



**USFS Contract Compliance Inspection/  
Safety Management System Audit**  
**USFS\_CC-SMS-Maint\_Field\_Ver2\_0.xlsx 1/21/2010**



**Version 2.0**

Company: \_\_\_\_\_ N-Number: \_\_\_\_\_ Date: \_\_\_\_\_  
 Company Rep: \_\_\_\_\_ Type Acft: \_\_\_\_\_ Location: \_\_\_\_\_  
 Contract #: \_\_\_\_\_ and/or CWN \_\_\_\_\_  
 Base Year  Opt 1  Opt 2  Opt 3  Opt 4

**HELICOPTER MAINTENANCE, FIELD 0.00**

This audit is a holistic look at the operator and meant to evaluate a sample of items in detail and others as a process check. The detailed areas stem from recurring specific contractual issues, while the process check exists to measure what processes and quality controls exist within the operator and the scope of their capabilities in respect to their safety management system (SMS).

The audit looks at the operator's ability to continually comply with the contract throughout the mandatory availability period (MAP). Historically the operator has been looked at once at the beginning of the contract period. Philosophically the focus should be on the program(s) the vendor has in place that ensures compliance with the requirements of their Operating Certificate, rather than how an aircraft looks on the day of the visit. This additional oversight will identify emerging issues by drilling down into the operator's processes and procedures while performing on the contract. The audit data will also provide feedback to our inspectors and allow them to focus their time and effort on specific operators or issues that are identified.

When interviewing company personnel, allow them to explain how their system works. Try not to lead or prime them. This is not an interrogation so there can be periods of uncomfortable silence. Most of the questions are not related to specific contractual requirements but can give us a sense of how the contract is being complied with while in action. This audit is not meant as a re-carding of the aircraft.

Most Items have additional questions listed that can be asked if more detail is wanted or needed.

Findings from the first round of audits / inspections:

- Aircraft's equipped weight entered on load calc does not reflect all items installed on the aircraft.
  - Oil not added back in on paper after W&B calculations made
  - Rappel bracket correct weight not entered
  - Snorkel weight not entered
  - Aircraft does not meet min payload requirement for the contract
  - Maintenance squawks written up but not signed off in flight log

Contact Gil Elmy, (801-620-1870) for any recommendations for improving this checklist.

Forest Service Auditor Name(s) \_\_\_\_\_

Manager Name \_\_\_\_\_ Telephone No. \_\_\_\_\_

Primary Technician Name \_\_\_\_\_  No Mechanic assigned  
 Who Carded \_\_\_\_\_ Date Carded \_\_\_\_\_ Type Aircraft \_\_\_\_\_

Second Technician Name \_\_\_\_\_  Not Carded  
 Who Carded \_\_\_\_\_ Date Carded \_\_\_\_\_  
 Type Aircraft \_\_\_\_\_

Are the technicians aware of their duty limitations?  Yes  No (16 On - 8 Off)

Is the company policy different than Contract requirements?  
 Same  More Stringent  Less Stringent

