BM-005
Maintenance Management Manual
CAAC

Function	Title	Name	Signature	Date
Prepared by (Subject Matter Expert)	Quality Engineer	Owen Case		Mar 2015
Approved by (Process Owner)	Plant Manager	Ben Bryson		Mar 2015
Approved by (Process Owner)	Quality Manager	Ian Dickson		Mar 2015
Issuing Authority (Document Controller)	Senior Secretary, Quality - Titchfield	Carol Lock		Mar 2015

* South Molton/Titchfield documents require a Prepared by and Approved by signatory for both sites.

Revision		Reason for change + Revision summary
Number	**Date**	
1	Mar 2015	Complete revision of CAAC Maintenance Manual BM-106 reformatted to align with Eaton BMS format and renumbered as BM-005. Incorporates change of the Company name from Eaton Aerospace Limited to Eaton Limited. Revised to replace the Accountable Manager Mike Neave with Ben Bryson. Added six Certifying Staff to the Roster of Authorized Personnel

* It is the responsibility of the Process Owner to ensure this document is reviewed within a 2 year period. Note: all updates require communication and training with records to be maintained.

reasons. The Quality Manager also can provide revision draft to feedback from relevant department managers.
The Quality Manager makes the final revision decision after revision draft is passed back from relevant department managers.
The revision may become effective and should be distributed after it is approved by the Quality Manager. Once approved and issued, a report should be made to the Accountable Manager and CAAC for the record.

3.4 Distribution of the Manual

The Quality Manager should preserve the master copy of the Maintenance Management Manual along with the original approval from CAAC.

The Quality Manager is directly responsible for distributing and controlling the Maintenance Management Manual and Working Procedures. The Maintenance Management Manual and working procedures are available on the company intranet.

Manual holders should make awareness of the revision in detail and to flow this information to any relevant staff under their authority.

