

Perform Air International Inc.
Quality Control Manual
Section II

Procedure: II.15 Purchase/ Repair Order (Contract) Review Procedure

Revision	Revision Date	Revision Change
N/I	02/08/10	Initial Release/Re-release
1	12/31/10	Revision to 5.1.1.1, 5.1.5, 5.1.5.1, 5.1.7, 5.1.8, 5.1.8.1, 5.3, 5.4 and 5.4.1 for procedure clarification and 6.1 and 6.2 for removal of location.
2	03/30/12	Repagination of 5.1 thru 5.4.3.2. Revision to 5.1, 5.1.2.1, 5.2, 5.2.1.2, 5.2.1.6, 5.2.1.7, 5.3, 5.3.2, 5.3.4, 5.3.5, 5.3.6, 5.3.7, 5.3.7.1, 5.3.7.1.1, 5.3.7.1.2, 5.3.7.2, 5.3.7.2.1, 5.3.7.3, 5.4, 5.4.3, 5.4.3.2, 6.3 and 6.4 for grammar.
3	02/28/13	Addition of paragraph 5.3.5.1 for clarification of process.
4	07/01/13	Pagination of 3.1 thru 3.6 for consistency of format. Revision to procedure for clarification of responsibility and grammar.
5	02/07/14	Revision to 5.2.1.1, 5.2.1.2 and 5.2.1.3 for clarification of responsibility for technical data revision process.
6	03/31/14	Revision to 3.1, 3.5, 4.3, 5.1.1, 5.1.2.1, 5.2.1, 5.2.1.3, 5.2.1.7, 5.3.1, 5.3.2, 5.3.6, 5.3.7.1, 5.3.7.3 and 5.4.2 for clarification of procedure.
7	07/31/17	Revision to 3.1, 5.2.1.2, 5.2.1.3, 5.2.1.7, 5.3.5.1, 5.3.7, 5.3.7.1 and 5.3.7.1.2 for change in responsibilities.
8	05/31/20	Revision to 5.3.7 to indicate adding part number in PAI system first.
9	01/26/23	Revision to 3.4 manager change
10	10/31/23	Revision Department responsibility change

1.0 Purpose:

To ensure Perform Air International Inc. has the capability to meet the requirements of customer purchase/repair orders (contracts) prior to commitment to proceed with component maintenance.

2.0 Scope:

All purchase/repair orders (contracts) received within the Perform Air International Inc. system.

3.0 Responsibility:

3.1 The maintenance of this procedure is the responsibility of the Director of Customer Support.

3.2 Quality Control personnel are responsible for initiation of the work order within the Perform Air International Inc. system.

3.3 The general terms review of the contract/purchase/repair order (contracts) is the responsibility of the Customer Support *Department*.

3.4 The technical maintenance capability review and verification of technical data is the responsibility of the *Quality Assurance Department*.

3.5 The Planning Department is responsible for maintenance scheduling.

3.6 Records Retention is the responsibility of the Quality Assurance *Department*.

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4.0 Definitions:

- 4.1 Purchase/Repair Order (Contract):** Any blanket or individual document whereby a customer requests service.
- 4.2 Contract Review:** Defining and documenting customer requirements for each repair/purchase order received and determining the capability of Perform Air International Inc. to comply with the specification of the customer.
- 4.3 Contract Amendment:** Any change or revision to the original requirements by the customer, Perform Air International Inc., or another party, as communicated between the customer and Perform Air International Inc.

5.0 Procedure:

5.1 Contract Verification:

- 5.1.1** Upon receipt of a unit from a customer, the repair order for the unit is reviewed by the Customer Support Department to confirm the requested work and the capability of Perform Air International Inc. to perform the work to the specifications called out for on the customer purchase/repair order. Complete and correct instructions are required on customer documents. (See Process Flow/Departmental Interaction Flowchart, RSM Section I, Att.Flow).
- 5.1.2** If the component is received from an air carrier, compliance of the Repair/Purchase order to the air carriers operating procedures is ensured by the Quality Control Manager prior to technical capability verification.
 - 5.1.2.1** If instructions received on the customer Repair/Purchase Order are incomplete or incorrect, the Customer Support *Department* contacts the customer who may revise the contract as agreed to by Perform Air International Inc. and documents the amendment in the PAI System. If required, the status of the work order may be changed to “Customer Problem” or “Customer Storage.” These status designations may be used for any customer related issues that would preclude maintenance from being performed.

Note: Contracts which have been agreed upon prior, with instructions specified between Perform Air International Inc. and the respective customer, *may* not be applicable to this section.

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5.2 Technical Capability Verification:

- 5.2.1** The *Quality Assurance Department* conducts a review for technical capability. The PAI System references the component, the capability of Perform Air International Inc., and all technical data.
- 5.2.1.1** If technical data is found to be out of revision, the Quality personnel changes the PAI System status of the work order to "Awaiting Tech Data" which indicates maintenance may not be performed until receipt of current revision.
- 5.2.1.2** The Quality personnel initiates a Scanning Request/Manual Request and submits it to the *Quality Assurance Department*.
- 5.2.1.3** When the requested technical data is obtained and *inputted* into the PAI System, the *Quality Assurance Department* inputs the revision level information into the PAI System. The status of the work order is changed to "Tech Data Received." The *Quality Control Department* then reviews the newly inserted data.
- 5.2.1.4** The PAI System includes component capability by capability or no capability.
- 5.2.1.5** Technical Data is identified by component, ATA or OEM manual number, and all customer specific technical data.
- 5.2.1.6** Technical Data revision status and date are identified by component in the PAI System.
- 5.2.1.7** Customer supplied technical data is maintained by the Quality Control Department in the PAI System by component and customer. The data is identified in the electronic technical data system, unless submitted by the customer on a case-by-case basis. Tech data of this nature is attached to the Component Repair Worksheet for use on that specific item only.