What is the Crew Duty Period?  12/2  12/12  Other \_\_\_\_\_



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<b>1.0 Contract Compliance: Aircraft Weight &amp; Balance</b>		<b>0.00</b>																														
N-Number _____																																
Pilot's Name _____		Co-pilot's Name _____																														
<b>MNT 1.1.1</b> Is the Rotorcraft Flight Manual current? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown																																
Revision No. _____		Dated _____																														
<b>MNT 1.1.2</b> Check Actual <b>Weighting Record</b> (Form/Chart B)																																
Has the aircraft been weighed within 2 years of the start of the contract period? <input type="checkbox"/> Yes <input type="checkbox"/> No																																
Confirm the weighing was performed by an FAA authorized person. <input type="checkbox"/> Yes <input type="checkbox"/> No																																
<b>MNT 1.1.3</b> Check the <b>Equipment List</b> (Form/Chart A)																																
Is it completely filled out? <input type="checkbox"/> Yes <input type="checkbox"/> No    If No, was this corrected? <input type="checkbox"/> Yes <input type="checkbox"/> No																																
If No, Explain why _____																																
As a minimum, do all items that may be easily removed have Weight and Arm data entered in the appropriate blocks? <input type="checkbox"/> Yes <input type="checkbox"/> No																																
<b>MNT 1.1.4</b> Check <b>Equipment Change Record</b> for the Running Total (Form/Chart C)																																
Is it completely filled out and current, and are the Weights and Arms entered in the appropriate blocks? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A, No Chart C    If No, was this corrected? <input type="checkbox"/> Yes <input type="checkbox"/> No																																
If No, Explain why _____																																
Items missed are:    (These MAY be shown on Chart B or C, if applicable)																																
<table border="0" style="width:100%;"> <tr> <td style="text-align: center;"><b>Yes</b></td> <td style="text-align: center;"><b>No</b></td> <td></td> <td style="text-align: center;"><b>Yes</b></td> <td style="text-align: center;"><b>No</b></td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Un-useable Fuel added back in after draining fuel</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Extra engine oil, tool bags, etc.</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Engine oil (requirements during weighing)</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Other _____</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>First Aid Kit</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Other _____</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Survival Kit</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Other _____</td> </tr> </table>	<b>Yes</b>	<b>No</b>		<b>Yes</b>	<b>No</b>		<input type="checkbox"/>	<input type="checkbox"/>	Un-useable Fuel added back in after draining fuel	<input type="checkbox"/>	<input type="checkbox"/>	Extra engine oil, tool bags, etc.	<input type="checkbox"/>	<input type="checkbox"/>	Engine oil (requirements during weighing)	<input type="checkbox"/>	<input type="checkbox"/>	Other _____	<input type="checkbox"/>	<input type="checkbox"/>	First Aid Kit	<input type="checkbox"/>	<input type="checkbox"/>	Other _____	<input type="checkbox"/>	<input type="checkbox"/>	Survival Kit	<input type="checkbox"/>	<input type="checkbox"/>	Other _____		
<b>Yes</b>	<b>No</b>		<b>Yes</b>	<b>No</b>																												
<input type="checkbox"/>	<input type="checkbox"/>	Un-useable Fuel added back in after draining fuel	<input type="checkbox"/>	<input type="checkbox"/>	Extra engine oil, tool bags, etc.																											
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<input type="checkbox"/>	<input type="checkbox"/>	First Aid Kit	<input type="checkbox"/>	<input type="checkbox"/>	Other _____																											
<input type="checkbox"/>	<input type="checkbox"/>	Survival Kit	<input type="checkbox"/>	<input type="checkbox"/>	Other _____																											
<b>MNT 1.1.5</b> Is the aircraft at or below its Bid Weight for Base Years, or less than 1% above the Bid Weight for Option Years?																																
	w/o Tank		w/Tank																													
Bid Weight	_____		_____																													
1% Allowable	_____	(Enter 0 (zero) for Base Year)	_____																													
Bid Weight + 1% (If Allowed)	_____		_____																													
Equipped Weight from Chart C	_____		_____																													
Minimum Payload per Contract Spec _____ (Per Section B)																																
<b>MNT 1.1.6</b> Perform a <b>Load Calc</b> with and without the tank, if tanked aircraft.																																
Equipped Weight without Tank _____																																
Does it meet the Contract Spec? <input type="checkbox"/> Yes <input type="checkbox"/> No*																																
Equipped Weight with Tank _____																																
Does it meet the Contract Spec? <input type="checkbox"/> Yes <input type="checkbox"/> No*																																
Is the proper Rotorcraft Flight Manual Performance Chart being utilized?																																
<input type="checkbox"/> Yes <input type="checkbox"/> No* <input type="checkbox"/> Unknown*																																
List reference chart, page and section _____																																
<b>MNT 1.1.7</b> Are <b>multiple configurations</b> used? <input type="checkbox"/> Yes <input type="checkbox"/> No																																
Is so, each must be clearly delineated so that the correct Equipped Weight is used on Load Calcs.																																
The various configurations are:																																
#1	_____	Equipped Weight	_____																													
#2	_____	Equipped Weight	_____																													
#3	_____	Equipped Weight	_____																													
#4	_____	Equipped Weight	_____																													
Auditors Comments:																																
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<b>2.0 Contract Compliance: Current Aircraft Status</b>	0.00
<p><b>Current Total Time:</b> _____ <b>Basic Inspection Interval:</b> _____ (i.e. 25, 30, 50 Hours)</p>	
<p><b>MNT 2.1.1</b> What was the last <b>Scheduled Maintenance</b> accomplished?</p> <p>_____</p> <p>When was the last scheduled maintenance accomplished?  Aircraft Total Time _____ and/or Date _____</p> <p>Who performed the last scheduled maintenance? _____</p> <p>Was a printed checklist used and each block initialed / signed? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown  <input type="checkbox"/> N/A, not an Inspection    If Yes, are all items complete? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p><b>MNT 2.1.2</b> What was the last <b>Unscheduled Maintenance</b> accomplished?</p> <p>_____</p> <p>When was the last unscheduled maintenance accomplished?  Aircraft Total Time _____ and/or Date _____</p> <p>Who performed the last scheduled maintenance? _____</p> <p>Was a SAFECOM needed, or submitted? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown <input type="checkbox"/> N/A</p> <p>What was the corrective action? _____</p> <p>Was a Maintenance Inspector notified? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk Who? _____  If No, should one have been notified? <input type="checkbox"/> Yes* <input type="checkbox"/> No <input type="checkbox"/> Unknown</p>	
<p><b>MNT 2.1.3</b> Check Maintenance Flight Log</p> <p>Is the current Total Time annotated? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>How many file (duplicate) copies are in the logbook? <input style="width: 50px; text-align: center;" type="text" value="0"/> (Max 30)</p> <p>Are Inspections and Maintenance properly annotated? <input type="checkbox"/> Yes <input type="checkbox"/> No*</p> <p>Is any maintenance signed off under a Repair Station? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>How do the technician(s) sign-off work? <input type="checkbox"/> A&amp;P <input type="checkbox"/> Repair Station <input type="checkbox"/> Both</p> <p>For C-registered aircraft operating under a Part 135 Certificate, is all work completed while the aircraft was physically located in the United States signed off by an appropriately rated FAA maintenance technician or organization? (Cannot be signed off by a Transport Canada AMO or AME)  <input type="checkbox"/> Yes <input type="checkbox"/> No*</p>	
<p><b>MNT 2.2.1</b> Is the aircraft <b>Leased</b> from another Company/Contractor? <b>NOTE:</b> <i>Many aircraft are owned by someone other than the Operator, i.e. a bank. The intent of this question is concerned with aircraft that are leased from one Operator to another Operator.</i> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown</p> <p>How is the maintenance and inspection continuity preserved between the aircraft owner and the lessee?  _____</p> <p>_____</p> <p>If the maintenance program used is a AAIP or CAMP, whose it?  <input type="checkbox"/> Operator's/Contractor's    <input type="checkbox"/> Lessor's/Owner's</p> <p>Who is responsible for keeping track of, and/or providing current aircraft status?  <input type="checkbox"/> Operator's/Contractor's    <input type="checkbox"/> Lessor's/Owner's</p> <p>Who performed the maintenance?  <input type="checkbox"/> Operator's/Contractor's    <input type="checkbox"/> Lessor's/Owner's</p> <p>Are you aware of any issues resulting from this being a Leased aircraft?  <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Do not wish to respond</p> <p>If yes, would they care to elaborate? <input type="checkbox"/> Do Not Divulge Source  (Emphasize if further action is warranted their names will not be divulged if requested)</p> <p>_____</p> <p>_____</p>	
<p>Auditors Comments:</p> <p>0.00</p>	