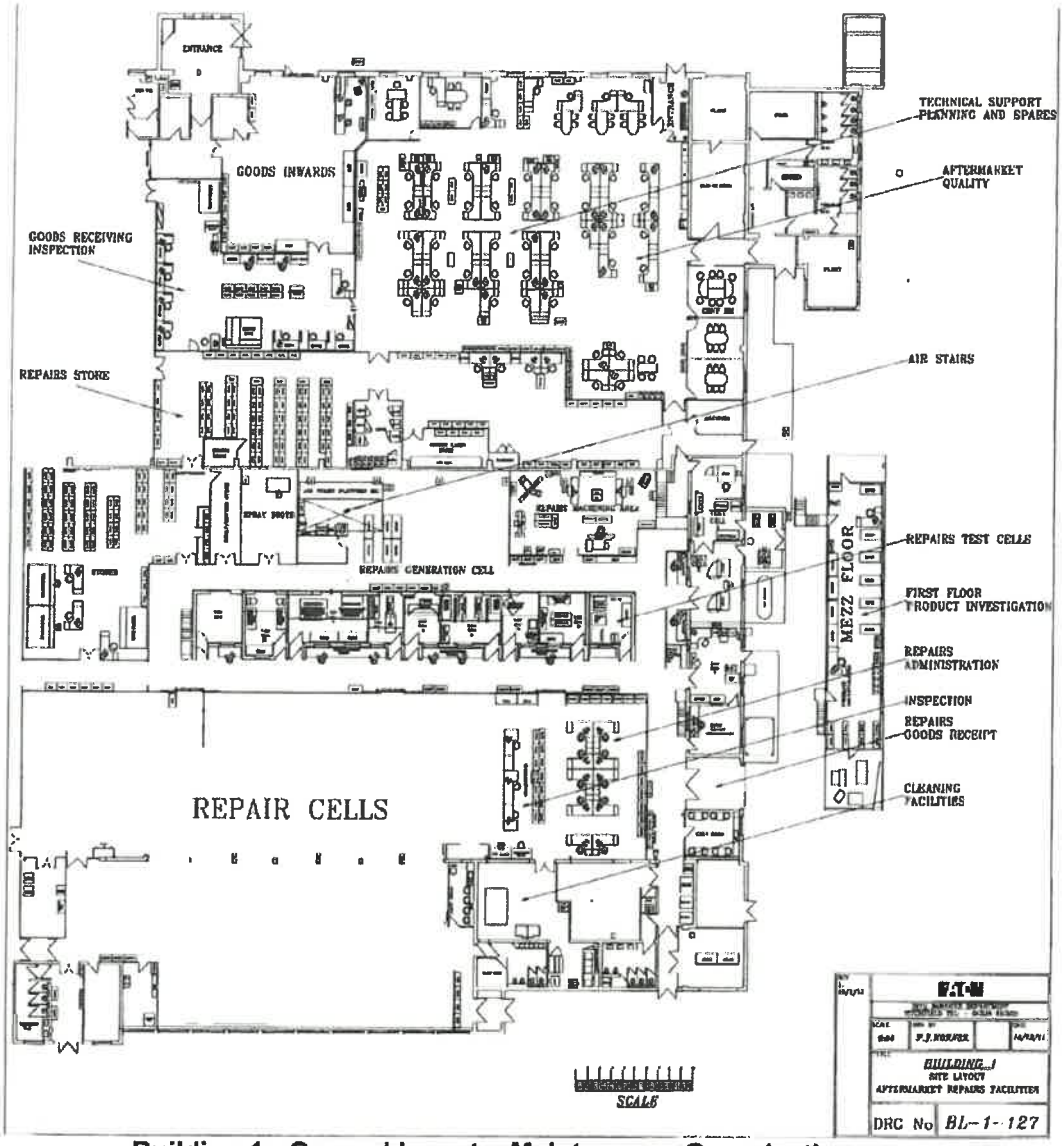
5. Housing and Facilities Titchfield

The following are the principal buildings which make up the Maintenance organisation:

a. Building Number 1
Comprising of a single-storey building constructed in brick, providing cover and serving to accommodate:
   i. The Goods receiving and Maintenance Organisation
   ii. Office accommodation for the Customer Support Department
   iii. The Customer Support warehouse

b. Supporting Specialist Facilities
Facilities which support the maintenance function are tensile, compression, hardness and conductivity testing. Non-destructive testing techniques available are dye penetrant; magnetic particle inspections.

c. General Site Services
The site is supported throughout by the following services:
   i. Natural gas supply
   ii. AC electricity supply
   iii. The towns' main water supply
   iv. An effluent treatment plant serving the metal finishing department
   v. Compressed air system ring mains throughout the site
   vi. DC electrical supply for fuel system component testing.



Building 1 - General layout – Maintenance Organisation

c. Stores
This area holds detail parts used to repair Customer's equipment. There is also a dedicated bonded store that contains Customer-owned equipment prior to completion of the repair/overhaul.

d. Repair Workshop
The Repair shop consists of work stations, each with a vice and full system air supply. VDU and survey report stations support the shop's activities and a storage area is provided for items awaiting work. A self-contained test cell is located adjacent to the Repair Workshop which houses fuel, hydraulic, water and air test equipment.

e. Airstairs
The Airstairs assembly area consists of assembly benches and specialist equipment to support the repair of Airstairs component parts and assemblies including specialist hydraulic and mechanical test rigs.

5.2 Test Facilities at Titchfield

Location	Description
Building 1	
Cell 3	VIGV test Rigs
Cell 4	Various Pump rigs
Cell 4a	Static DTD585, Fuel, and Skydrol Rigs
Cell 5	0-30 in/hg Vacuum Rig, 0-100psi Air, 0-600psi Air
Cell 6	Pump test cell Rig
Cell 9	BAE146 Generator and Challenger APU test rigs
Cell 10	BAE146 Starter Rig
Cell 11	Generator and motor Brush Bedding
Cell 12	Pump test cell Rig
Actuator Cell	Vacuum Float switch indication rig
Actuator Cell	Motor test Rig
Actuator Cell	Float switch and Level sensor Test Bench
Actuator Cell	HTE Actuator Test Benches(X6)
Actuator Cell	FR Actuator test Bench
Airstairs Cell	Suspension Pressure indicator rig-DTD585
Airstairs Cell	AS3 DTD585 Jack and Airstair rig
Airstairs Cell	AS2 Skydrol Reservoir and Airstair Rig
Airstairs Cell	AS1 Skydrol Jack and Airstair Rig
Valve Cell	Fuel Flow Rigs
Valve Cell	Air Flow Rigs
Valve Cell	Static Pressure Rigs (Fuel)
Valve Cell	Static Pressure Rigs (Air)
Building 3	
Bay 3	Pratt and Whitney Pump rig
Bay 5	8712, 7312 Pump rigs
Building 3a	
Bay 1	BP230/250/255 Test Rigs
Bay 5	Pratt and Whitney Pump rig

