toilet system components but excluding gate valves.
2.j. Simple repairs and replacement of internal compartment doors and cabin furnishing items.
2.k. Simple repairs and replacement of overhead storage compartment doors and cabin furnishing items.
2.l. Replacement of static wicks.
2.m. Replacement of aircraft main and APU aircraft batteries
2.n. Replacement of inflight entertainment system components but exluding public address.
2.o. Routine lubrication and replenishment of all system fluids and gasses.
2.p. The de-activation only of sub-systems and aircraft components as permitted by the operator's approved MEL.

Category B1.3

Permits the holder to issue certificates of release to service following maintenance , including aircraft structure, powerplant and mechanical and electrical systems. Replacement of avionic line replaceable units, requiring simple tasks to prove their serviceability, shall also be included in the privileges. Category B1.3 shall automatically include the appropriate A1.3 subcategory.

Category B2

Permits the holder to issue certificates of release to service following maintenance on avionic and electrical systems.

Category C

Permits the holder to issue certificates of release to service following base maintenance on aircraft. The privileges apply to the aircraft in its entirety in a SHY-145 or Part-145 approved AMO.

SPECIAL SERVICE / TASK AUTHORIZATION RATING

ÖZEL SERVİS / İŞ YETKİ ALANLARI

Tasks	Authorisation	Limitations / Types	Issue Date
Special Maintenance Works			
OJT SUPERVISOR	#N/A	#N/A	#N/A
OJT ASSESSOR	#N/A	#N/A	#N/A
Float And Raft	#N/A	#N/A	#N/A
Boroscope / Videoscope Inspection	#N/A	#N/A	#N/A
HUMS	#N/A	#N/A	#N/A
Sheet Metal / Structural / Composite Repair	#N/A	#N/A	#N/A
M/R and T/R Blades Minor Repair	#N/A	#N/A	#N/A
Combined Structural Repair			
Ground Operation & Service Works			
Aircraft Towing / Push Back / Marshalling	#N/A	#N/A	#N/A
Material & Storage Works			
Material Incoming Inspection	#N/A	#N/A	#N/A

5.2 LIST of SUBCONTRACTORS as per point PART 145.A.75 (b)

145.A.70(a)14

NO	NAME	LOCATION	ACTIVITIES
	No subcontractors at the moment		

5.3 LIST of LINE MAINTENANCE LOCATIONS as per point PART 145.A.75 (d)

145.A.70(a)15, 145.A.75(d)

Not Applicable

5.4 LIST of CONTRACTED ORGANIZATION as per point PART 145.A.70 (a) (16)

145.A.70(a)16

KAAN AIR may obtain work, loan tool and materials from contractor followings;

NO	NAME	LOCATION	TEL
1	Agusta / Leonardo Aerospace Service	Liege Airport Building 60 B-4460 Grace Hollogne, Belgium	Tel: +32 0416 453 068
2	Pratt & Whitney	1000 Marie-Victorin Blvd, Longueuil, Quabec J4G 1A1 CANADA	Tel: +1 450 677 9411
3	MY TECHNIC - MRO Teknik San. ve Tic. A.Ş.	Sabiha Gökçen Hava Limanı, 34912 Pendik / İstanbul	Tel: +90 216 588 05 70 Fax: +90 216 588 05 72

5.5 LIST of USED ALTERNATIVE MEANS OF COMPLIANCE as per point 145.A.70 (a)(17)

145.A.70(a)(17); 145.A.120(a)/(b);

Not Applicable