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**3.0 Management and Control** 0.00

**MNT 3.1.1** Is the Company operating under a **FAA Part 133, 135, and/or 137 Operating Certificate?**

Part 135 Certificate  
 Yes  No **and**  Part 133 Only  Part 137 Only  Part 133 & 137  
 Part 135 Certificate # \_\_\_\_\_ 133 Certificate # \_\_\_\_\_  
 Expiration Date: \_\_\_\_\_  
 137 Certificate # \_\_\_\_\_

**Some questions that might be asked are:**

Is the person who is responsible for keeping the Ops Specs current identified in the Ops Manual?  Yes  No

Yes  No  Unknown **M1a.**

Who is responsible for keeping them updated?  Unknown

Are the Ops Specs available in the aircraft?  Yes  No\*  Unknown

Are the Ops Specs current?  Yes  No  Unknown

How do you know if they are current? \_\_\_\_\_

Has Documented (Formal) Process or Procedure  
 Implemented  Not Implemented  
 Has an Undocumented (Informal) Process or Procedure  
 Has No Formal or Informal Process or Implementation Procedure  
 N/A

Auditors Comments: \_\_\_\_\_

0.00

**MNT 3.1.2** Does the Operator have a Company **Operations Manual** and/or General Maintenance Manual (GMM)? **NOTE:** Part 135, 9 or Less Operators, and some Part 133 / 137 Operators, company maintenance procedures/policies are usually specified in the Ops Manual. GMM's are usually only required for 135, 10 or More Operators.

Yes  No **(IF No, Proceed to Next Question)**  
 Ops Manual  GMM (10 or More)  Procedures Manual

**Some questions that might be asked are:**

Does it contain a written procedure for keeping it current?  Yes  No  Unknown **M1b.**

Who is responsible for keeping it current? \_\_\_\_\_  Unknown

Is it current?  Yes  No  Unknown

How do you know it is current? \_\_\_\_\_

Is one available in the aircraft ?  Yes  No\*  Unknown\*

Has Documented (Formal) Process or Procedure  
 Implemented  Not Implemented  
 Has an Undocumented (Informal) Process or Procedure  
 Has No Formal or Informal Process or Implementation Procedure  
 Unknown  N/A

Auditors Comments: \_\_\_\_\_

0.00

**MNT 3.1.3** Does the Operator have a **Repair Station?**

Yes  No  Unknown  
 Certified Repair Station (CRS) # \_\_\_\_\_

Is work ever performed under the Repair Station?  Yes  No  Unknown

If Yes, is the Repair Station Manual available?  Yes  No\*  Unknown\*

Auditors Comments: \_\_\_\_\_

0.00



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**MNT 3.2.1** Does the Operator ensure that copies of the selected **Maintenance Program** specified in the Ops Specs, and/or selected under 91.409, i.e. Manufacturer's Program, AAIP, etc., are promptly furnished to field units?  
 Yes  No\*  Unknown

Program in use is: \_\_\_\_\_ (FAA Approved Program under 91.409)

**Some questions that might be asked are:**  
 Is there a written procedure on how to keep the Maintenance Program current, in the Company Operations Manual or GMM?  Yes  No  Unknown M2.  
 Who is responsible for ensuring changes to the maintenance program are distributed to the field?  
 \_\_\_\_\_  Unknown  
 How are changes disseminated?  
 Electronic  Mail  FedEx  FAX  Crew Change  Unknown  
 Have there been any recent changes to the program?  Yes  No If Yes, When \_\_\_\_\_  
 Do you know of any recent changes to the program?  Yes  No

Has Documented (Formal) Process or Procedure  
 Implemented  Not Implemented  
 Has an Undocumented (Informal) Process or Procedure  
 Has No Formal or Informal Process or Implementation Procedure

Auditors Comments:  
 0 \_\_\_\_\_

**MNT 3.3.1** Does the operator ensure the job site has the **tools** and **equipment** necessary to ensure maintenance is performed in accordance with the approved Maintenance Program? **NOTE:** *This item should be geared toward how management is doing their job in ensuring the job site has all the necessary tools and equipment to do the job. In section 5.0 Maintenance Control, questions on what procedures for Tool Control at the job site will be covered.*  
 Yes  No\*  Unknown\*  N/A  Mechanic supplies own **Special** tools

**Some questions that might be asked are:** Is there a written procedure covering this? M22.  
 Yes  No  N/A  Unknown  
 Does the Operator have a procedure to ensure all tools and equipment necessary to complete the job are available?  Yes  No  Unknown  
 Is the Pod/Trailer/Truck set up with all the necessary tools and equipment?  Yes  No  
 Are items neatly arranged/organized?  Yes  No  
 Is there a designated place for everything?  Yes  No  
 Are there any tools that are not available, but should be?  
 Are special tools in calibration?  Yes  No\*  Unknown\*  
 What are the special tools?  Torque Wrench  Other \_\_\_\_\_  
 If mechanic supplies own tools, who is responsible for ensuring they are in calibration?  
 Mechanic  Company