6. Personnel

6.1 Plant Manager (Accountable Manager)

The Plant Manager is the nominated Accountable Manager within the terms of the CCAR-145 approval, and is therefore also responsible for ensuring that the organisation is maintained in accordance with the data and procedures identified in this Manual. Functional links with the company's engineering, operations and quality departments have been established to support this responsibility. The Plant Manager is also responsible for developing and maintaining the necessary interfaces with Owners/Operators, Authorised Maintenance Organisations and stockists who use Eaton Limited components and assemblies. The Plant Manager is responsible for the complete overall operation of Customer Support including the following:

a. Provision of adequate housing and facilities for the continued maintenance of equipment.
b. Provision of adequate equipment, materials, competent personnel and training thereof to ensure compliance to all applicable IR's technical data.
c. Regular reviews of the MO procedures to ensure currency and correctness.

The Plant Manager may delegate any duties throughout the Leadership Team and Customer Support to any suitably qualified personnel; however, such delegation does not relieve the Plant Manager of overall responsibility. For long term absence the Plant Manager will nominate a deputy as a backup.

6.2 Plant Manager Aftermarket (Nominated Person)

The Plant Manager Aftermarket is responsible for ensuring that maintenance procedures are established and published within the organisation in order to achieve good maintenance practices and compliance with CCAR145 requirements.

The Plant Manager Aftermarket is directly responsible for ensuring:

a. Ensuring that the company maintains the capability for all the components detailed in the Capability List.
b. Identifying to the Quality Manager any required changes to the Capability List
c. Initial verification of the company's capability to Repair/Overhaul a component prior to submission for additional capability.
d. Manage service performance of repair teams to achieve target arrears reduction and due date adherence to contractual commitment.
e. Manage sales adherence to budget within cells and identify operational opportunities and risks to sales plans.
f. Manage overhead spend to budget and to actual sales in order to maximise margin.
g. Promote and develop lean improvement programmes adopting value stream analysis techniques.
h. Continually develop the skills of operational employees to ensure succession and flexibility thus enabling annual reductions to repair turn-around times.
i. Ensure that through effective management of integrated support teams, output planning and master production scheduling activities are robust.
j. Ensure that all team targets are visible and understood.
k. Procedures and practices are adhered to when carrying out maintenance
l. All maintenance is correctly certified
m. Records of maintenance carried out are retained safely and securely for the statutory period
n. The competence of all personnel engaged in maintenance by establishing both training and continuation training programmes
o. Any corrective action resulting from the quality compliance monitoring activities

6.4 Technical Support Manager

The Technical Support Manager is responsible to the Plant Manager for: Capability maintenance and introduction process – ensuring that all process needs, current and future, are catered for.

a. Take overall responsibility for, and co-ordinate investigations and technical reports.
b. Manage all technical publications including service bulletins, CMM's and work instructions.
c. Manage the resolution of new in service problems and provide field service technical support.
d. Through the use of total quality techniques, develop problem solving capabilities.
e. Initiate cost reduction activities including repair scheme development and work scope improvements to improve competitive positioning.
f. Manage the introduction of new programmes ensuring that provisioning, work scopes and pricing activity is integrated effectively.
g. Support obsolescence and redesign processes.
h. Manage the quality procedure within cells and ensure that all quality and engineering processes are robust.

The Technical Support Manager may delegate any duties assigned to any suitably qualified personnel within the Customer Support Group, however, such delegation does not relieve the Technical Support Manager of overall responsibility. For long term absence the Technical Manager will nominate a deputy as a backup.

6.5 Manufacturing Team Manager Repairs (MTMR)

The MTMR is responsible to Production Manager Aftermarket for the order fulfilment process – carry out all maintenance, repair and overhaul activities required to fulfil customer orders including any task that directly impacts on our ability to meet stated turn-around times.

a. Manage service performance of repair teams to achieve target arrears reduction and due date adherence to contractual commitment.
b. Manage sales adherence to budget within cells and identify operational opportunities and risks to sales plans.
c. Manage overhead spend to budget and to actual sales in order to maximise margin.
d. Promote and develop lean improvement programmes adopting value stream analysis techniques.
e. Continually develop the skills of operational employees to ensure succession and flexibility thus enabling annual reductions to repair turn round times.
f. Ensure that through effective management of integrated support teams, output planning and master production scheduling activities are robust.
g. Ensure that all team targets are visible and understood.