5.3 Incoming Inspection / Customer Acknowledgment:

- 5.3.1** The purchase/repair order (contract) is verified to the unit for part number and serial number accuracy at incoming receiving inspection by the *Quality Control Department*. After verification, the contract is forwarded to the Customer Support Department. (For configuration identification see Section II, Procedure II.14, Configuration Management Procedure)

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- 5.3.2** The Purchase/Repair order (contract) is reviewed by the Customer Support Department, and all pertinent information is entered into the PAI System. Component history is reviewed for warranty applicability. Once determined, the Component Repair Worksheet is generated. The minimum requirement of acceptable documentation to be recorded in the PAI System is as follows: Customer name, contract due date, purchase order/repair order number, component receipt date, component part number and serial number.
- 5.3.3** Customers may receive a computer-generated acknowledgment as requested on each component received. The customer may request an exception not to have this document sent. If requested, a customer provided acknowledgement form may be utilized and is a controlled document in the customers' document control system.
- 5.3.4** If a variance between the contract and the physical component exists, the computer-generated acknowledgment or a customer-provided acknowledgement form may be sent to the customer. The acknowledgement identifies this variance.
- 5.3.4.1** The Customer Support Department contacts the customer to amend the Repair/Purchase order and a revised Repair/Purchase will be sent as required by the customer.
- 5.3.5** If the component part number is in the PAI System, the component is issued a work order number by the Quality Control Department. The work order is issued a Component Repair Worksheet if the terms of the contract are acceptable to Perform Air International Inc. and in accordance with any written contracts.
- 5.3.5.1** If the *limited rating* component part number is in the PAI System, but listed as Capability "No," the Customer Support Department initiates the Departmental Capability Self Evaluation and forwards it to Quality Assurance.
- 5.3.6** If general terms of the contract are unacceptable, or not compliant to previously negotiated contracts, the Customer Support *Department* contacts the customer and an amendment to the original Purchase/Repair order (contract) occurs by documenting the amendment in the PAI System.
- 5.3.7** If the *limited rating* part number is not in the PAI System, the Quality Assurance Department verifies the part number, and adds it to the PAI System, then the component is issued a work order number by the Quality Control Department. The Customer Support Department initiates the Departmental Capability Self Evaluation and forwards it to Quality Control.

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- 5.3.7.1** The *Quality Assurance Department* enters the part number into the database. The *Customer Support Department* generates a Component Repair Worksheet and forwards it to the *Quality Assurance Department*. After determining technical data for the component, the *Quality Assurance Department* changes the status of the Work Order to "Awaiting Capability Evaluation".
- 5.3.7.1.1** Once the Department Capability Self Evaluation has been researched by the *Quality Assurance Department*, it is routed to the various departments until completed and returned to the *Quality Assurance Manager* or designee for system input (Refer to RSM I.05).
- 5.3.7.1.2** Upon receipt of the completed Departmental Capability Self Evaluation, the *Quality Assurance Department* verifies the part number information in the PAI System. The status of the work order is changed to "New Unit", allowing the Planning Department to schedule the unit for maintenance. The *Quality Assurance Manager* will communicate capability status to the *Customer Support* and *Quality Control Departments*.
- 5.3.7.2** The *Quality Assurance Department* verifies revision and accuracy of approved technical data to be used via the database.
- 5.3.7.2.1** If work is to be performed for an air carrier under its continuous airworthiness requirements (14 CFR Part 121, 125, 129, 135 carriers only), the *Quality Assurance Department* will verify all necessary information and specifications are current and are included in the work instructions (scope) on the Component Repair Worksheet.
- 5.3.7.3** The technical data is available by component in the electronic technical data system contained in the PAI System, and is listed as the approved technical data on the Component Repair Worksheet. The *Quality Assurance Department* will confirm that work is done in accordance with the air carrier's technical data/procedures, in accordance with 14 CFR Part 145.205, as revised.

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5.4 Customer Support Monitoring and Amendment:

- 5.4.1** The Customer Support Department inputs the requirements of the contract into the PAI System.
- 5.4.2** Depending on the customer's requirements, the Customer Support Department may generate reports to ensure all due dates and requirements are met or amended.
- 5.4.3** All amendments to a purchase/repair order (contract) will be negotiated with the customer by the Customer Support *Department*. Documentation of the approval and amendment to the contract will be maintained in the PAI System.
 - 5.4.3.1** If the amendment to the contract reflects a part number or serial number change, the amended customer repair order, if required by customer, will be forwarded to the inspection area for use as verification for final inspection.
 - 5.4.3.2** Acceptance of the estimate by the customer constitutes amendment to the original contract.

6.0 Records:

- 6.1** Component Repair Worksheet (Form PAI3001A)
- 6.2** Teardown Report (Form PAI2001)
- 6.3** Scanning Request/Manual Request (Computer Generated)
- 6.4** Departmental Capability Self Evaluation (Form 63.13)
- 6.5** Records Retention Table (Section I.15 Attachments Att.52.07)