Has Documented (Formal) Process or Procedure  
 Implemented  Not Implemented  
 Has an Undocumented (Informal) Process or Procedure  
 Has No Formal or Informal Process or Implementation Procedure  
 Unknown  N/A

Auditors Comments:  
 0 \_\_\_\_\_



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**MNT 3.4.1** Does the Operator have a system for tracking the **aircraft status**? **NOTE:** *This should consist of more than just a stack of paper showing when inspections or time change items are due. Identify if the process is formal or informal, regularly scheduled, or an informal schedule.*

Yes  No       Is the Status Sheet available?  Yes  No\*

**Some questions that might be asked are:** Is there a written procedure covering this? M11.  
 Yes  No  N/A  Unknown

What type of system is used?  Electronic  Paper  Both  
 Do they include:  Inspections Due  Component Listings  AD & SB Compliance/Due

**How often are updates provided to the home base of aircraft hours, cycles, etc.?**  
 Daily Every  Days  Weekly Every  Weeks  No Schedule  N/A  
*Note: If done every day flown, check Daily.*

**How are updated status sheets received in the field?**  
 Electronic  With Crew Change  Mail  FedEx  FAX

If done at the Home Base how often is the field provided updated copies  
 Daily Every \_\_\_\_\_ Days  Weekly Every \_\_\_\_\_ Weeks  No Schedule  N/A

**What is the Total Time shown on the Aircraft Status Sheet?**

Are Component Cards kept in the field?  Yes  No  Copies Only

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Has Documented (Formal) Process or Procedure  
 Implemented  Not Implemented

Has an Undocumented (Informal) Process or Procedure

Has No Formal or Informal Process or Implementation Procedure

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Auditors Comments:

0.00

**3.5.1** Does the Operator have a **Safety Management Systems (SMS) Program**?  
 Yes  No  Unknown **(If No or Unknown, Proceed to Next Question)**

**Some questions that might be asked are:**

Is the program:  Commercially Purchased  Company Developed  Combination of Both  
 Is the program:  Computer-based  Printed  Both  
 If printed, have you read the program?  Yes  No  Some of it  
 If computer-based, is it readily available to you?  Yes  No  
 Have you been trained on the program?  Yes  No  
 Are you familiar with the reporting procedures?  Yes  No  
 Have you provided feedback or reported any problems, incidents, mishaps, etc.  Yes  No  
 Have you received any feedback for anything you have reported?  Yes  No  Not Yet

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Has Documented (Formal) Process or Procedure  
 Implemented  Not Implemented

Unknown  N/A

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Auditors Comments:

0.00



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**4.0 Quality Assurance Program** 0.00

**MNT 4.1.1** Does the Operator have a **formal Quality Assurance Program** that provides for auditing of maintenance actions performed in the field? **NOTE:** *These functions can be carried out by employees of the Operator or independent external quality assurance agents.*

Yes    No    Unknown   **(If No or Unknown, proceed to Question MNT 4.1.3)**

Do these audits ensure that maintenance is performed in accordance with ALL of the following:

- i) Federal Aviation Regulations;
- ii) FAA Approved Operations Manual, GMM or R.S. Manual;
- iii) FAA Operating Specifications;
- iv) Manufacturer's Maintenance Manuals.

**Some questions that might be asked are:** Is there a written procedure covering this? M10a.

Yes    No    N/A    Unknown

Does the Operator have a Continuing Analysis and Surveillance Program (CASP) M10d.

Yes    No    N/A    Unknown

Are Audits performed:

In the Field    at the Home Base    Both    Unknown    They aren't

Is there a schedule for performing Audits?    Yes    No    Unknown

If yes, how often are Audits performed? \_\_\_\_\_

Who performs the Audits?    Internal (QA, DOM, Mgmt, etc.)    External Agency    FAA

Does management periodically visit field units to oversee operations?    Yes    No

When was the last Audit? \_\_\_\_\_ Who performed it? \_\_\_\_\_

Has Documented (Formal) Process or Procedure

Implemented    Not Implemented

Has an Undocumented (Informal) Process or Procedure

Has No Formal or Informal Process or Implementation Procedure

Unknown    N/A

Auditors Comments: \_\_\_\_\_

0.00 0

**MNT 4.1.2** Does the Operator have a process for addressing **findings that result from audits** which ensures: **NOTE:** *This question is only for those Operators with formal Quality Assurance Programs.*

- 1) determination of the root cause(s) of findings;
- ii) identification of potential hazards to operations;
- iii) development of corrective or preventative action, as appropriate, to address the finding(s);
- iv) implementation of corrective or preventative action in a timely manner in appropriate areas of maintenance operations;
- v) evaluation of corrective or preventative action to determine effectiveness?

Yes    No    Unknown

**Some questions that might be asked are:** Is there a written procedure covering this? M10b.

Yes    No    N/A    Unknown

Has Documented (Formal) Process or Procedure

Implemented    Not Implemented

Has an Undocumented (Informal) Process or Procedure

Has No Formal or Informal Process or Implementation Procedure

Unknown    N/A

Auditors Comments: \_\_\_\_\_

0.00



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**MNT 4.1.3** Does the Operator ensure functions **related** to **Quality Assurance** are performed by appropriately certified/qualified personnel. **NOTE:** *Even if the company does not have a formal Quality Assurance Program, the functions still carried out usually by another Technician, or pilot.*

Yes  No  N/A

Some questions that might be asked are:

Is some type of RII, or Dual Check process in place?  
 Yes, Company policy  Yes, Mechanic personal policy  No

Who performs the RII, or Dual Check function?  
 \_\_\_\_\_

Is there a written procedure covering this?  Yes  No  Unknown M9.