The MTMR may delegate any duties assigned to any suitably qualified personnel within Customer Support, however, such delegation does not relieve the Cell Manager of overall responsibility. For long term absence the MTMR will nominate a deputy as a backup.

6.8 Certifying Staff

It is the responsibility of all certifying staff to ensure that they are; approved to release product to service, hold a valid certificate. Upon releasing product to service it is the responsibility of the individual to ensure that the work carried out was accomplished in accordance with CCAR145 in respect of that work, the items are approved for release to service.

6.9 Inspection Personnel

It is the responsibility of the inspection personnel to ensure that they hold the correct approvals to inspect the product, and that all work has been carried out in in accordance with the approved data.

6.10 Team Leader

The responsibility of the Team leader will include but not be limited to the following:

a. Ensure conformance to manufacturing process/standard operation
b. Maintain high standard of housekeeping at all times
c. Effective utilisation of resource
d. Ensure customer requirements are met
e. Give advanced warnings of problems/situations to internal customers
f. Monitor and provide information to internal suppliers
g. Optimise flow of work through the business
h. Cross train and develop staff support and coach
i. Liaise with support functions
j. Chair regular team briefing sessions
k. Optimise team versatility/flexibility
l. Perform H & S risk assessments for area.

6.11 Document Controller

Responsible to the Quality Manager for the control and distribution of company Working Procedures.

8. Duties and Responsibilities

All job functions within the organization have defined Terms of Reference (Duties and Responsibilities). Terms of Reference for specific job functions are available via the Human Resources department. Department responsibilities and interactions are defined in the organization charts defined in Section 7 and are available via the Human Resources department.

Duties and responsibilities of Departmental Managers are defined in Section 6 of this Manual.

9. Scope of Work

9.1 Maintenance Organization Certificate

F04400442.

9.2 Maintenance Capability Description

The scope of work generally undertaken is the repair, overhaul, inspection, replacement, modification and defect investigation of aircraft components originally manufactured by Flight Refuelling Ltd, GEC Aerospace Ltd, High Temperature Engineering Ltd, FR-HiTEMP Limited, Eaton Aerospace Limited or Eaton Limited. A six monthly review of the Capability List will be conducted by the Quality Department.

9.3 Maintenance Capability List

Item Rating	ATA Chapter	Maintenance Work Classification	Limitation
Fuel	28	- Test - Repair - Modification - Overhaul	- A300 - A310 - A318, A319, A320, A321 - A330 - A340 - B737 - B777 Parts manufactured by Flight Refuelling Ltd, GEC Aerospace Ltd, High Temperature Engineering Ltd, FR-HiTEMP Ltd , Eaton Aerospace Ltd or Eaton Limited
Hydraulic Power	29	- Test - Repair - Modification - Overhaul	- A300 - A310 - A320 Parts manufactured by Flight Refuelling Ltd, GEC Aerospace Ltd, High Temperature Engineering Ltd, FR-HiTEMP Ltd , Eaton Aerospace Ltd or Eaton Limited
Pneumatic	36	- Test	- A300

Cell Manager and will be based on resource management and the availability of test equipment.

9.6 Maintenance Performance Basis Documentation

All work undertaken within our Maintenance Organization is Eaton Original Equipment only, all Component Maintenance Manuals and drawings as recommended are used.

9.7 The Maintenance Items Accepted and Approved by Civil Aviation Department of Hong Kong and Civil Aviation Authority of Macau

Eaton Limited holds no approvals or certificates for CAD (Hong Kong) or AACM (Macau).

10. Management Requirements

10.1 Technical Data Management Requirements

The Plant Manager Aftermarket will be directly responsible for ensuring that all necessary maintenance instructions of the appropriate issue status are made available for all maintenance work undertaken.