Does the Technician have any other ratings? (i.e. DAR, DER, AME, RS Inspector, etc.)  None

What ratings does the technician have?  IA  RS Insp.  DAR  DER  AME

**(Proceed to Question 4.2.1, if Operator has a formal Quality Assurance/Audit System)**

Is there a written procedure covering this?  Yes  No  N/A  Unknown M10a.

If Audits are performed who performs them?  
 Internal (QA, DOM, Mgmt, etc.)  External Agency  FAA

Are Audits conducted in the field?  Yes  No  Unknown

Does management periodically visit field units to oversee operations?  Yes  No

When was the last Audit? \_\_\_\_\_ Who performed it? \_\_\_\_\_

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Has Documented (Formal) Process or Procedure  
 Implemented  Not Implemented

Has an Undocumented (Informal) Process or Procedure

Has No Formal or Informal Process or Implementation Procedure

Unknown  N/A

Auditors Comments: \_\_\_\_\_

0.00

**MNT 4.2.1** Does the Operator **outsource** or **contract out** any maintenance such as welding, NDT, etc.? **NOTE:**

**Excluding major items such as engine overhauls, etc.**

Yes  No  Unknown  N/A (If No, Unknown, or N/A, proceed to next Question)

**IF YES...** does the Operator have a process to ensure the outsourced/contract agency:

i) complies with applicable regulations and requirements (to include drug testing);  
 ii) has procedures that are acceptable to the FAA;  
 iii) performs all maintenance in accordance with the Company Ops Manual, GMM or R.S. Manual?

Yes  No\*  Unknown

**Some questions that might be asked are:** Is there a written procedure covering this?  
 Yes  No  Unknown M5.

When was the last time a maintenance action was performed by an outside agency? \_\_\_\_\_

What was the maintenance task that was performed by the outside agency?  N/A

\_\_\_\_\_

Who did the Approval for Return to Service for the Work Performed?  
 Operator's employee  Outside Agency employee  Depends on who is qualified

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Has Documented (Formal) Process or Procedure  
 Implemented  Not Implemented

Has an Undocumented (Informal) Process or Procedure

Has No Formal or Informal Process or Implementation Procedure

Unknown  N/A

Auditors Comments: \_\_\_\_\_

0.00



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**5.0 Maintenance Control** 0.00

**MNT 5.1.1** Does the Operator have a process for **Tool Control** and/or **FOD Checks**?

Yes  No

**Some questions that might be asked are:** Is there a written procedure covering this? M22.

Yes  No  N/A  Unknown

What method is used for Tool Control?  Shadow Board  Inventory  Memory  None

What method is used for FOD Checks?  Another Tech  Pilot  FSV Driver  None

Other \_\_\_\_\_

Has Documented (Formal) Process or Procedure  
 Implemented  Not Implemented

Has an Undocumented (Informal) Process or Procedure

Has No Formal or Informal Process or Implementation Procedure

Unknown

Auditors Comments:

0.00

**MNT 5.2.1** Does the Operator have a process to ensure that **parts** are not installed unless they meet the standards for airworthiness?

Yes  No  N/A

Which forms are used? (Check all that apply)  Company Approved Tags: Approved In:

8130-3 Airworthiness Approval Tag  Ops  GMM  R.S.  Other

Serviceable (Yellow) Tags  Home Base keeps Tags, but provides copies

Foreign CAA Tags \_\_\_\_\_ (Country)  Other \_\_\_\_\_

**Some questions that might be asked are:** Is there a written procedure covering this? M17a.

Yes  No  N/A  Unknown

If Company Approved Tags, are they the same as those approved in the Ops Manual/GMM? M24d.

Yes  No  Unknown  N/A

If parts are purchased locally, how is Serviceability determined?  N/A

Who is responsible for ensuring the serviceability of parts installed on the aircraft? \_\_\_\_\_

What was the last part provided from the Home Base? \_\_\_\_\_  None Rcv'd

Are the tags available for review?  Yes  No  N/A, part returned

Has Documented (Formal) Process or Procedure  
 Implemented  Not Implemented

Has an Undocumented (Informal) Process or Procedure

Has No Formal or Informal Process or Implementation Procedure

N/A

Auditors Comments:

0.00



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**MNT 5.2.2** Other than standard hardware, does the Operator keep some **parts on hand**?  
 Yes  No  Unknown (If No or Unknown, proceed to Next Question)

**Some questions that might be asked are:** Is there a written procedure covering this?  
 Yes  No  Unknown M17b.

Does the Operator have an inventory of the parts available on the Pod/Trailer?  Yes  No  
 Do the parts on hand have the appropriate documentation?  Yes  No\*

Has Documented (Formal) Process or Procedure  
 Implemented  Not Implemented  
 Has an Undocumented (Informal) Process or Procedure  
 Has No Formal or Informal Process or Implementation Procedure  
 Unknown  N/A

Auditors Comments:

0.00

**MNT 5.2.3** Does the Operator have a process to ensure that **Serviceable** and reusable **Unserviceable Parts** are **segregated**?  
 Yes  No  N/A

**Some questions that might be asked are:** Is there a written procedure covering this?  
 Yes  No  Unknown M17c.

Is suitable storage and packaging provided?  Yes  No  N/A  
 Are Serviceable parts segregated in the Pod/Trailer, etc.?  Yes  No  N/A  
 Are Serviceable/Unserviceable parts intermixed?  Yes\*  No  N/A  
 What is the procedure for disposing of parts removed from the aircraft?  
 Return to Home Base  Retain until released from Fire  
 Other \_\_\_\_\_

Are there any removed parts on hand that have yet to be returned?  Yes  No  
 If Yes, are they appropriately tagged/identified?  Yes  No

Has Documented (Formal) Process or Procedure  
 Implemented  Not Implemented  
 Has an Undocumented (Informal) Process or Procedure  
 Has No Formal or Informal Process or Implementation Procedure  
 N/A

Auditors Comments:

0.00



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**MNT 5.3.1** Does the Operator have a process to distribute **continuing airworthiness information**, such as Airworthiness Directives(ADs) and Alert/Mandatory Service Bulletins?

Yes  No\*  Unknown\*

**Some questions that might be asked are:** Is there a written procedure covering this? M4.

Yes  No  N/A  Unknown

How is the information distributed?  Electronic  Telephone  Mail  FedEx  FAX

When was the last time one of these was received? \_\_\_\_\_  Unknown

Has Documented (Formal) Process or Procedure  
 Implemented  Not Implemented

Has an Undocumented (Informal) Process or Procedure

Has No Formal or Informal Process or Implementation Procedure

Unknown

Auditors Comments:

0

**MNT 5.4.1** Does the Operator have a process to ensure records of **repairs** and **modifications** (to include major repairs and alterations) comply with the requirements of 14 CFR, the Company Ops Manual, GMM, Repair Station Manual, and/or FAA Ops Specs, and that they are properly annotated?

Yes  No\*  Unknown  N/A

**Some questions that might be asked are:** Is there a written procedure covering this? M8.

Yes  No  N/A  Unknown

Where are records of major repairs and alterations kept?  Home Base  with Aircraft  Both

Does anyone audit records to ensure they are properly annotated? M10c.

Yes  No  Unknown If yes, who? \_\_\_\_\_

Is the Flight/Maintenance Log in use the same as the one approved in the Ops Manual? M24a.

Yes  No\*  N/A  Unknown

Are Repair Station Workorders used, and available?  Yes  No  N/A  Unknown M24o.

If yes, is it the approved form?  Yes  No\*  Unknown

Is there a policy for how often records are returned to Home Base?  Yes  No  Unknown

How often are copies of the aircraft records returned to the Home Base? \_\_\_\_\_

How often are the duplicate (file) copies of the flight logs sent to Home Base? \_\_\_\_\_

Has Documented (Formal) Process or Procedure  
 Implemented  Not Implemented

Has an Undocumented (Informal) Process or Procedure

Has No Formal or Informal Process or Implementation Procedure

Unknown  N/A

Auditors Comments:

0.00



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**MNT 5.4.2** Does the Operator have a process to ensure that a **person who performs** a major repair or major alteration, or who signs a maintenance release in respect to such a repair or alteration, assures the work conforms to/was performed IAW approved data?  
 Yes  No\*  Unknown  N/A

**Some questions that might be asked are:** Is there a written procedure covering this? M8.  
 Yes  No  N/A  Unknown

Who is authorized? \_\_\_\_\_ Other \_\_\_\_\_

Have you performed a Major Repair or Alteration recently?  Yes  No

What did the repair pertain to? \_\_\_\_\_

If a Major Repair how was it documented?  FAA Form 337  Repair Station Workorder

Who did the Approval for Return to Service?  IA  RS Inspector

Has Documented (Formal) Process or Procedure  
 Implemented  Not Implemented

Has an Undocumented (Informal) Process or Procedure

Has No Formal or Informal Process or Implementation Procedure

Unknown  N/A

Auditors Comments: \_\_\_\_\_

0.00

**MNT 5.5.1** Does the Operator have a process/form(s) to track **chronic** or **repetitive unserviceable** items. Does it include documentation of troubleshooting history, and instructions for implementing corrective action(s). Does it include a program to disseminate information about **recurring defects** to flight crews and all field maintenance personnel?  
 Yes  No  Unknown

**Some questions that might be asked are:** Is there a written procedure covering this? M13.  
 Yes  No  N/A  Unknown

Is a company form(s) used?  Yes  No  N/A  Unknown M24g.

Have you ever reported a recurring defect to the company for further resolution?  Yes  No

Are you aware of any recent chronic or recurring defects/discrepancies?  Yes  No

If Yes, what was the problem? \_\_\_\_\_

Was it reported?  Yes  No  Unknown If yes, to whom? \_\_\_\_\_

Do you know if the problem is still recurring?  Yes  No  Unknown

Has Documented (Formal) Process or Procedure  
 Implemented  Not Implemented

Has an Undocumented (Informal) Process or Procedure

Has No Formal or Informal Process or Implementation Procedure

Unknown

Auditors Comments: \_\_\_\_\_

0.00



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**MNT 5.5.2** Does the Operator have a process/form(s) to **REPORT failures, defects, or malfunctions**, to include those that do not cause an interruption of flight? **NOTE:** *This question refers to items that might be considered reportable to the FAA under the MDR or SDR system.*

Yes  No  Unknown

**Some questions that might be asked are:** Is there a written procedure covering this? M14.

Yes  No  N/A  Unknown

Is a company form(s) used?  Yes  No  N/A  Unknown M24g.

Has the technician ever submitted a:

Service Difficulty Report (SDR) (FAA Form 8070-1) for those items listed in 135.415?