10.2 Airworthiness Data Receiving and Distribution

Maintenance instructions in the form of Component Maintenance Manuals and Service Bulletins are produced to ATA100 and updated by the Eaton Technical Publications department for all those items for which Eaton has the design responsibility. Assembly instructions for Eaton produced equipment will be documented either on the drawing or in the appropriate Assembly Plan Standard (APS).

Test instructions for Eaton produced equipment will be documented either on the drawing or in the appropriate Production Acceptance Test Procedure (PAT). These are officially controlled documents, which are issued to the Maintenance Organization by the Data Centre/Library.

10.3 Effectiveness Control of Airworthiness Data

Airworthiness data is routinely checked during periodic Product Audits, within each of the Maintenance Cells, these are carried out by authorised Quality personnel.

Technical records including drawings, assembly plan standards and production acceptance test schedules are controlled by a raise of issue system which is described in appropriate Company Procedures CS-109, EN-112.

The Maintenance Organization will also hold out of issue drawings and copies of change notes to enable any issue of returned components or assembly to be repaired.

10.4 Accessibility of Airworthiness Data and Reading Equipment

The Component Maintenance Manuals and Service Bulletins are available throughout the maintenance process via a technical library database and are updated as a result of design changes, changes caused by observations during their use or for other reasons reported to Eaton which have airworthiness implications.

11. Personnel Training Management Requirements

11.1 Qualification of Certifying Staff

In order to qualify for certifying staff status, staff are required to have the appropriate experience, qualification and where necessary training to the satisfaction of the Quality Manager. Furthermore, such staff must be familiar with the product, general inspection procedures, and relevant airworthiness requirements. The Quality Manager is responsible for developing, implementing and reviewing the training plan for certifying staff in accordance with Company Procedure QA-222. The review will determine any continuation training that may be required.

11.2 Approval and Authorisation of Certifying Staff

Approval of certifying staff will initially be undertaken by the Quality Manager. Final authorisation will only be given by the Quality Manager or his approved deputy.

11.3 Quality Audit Personnel

Staff undergo training to such a level as to be authorised to undertake management system and product audits throughout the Organization in accordance with standard Company Procedure QA-115.

11.4 Qualifying Inspectors

The Supervisor/Inspector will carry out mechanical inspection procedures within the Maintenance Organization.

The Inspector/Fitter (Electrical) will carry out electrical Inspection within the Maintenance Organization.

All Supervisors/Inspectors are holders of appropriate stamps and the Quality Manager is responsible for the control and issue of authorising stamps. Individuals are responsible for ensuring their stamps are legible.

The supervisor/Inspector may delegate inspection operations to the Works Inspection Department who will operate within existing inspection procedures. The Repairs Manager is responsible for developing, implementing and reviewing the training plan for staff carrying out inspection functions within the Maintenance Organization, but an authorising stamp will only be issued by the Quality Manager when he is satisfied that the degree of training is adequate for the proposed role of the individual. The review will determine any continuation training that may be required. Company Procedure QA-186 refers.

The Quality Manager and the Operations General Manager hold copies of Personnel Authorisation forms for all Inspectors.

11.5 Qualifying Technicians

The Nominated Person is responsible for developing, implementing and reviewing the training plan for repair technicians working within the Maintenance Organization. The review will determine any continuation training that may be required.

Continuation Training
Experience
Qualification relevant to the approval
Scope of Authorisation
Date of first issue of authorisation
If appropriate - expiry date of the authorisation
Identification number of the authorisation.

A list of certifying staff is maintained by the Document Controller and is available on the Company Intranet. Changes to the certifying staff list will be updated within five working days.

11.10 Revision and Storing of Technical Archive and Training Records

Technical data is stored in both electronic and hard-copy formats.
Revision and storage of Technical documents is in accordance with Company Procedure QA-P-008.

12. Equipment and Tools Management Requirements

12.1 Equipment and Tools Identification and List

The use of tooling and equipment is prescribed for each item in either of the following documents:

- Component Maintenance Manual
- Production Acceptance Test Procedure (PAT)
- Component drawing

Tool numbers are referenced back to the tool drawing, giving both the OEM reference and the CMM tool reference. Any specialist equipment requiring specific training for correct use will be identified and the adequate operator training will be arranged and recorded on personnel training records by the Repair Manager.

12.2 Preservation of Equipment and Tools

Equipment and tools are stored and used for purpose to prevent damage and to preserve their life.