Malfunction or Defect Report (MDR) (FAA Form 8010-4)?

Notified the company regarding a malfunction, for submittal of an SDR / MDR / CASP?

SAFECOM?

What was the subject(s)? \_\_\_\_\_

When was it submitted? \_\_\_\_\_

Does the technician know of any Company submitted:

Service Difficulty Report (SDR) (FAA Form 8070-1)?

Malfunction and Defect Report (MDR) (FAA Form 8010-4)?

What was the subject(s)? \_\_\_\_\_

When was it submitted? \_\_\_\_\_

Has Documented (Formal) Process or Procedure

Implemented  Not Implemented

Has an Undocumented (Informal) Process or Procedure

Has No Formal or Informal Process or Implementation Procedure

Unknown

Auditors Comments: \_\_\_\_\_

0

**MNT 5.6.1** Does the Operator have a procedure and/or form(s) for recording and repairing **deferred discrepancies**?

Yes  Unknown  N/A

**Some questions that might be asked are:** Is there a written procedure covering this? M16.

Yes  No  N/A  Unknown

Is there an FAA Approved MEL?  Yes  No

Is it approved by:  Ops Specs (D95)  Letter of Authorization (LOA)

Is a company form(s) used?  Yes  No  N/A  Unknown M24c.

Are deferred discrepancies repaired in the time interval specified?  Yes  No  Unknown

Are there any deferred discrepancies currently open?  Yes  No

What is the discrepancy(s) \_\_\_\_\_

Has Documented (Formal) Process or Procedure

Implemented  Not Implemented

Has an Undocumented (Informal) Process or Procedure

Has No Formal or Informal Process or Implementation Procedure

Unknown  N/A

Auditors Comments: \_\_\_\_\_

0



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**MNT 5.7.1** Does the Operator have an approved Maintenance Program that ensure the periodic conduct of operational checks and evaluations of recordings from the **Flight Data Recorder (FDR)** and/or **Cockpit Voice Recorder (CVR)** to ensure the continued serviceability of the recorder(s), if installed. **NOTE:** Any multi-engine rotorcraft with a passenger seating capacity of 6 or more, certified for two pilots must have a CVR (91.609c). Any multi-engine, 10 or more rotorcraft manufactured after October 11, 1991 must have a CVR (91.609c).

Flight Data Recorder (FDR)     Cockpit Voice Recorder (CVR)     Both     None

**Some questions that might be asked are:** Is there a written procedure covering this? M23.

Yes     No     N/A     Unknown

Are the operational checks, inspections, battery replacement time, etc. requirements for installed FDR/CVR listed on the Aircraft Status Sheet, Component Listing, etc.?     Yes     No

How often are the checks of the CVR performed by the crew? \_\_\_\_\_  Unknown

Has Documented (Formal) Process or Procedure  
 Implemented     Not Implemented

Has an Undocumented (Informal) Process or Procedure

Has No Formal or Informal Process or Implementation Procedure

Unknown     N/A

Auditors Comments: \_\_\_\_\_

0

**6.0 Technical Manuals** 0.00

**MNT 6.1.1** Are maintenance / parts / wiring manuals available for:

Yes     No     Unknown     N/A

<u>Airframe</u>	Paper	Electronic	Both	Click on Link for: <a href="#">Bell</a> <a href="#">Eurocopter</a> <a href="#">Pratt &amp; Whitney</a> <a href="#">Rolls-Royce</a> <a href="#">GE Engines</a> <a href="#">Honeywell</a> Have to Register w/Honeywell Tech Pubs - GTE Index
Maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Parts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Wiring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
SRM	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
S/B's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>Engine</u>				
Maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Parts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
S/B's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>Avionics</u>				
Wiring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Are ICA's available for:

<input type="checkbox"/> Bucket	<input type="checkbox"/> Fixed Tank	<input type="checkbox"/> Rappel Anchor
<input type="checkbox"/> Cargo Hook	<input type="checkbox"/> FDR/CVR	<input type="checkbox"/> Other _____
<input type="checkbox"/> Other _____	<input type="checkbox"/> Other _____	<input type="checkbox"/> Other _____

**Some questions that might be asked are:** Is there a written procedure covering this? M19a.

Yes     No     N/A     Unknown

Are manuals current?     Yes     No     Unknown

How do you know if they are current? \_\_\_\_\_  Unknown

Who is responsible for keeping them current? \_\_\_\_\_  Unknown

Has Documented (Formal) Process or Procedure  
 Implemented     Not Implemented

Has an Undocumented (Informal) Process or Procedure

Has No Formal or Informal Process or Implementation Procedure

Unknown     N/A

Auditors Comments: \_\_\_\_\_

0.00



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**MNT 6.1.2** How are **changes distributed** to the field for maintenance / parts / wiring manuals?

Electronic    Crew Change    Mail    FedEx    FAX    Unknown

**Some questions that might be asked are:** Is there a written procedure covering this?  
 Yes    No    N/A    Unknown M19b.

When was the last time a change was provided to you? \_\_\_\_\_  Unknown    N/A

What manual(s) was changed? \_\_\_\_\_

---

Has Documented (Formal) Process or Procedure  
 Implemented    Not Implemented

Has an Undocumented (Informal) Process or Procedure

Has No Formal or Informal Process or Implementation Procedure

Unknown    N/A

Auditors Comments: \_\_\_\_\_

0.00

**7.0 Training** 0.00

**MNT 7.1.1** Does the Operator have a **Training Program** that ensures that employees who perform "approval for return to service" are fully informed about the procedures and techniques, and is fully qualified to perform those duties? **NOTE:** This question concerns company policy and procedures regarding "maintenance", not company policy regarding vacation, sick leave, etc.