12.3 Calibration of Equipment and Tools

All inspection measuring and test equipment used to demonstrate conformance of material to specified requirements is maintained in a current state of calibration and is traceable back to National Standards. A database listing all equipment and tools which require calibration is maintained by the Company's Calibration department, a recall system is maintained from the database, a list of equipment and tools required to be re-calibrated is issued monthly to the relevant area for recall. These specific controls used are prescribed in Company Procedures QA-144.

12.4 Software Control

Software which is integrated into products is developed, verified and released in accordance with company procedure EN-104. Configuration control of product software is conducted in accordance with EN-11.

13.2 Storage Inspection

The Eaton Limited Original Equipment Manufacturer (OEM) system is used for the acceptance/inspection of purchased parts used in the Maintenance Organization.

Orders will only be placed on 'Approved Suppliers' for aircraft parts and materials. The control of the acceptance and inspection of aircraft parts and materiel is prescribed in appropriate Company Procedure GM-101. All incoming goods purchased under specified quality requirements will be formally accepted upon satisfactory verification and a record of this acceptance retained.

13.3 Self-Manufactured Parts

Components manufactured by Eaton Limited will be released to the repair function using the approved release method for new build parts.

13.4 Storage and Distribution of Materials

All parts in process through the Maintenance Organization will be properly stored in secure areas.

13.5 Transportation of Materials

All parts will be identified by use of appropriate tags or placed in suitable identified containers to assure that all parts for each unit will be appropriately segregated from other units and protected from damage or contamination.

13.6 Storage of Materials on Maintenance Site

After Final Inspection, batches of detail items are accepted into the Customer Support warehouse on a given job card number/bin number that forms part of the traceability loop. The items are then held in the store in a manner that affords adequate protection, in accordance with standard Eaton procedures, until they are required for use by either the Maintenance or Spares Organization. The job card number/bin number of any item used during the repair operation will be recorded on the repair documentation to form part of the repair history of that assembly.

13.7 Shelf Life Control

All parts are stored with shelf life taken into consideration, parts shall be issued chronologically in cure date order and not by receipt date. Only items within the prescribed life period shall be issued. If rubber/greased products are found to be outside of the time periods prescribed the items concerned shall be quarantined in accordance with the requirements of Company Procedure QA-163 and re-lifed or scrapped accordingly.

13.8 Safety Protection of Chemicals

All chemicals are stored in clearly identified cupboards in accordance with manufacturers instructions.

14.3 Work on Shift Policy

Human factors and human performance are reviewed as part of personnel development. During shift hand over periods all relevant information is communicated between outgoing and incoming personnel in liaison with the Team Leader.

14.4 Work Safety

The Safety Manager will maintain high safety standards throughout the site by:

Ensuring that Safety and Health legislative requirements are implemented as required.
Maintaining the site safety policy and relevant in-house safety documentation.
Monitoring company's safety performance

14.5 Continuity of Maintenance Work

Maintenance work is carried out by the authorised Technicians, who will perform each task from start to finish, as each task is completed the Technicians will sign or stamp and date that operation on the route card to show completeness of task, giving full traceability of work performed.

14.6 Man-Hour Management

The Plant Manager Aftermarket is responsible for ensuring that sufficient resource is available to complete contracted works as specified. Hours worked will be in accordance with applicable legal directives and will be monitored by Human Resources to ensure compliance.

15. Supplied Items and Suppliers Management Requirements

15.1 Ascertainment of Supplied Parts

If during the course of a repair there is a requirement supplied parts then the Eaton purchasing system, will be used. After the requirement for supplied parts has been identified, the Repair Administrator will pass the information to the Purchasing Department.

15.2 Selection of Suppliers

Purchase orders will only be raised on approved companies, reference the Supplier Control Company Procedure QA-109.

15.3 Assessment of Suppliers

Suppliers are required to achieve accreditation to BS EN ISO 9001:2000 or a system audit by Eaton Supplier Quality will be required.

Potential new suppliers will be assessed for suitability prior to a decision to make a full assessment visit, alternatively, approval may be granted on the basis of the initial quality questionnaire assessment. The supplier may not be approved on ISO 9001:2000 alone. Eaton reserves the right to withdraw any approval, wholly or in part, at any time.

All personnel within the Maintenance Organization are conscious of the requirements of the Mandatory Occurrence Reporting (MOR) Scheme. The specific elements of the process of reporting are defined, as appropriate, within Company Procedure QA-P-010. Forms F145-5, CA1673, 8010-4are made available so that anyone throughout the Organization can raise a report.

Once a report has been raised, it will be passed to the Quality Manager who will initially vet it and where appropriate initiate corrective action and forward it to the relevant regulatory authority. The report shall be submitted within 72 hours.

16.7 Other Report Required by CAAC

Any other reports requested by the CAAC or CAAC Regional Office will be compiled under special agreement to furnish the required information.

17. Quality Control in Maintenance Process

17.1 Incoming Inspection

Materials and components delivered to Eaton are either subject to a 'goods inwards' inspection by inspectors authorised by the Quality Manager or delegated source inspection. Inspection will ensure that all items are properly packaged, in good condition and that all the documentation is of a standard satisfactory to the requirements of the regulatory authority as applicable. Delivered goods which fail to meet the requirements of the Company or regulatory authorities will be treated as non-conforming.

Materials or components failing to meet the required standards will be quarantined until the deficiencies are resolved. If the deficiencies cannot be resolved, the items will be returned to the supplier or scrapped locally as advised by the supplier, the supplier will be informed to ensure that the deficiencies do not recur.

17.2 Ascertainment of Work Scope

When received for repair, each unit will be stripped to determine the scope of work required to return the unit to an airworthy condition. The customer will be informed of the work scope and cost. The unit will be held pending a decision from the customer. Where a unit is considered not airworthy and Beyond Economic Repair (BER), the customer will be informed and the unit held pending disposition instructions from the customer.

17.3 Use of Work Order and Accomplishment Instruction

Whichever documents are utilised to support a specific repair, each of the following elements will be both stipulated and evidence of completion will be documented and maintained:

- Process requirements (paint shop, treatment)
- Detailed list of replacement parts required
- Assembly procedure requirements (to CMM or component drawings)
- Test procedure requirements (to CMM or production component test requirements)
- Inspection requirements
- Any special requirements.

18. Self-Quality Audit

18.1 Responsibilities of Audit

The Quality Manager will implement a planned programme of audits covering the whole Eaton facility. The audit programme will monitor the effectiveness of the Organization's quality system and seek objective evidence that documented management procedures are being followed. Specific details of the processes employed can be found in standard Company Procedure QA-P-020.

18.2 Audit Scope

Audit scopes are based on internal procedures and work instructions and regulatory/customer requirements. Any clauses/elements of an audit scope that are not addressed during the course of the audit will be detailed for allocation on a future audit.

18.3 Audit Interval

Each System and Product Audit period lasts a calendar year. The coverage for the forthcoming period is decided, based upon criticality, past audit findings and suspected problem areas.

18.4 Audit Plan

The audit plan will be issued each year by the Quality Manager based on criticality, past audit findings and suspected problem areas.

18.5 Auditor

Quality auditors undergo training to such a level as to be authorized to undertake management system and product audits throughout the organization in accordance with standard Company Procedure QA-P-020.

18.6 Notification of Audit Findings

Non-conformances recorded against the maintenance Organization management procedures shall be subject to corrective action by the Plant Manager.

18.7 Remedial Action of Audit Findings

The Quality Manager will arrange follow up audits in order to review the effectiveness of corrective action taken.

18.8 Follow-up of Remedial Action

Unsatisfactory situations will be further investigated and if the non-conformance continues to persist, the audit will be referred to the Director concerned.

18.9 Audit Report

Audit reports will be produced by the auditor in a timely manner after conducting the audit, It will be signed by the Auditor, Auditee(s) and Quality Manager for acceptance of contents.

19. Roster of Authorized Personnel

Details of those members of company staff authorised to certify aircraft components for release to service is controlled, maintained and held by the Quality Department.