**Some questions that might be asked are:** Is there a written procedure covering this? M20a.  
 Yes    No    N/A    Unknown

Has the company provided the technician with training on company procedures and the Ops manual?  
 Yes    No\*    Unknown    N/A   Course Length? \_\_\_\_\_

Does the company have a training program in place to provide aircraft specific training?  
 Yes    No    Unknown    N/A   Course Length? \_\_\_\_\_

If not, does the company provide factory training if needed?  
 Yes    No    Unknown    N/A   Course Length? \_\_\_\_\_

Does the company provide recurrent training?  
 Yes    No    Unknown    N/A   Course Length? \_\_\_\_\_

Does the company have a HAZMAT Training Porgam?  
 Yes    No    Unknown    N/A   Course Length? \_\_\_\_\_

Has the technician had aircraft specific classroom training on the aircraft being maintained?  
 Yes    No

If Yes,  Company    Factory    Military    Other \_\_\_\_\_

If No, did the company provide On-the-Job Training?    Yes    No

---

Has Documented (Formal) Process or Procedure  
 Implemented    Not Implemented

Has an Undocumented (Informal) Process or Procedure

Has No Formal or Informal Process or Implementation Procedure

Unknown    N/A

Auditors Comments: \_\_\_\_\_

0.00



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**8.0 Aircraft Inspection** 0.00

**MNT 8.1.1 Aircraft Approval Card**

Who Carded \_\_\_\_\_ Date Carded \_\_\_\_\_

Is the aircraft carded for Call When Needed also?  Yes  No  Unknown  CWN Only

**MNT 8.2.1 Cabin Safety.** Is the aircraft equipped with the following:

Manager may Ride Seat Installation and Restraints  Yes  No  N/A

Passenger Briefing Cards  Yes  No  N/A

Exit markings  Yes  No  N/A

If any of the above are marked "No", is the aircraft "Not Contract Compliant"?  Yes\*

Who performs the Passenger Briefings  Manager  Pilot  Mechanic  Unknown

Auditors Comments:

0.00

**MNT 8.3.1** Perform a spot check of the aircraft, using one or more areas from the **Contract In-Use Inspections** checklist. Identify which section(s) were checked. **NOTE:** *It is the Auditors judgement on whether a discrepancy is Major or Minor. A discrepancy identified as Major will result in an Unsatisfactory rating in the Aircraft Inspection category.*

<input type="checkbox"/> Are there any loose items / equipment in the cabin?	<input type="checkbox"/> _____
<input type="checkbox"/> Serviceability of Seat Belt and Shoulder Harnesses.	<input type="checkbox"/> _____
<input type="checkbox"/> Power Assurance Checks	<input type="checkbox"/> _____
<input type="checkbox"/> Panels, Cowlings, & Fairings	<input type="checkbox"/> _____
<input type="checkbox"/> Engine Erosion Inspections.	<input type="checkbox"/> _____

**A. Contract Section C Requirements**

<input type="checkbox"/> Operating Certificates	<input type="checkbox"/> Aircraft Records
<input type="checkbox"/> Major Repairs and Alterations	<input type="checkbox"/> Maintenance Manuals
<input type="checkbox"/> Maintenance Procedures	

**B. Aircraft Inspection**

<input type="checkbox"/> Miscellaneous Documents	<input type="checkbox"/> Airworthiness & Registration Certificates
<input type="checkbox"/> Flight Deck Inspection	<input type="checkbox"/> Cabin Interior Inspection
<input type="checkbox"/> Emergency Equipment	<input type="checkbox"/> Selected Airframe and/or Engine Inspections
<input type="checkbox"/> Drive Train Inspections	<input type="checkbox"/> Special Mission Equipment

**C. Avionics**

Avionics 0  Identify # of MAJOR Discrepancies\*

**D. Fuel Service Vehicle**

Fuel Service Vehicle 0  Identify # of MINOR Discrepancies

Auditors Comments:

0.00



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**9.0 Fuel Service Vehicle** 0.00

**MNT 9.1.1 Fuel Service Vehicle**

FSV Driver Name \_\_\_\_\_

Is the driver aware of his driving/duty limitations?  Yes  No \_\_\_\_\_ Hrs a Day  
(14 Duty/11 Driving)

Does the driver have a logbook?  Yes  No  N/A

Is it up to date?  Yes  No

Is the company policy different than the Contract requirements?  
 Same  More stringent  Less stringent

Is there a logbook for recording sump draining?  Yes  No  Unknown

How long are fuel samples retained?  1 Day  2 Days  3 or More Days

Is there a mileage log?  Yes  No  Unknown

Is there a spill kit?  Yes  No  Unknown  No. of Gallons

Does Secondary Containment equal tank capacity?  Yes  No  N/A  Unknown

Is there an approved Spill Prevention, Control and Countermeasure Plan (SPCC)  
 Yes  No  Unknown

Is there a written procedure covering this in the Company Ops Manual or GMM?  
 Yes  No  N/A  Unknown M18a.

Auditors Comments: \_\_\_\_\_

0.00

**Additional Comments**

**This space provided for additional comments. Provide the Item number in the comment, i.e.**

**EXAMPLE:**

1. (continued from MNT 3.1.2) Ops Manual missing page 3-2.
2. (continued MNT 5.4.1) and the pages are not returned till the aircraft returns.