Name	Title	Stamp Number		Signature
Ian Dudley	Customer Support Engineer	CS1070		
Paul Tucker	Customer Support Engineer	CS1029		
William Walker	Customer Support Engineer	CS1086		
John Biddlecombe	Customer Support Engineer	CS1012		
Ian Hoyle	Customer Support Engineer	CS1021		
Wayne McGowan	Customer Support Engineer	CS1128		
Andy Glover	Customer Support Inspector	QC096		
Owen Culshaw	Customer Support Inspector	QC1198		
Steve Hall	Customer Support Inspector	QC1005		
Rodney Tyler	Quality Engineer	QC002		
Ian Dickson	Quality Manager	QC1024		
Stuart Tucker	Technical Support Manager	CS1022		

20. List of sub-contractors and sub contracted work

Eaton Limited does not sub-contract any repairs.

CCAR 145.30 Maintenance Organization Manual	1-22		Comply	
CCAR 145.31 Maintenance Criteria	17		Comply	
CCAR 145.32 Maintenance Record	16		Comply	
CCAR 145.33 Maintenance Release Certificate	17.8		Comply	
CCAR 145.34 Unairworthy Condition Report	16.6,21		Comply	

7. 具体申请维修项目及地点 Detail maintenance functions applied for and facilities location

8. 外委维修项目 Maintenance functions contracted to outside agencies

Appendix 2 (contd.)

1. Any changes in the following of the company

_____Amendment to the Maintenance Organization Manual. (refer to §145 30 of CCAR145)

_____Significant change in Facilities: (refer to §145 20 of CCAR145)

_____Significant change in Tools and Equipment; (refer to §145.21 of CCAR145)

_____Significant Change in Personnel; (refer to §145.23 of CCAR145)

_____Significant change in Procedures;

_____Other significant change

If "Yes", please tick "×" before the above item, and give details in the blank below

Details of the change.

Have the changes been reported to CAAC? _____Yes _____No

3. Major repair and modification provided to Chinese Customer within the year of report

Maintenance Item	Maintenance Function	Date of Completion	Quality feedback

Have been reported to CAAC and filled out the Form AAC-085? ____Yes_____No

4. Unairworthy condition report to CAAC within the year of report

Content of report	Description for the related aircraft or its component	Date of report

Have been reported to CAAC and filled out the Form F145-5? _____Yes_____No

25. Appendix 3

1 REGISTRATION NO B-	GENERAL ADMINISTRATION OF CIVIL AVIATION OF CHINA (CAAC) UNAIRWORTHY CONDITION REPORT	FOR CAAC USE ONLY CONTROL NO

2. MAJOR EQUIPMENT IDENTITY

CATEGORY	MAKE	MODEL	SERIAL NO	OWNER
AIRCRAFT				
POWERPLANT				
PROPELLER				
APPLIANCE				

3.PROBLEM DESCRIPTION AND COMMENTS

SPECIFIC PART (of component) CAUSING TROUBLE			PART/DEFECT LOCATION
NAME	P/N	ATA	

Describe the unairworthy condition and the circumstances under which it occurred State probable cause and recommendations to prevent recurrence

SUBMITTED BY:	DATE:
NAME OF ORGANIZATION	

27. Appendix 5

CAAC	General Administration of Civil Aviation of China MAJOR REPAIR AND MODIFICATION (Airframe, Powerplant, Propeller and Appliance)	Beijing. P.R. China (100710) 155 Dongsi Street West Fax: 86-10-64030987

1 Aircraft	Maker		Model	
	Serial No		Nationality & Registration No.	
2.Owner	Name		Address	

3. Unit Identification

Airframe☐ Powerplant☐ Propeller☐ Appliance☐

Unit	Maker	Model	Serial No	Type	
				Repair	Modification

4. Conformity Statement

Name and address of Agency	Kind of Agency		Agency's certificate No.
	☐	CAAC Authorized Mechanic	
	☐	CAAC Certified Organization	
	☐	Manufacturer	
	☐	Manufacturer Authorized Organization	

I certify that the repair and/or modification made to unit(s) identified in item 3 above and described in item 6 of this from have been made in accordance with requirements of CCAR of P.R.C. and that the information furnished herein is true and correct to the best of my acknowledge

Date:	Signature of authorized individual:

5. Approval for return to service

Pursuant to the authority given to persons specified below. the unit identified in item 3 was inspected in the manner prescribed by the minister of CAAC and is

Approved☐ Rejected☐

By:				
	☐	CAAC Flt. Standards inspector	☐	CAAC designee
	☐	CAAC certified maintenance organization	☐	Other

Date of approval or rejection:	Signature of Authorized individual:

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