



# Documents Incorporated by Reference

## Contents

<b>DIR #1—Distribution List of the Langley Flying School Maintenance Control Manual .....</b>	<b>2</b>
<b>DIR #2 —Langley Flying School Aircraft List .....</b>	<b>3</b>
<b>DIR #3—Initial Aircraft Elementary Work and Servicing Training .....</b>	<b>4</b>
<b>DIR #4—Update and Additional Aircraft Elementary Work and Servicing Training.....</b>	<b>8</b>
<b>DIR #5—Identification of Langley Flying School’s Approved Maintenance Schedules .....</b>	<b>13</b>
<b>DIR #6—Approved Maintenance Organizations contracted by Langley Flying School .....</b>	<b>14</b>
<b>DIR #7—Contracts between Langley Flying School and Approved Maintenance Organizations.....</b>	<b>15</b>
<b>DIR #8—Deferred Defects List .....</b>	<b>18</b>
<b>DIR #9—Annual Quality Assurance Audit Form .....</b>	<b>20</b>
<b>DIR #10—Annual Quality Assurance Management Audit Form .....</b>	<b>31</b>
<b>DIR #11—Quality Assurance Corrective Actions Forms .....</b>	<b>34</b>

June 1, 2017

# DIR #1—Distribution List of the Langley Flying School Maintenance Control Manual



Manual Serial Number	Manual Holder
1	Company President
2	Maintenance Manager
3	Transport Canada
4	Canwest Aerospace Ltd (AMO)
5	Langley Aero Structures Ltd (AMO)
6	Staff Library (Reception Area)
7	Aircraft C-GURW
8	Aircraft C-GNIC
9	Aircraft C-GODP
10	Aircraft C-FKKF
11	Aircraft C-GUKG
12	Aircraft C-GCEP
13	Aircraft C-GPUK
14	Aircraft C-FPRT
15	Aircraft C-GHEY
16	Aircraft C-GBPT
17	Aircraft C-FYFT
18	Aircraft C-GEKU



## DIR #3—Initial Aircraft Elementary Work and Servicing Training

(see subsequent pages)

# INITIAL AIRCRAFT ELEMENTARY WORK AND SERVICING TRAINING

Name of Trainee:	
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**Note:**

This record serves to document the *Aircraft Elementary Work and Servicing* training requirements of Section 3.4.1 of the Langley Flying School *Maintenance Control Manual*. The training outlined in Section I must be completed by an Approved Maintenance Organization AME; the AME's initials imply that the above trainee has satisfactorily completed training in the tasks indicated, including the performance of the tasks under the direct supervision of the AME. The training outlined in Section II must be completed by the Maintenance Manager; the Maintenance Manager's initials imply that the above trainee has satisfactorily completed initial training on the subjects indicated.

<b>Certification</b>	
<small>*This document meets all requirements established in Langley Flying School's Maintenance Control Manual as per the requirements of CAR 406.38(2).*</small>	
Maintenance Manager's Signature	01/06/17 dd/mm/yy

**Section I**

<b>Aircraft: PA-28-140</b>		<b>Record of Initial AME Training</b>	
<input type="radio"/>	Performance of a pre-flight or turnaround check.	<input type="radio"/>	Removal and installation of passenger seats and seat belts.
<input type="radio"/>	Removal and installation of fuses and light bulbs.	<input type="radio"/>	Removal and installation of aircraft batteries.
Aircraft elementary work and servicing training certified as complete.			
_____		_____	_____
AME Signature		AME Number	dd/mm/yy
<b>Aircraft: Cessna 172</b>		<b>Record of Initial AME Training</b>	
<input type="radio"/>	Performance of a pre-flight or turnaround check.	<input type="radio"/>	Removal and installation of passenger seats and seat belts.
<input type="radio"/>	Removal and installation of fuses and light bulbs.	<input type="radio"/>	Removal and installation of aircraft batteries.
Aircraft elementary work and servicing training certified as complete.			
_____		_____	_____
AME Signature		AME Number	dd/mm/yy
<b>Aircraft: Cessna 150 and 152</b>		<b>Record of Initial AME Training</b>	
<input type="radio"/>	Performance of a pre-flight or turnaround check.	<input type="radio"/>	Removal and installation of passenger seats and seat belts.
<input type="radio"/>	Removal and installation of fuses and light bulbs.	<input type="radio"/>	Removal and installation of aircraft batteries.
Aircraft elementary work and servicing training certified as complete.			
_____		_____	_____
AME Signature		AME Number	dd/mm/yy
<b>Aircraft: PA-34-200</b>		<b>Record of Initial AME Training</b>	
<input type="radio"/>	Performance of a pre-flight or turnaround check.	<input type="radio"/>	Removal and installation of passenger seats and seat belts.
<input type="radio"/>	Removal and installation of fuses and light bulbs.	<input type="radio"/>	Removal and installation of aircraft batteries.
Aircraft elementary work and servicing training certified as complete.			
_____		_____	_____
AME Signature		AME Number	dd/mm/yy

Section II

Subject	MM or delegate Initials	Date dd/mm/yy
<b>General Requirements</b>		
General Maintenance Procedures.		
Canadian Aviation Regulations.		
Content, role and location of MCM.		
Role of Approved Inspection Program.		
Role of AMOs.		
Responsibilities of Maintenance Manager.		
Responsibilities of Flight Instructors.		
Training Requirements.		
<b>Human Factors</b>		
Human performance.		
Fatigue, stress, complacency, pressure, and distraction.		
Assertiveness, awareness, resources, knowledge, teamwork, norms, and communication.		
Error management, including error prevention and error contamination.		
<b>Approved Maintenance Schedules</b>		
Location and function of the AMS.		
Location and function of AMS Checksheets.		
Location and function of AMS Out-of-phase Tasks.		
Tolerances for Scheduled checks and Out-of-phase tasks.		
Philosophy and procedures for invoking tolerances as per Section 4.1.3 of the MCM.		
Tolerances for Scheduled Checks.		
Philosophy and procedures for invoking tolerances as per Section 4.1.3 of the MCM.		
<b>Aircraft Elementary Work and Servicing</b>		
Elementary Work and Servicing defined and restrictions (MCM Sec. 4.5.1).		
Elementary Work and Servicing Standards (MCM 4.5.2)		

Subject	MM or delegate Initials	Date dd/mm/yy
Control and recording of Elementary Work and Servicing (MCM Sec 4.5.3).		
Storage of aircraft oils (MCM Sec. 4.5.3).		
Weight and balance implication for the removal of seats. (MCM Sec. 6.2).		
When to add oil for aircraft (add at 6 qts. US).		
<b>Aircraft: Minimum Fuel, Fueling, and Oiling</b>		
PA28		
C150		
C152		
C172		
PA34		
<b>Aircraft: Pre-flight Inspection, De-icing, and Ground Handling</b>		
PA28		
C150		
C152		
C172		
PA34		
<b>Aircraft Defects</b>		
Persons authorised to report defects (MCM Sec. 4.4.1).		
Requirement to report all defects (MCM Sec. 4.4.1).		
Removing an aircraft from service (MCM Sec. 4.4.3).		
Deferral of Defects by Flight Instructors (MCM Secs. 4.4.3 and 4.4.4)		
Deferral of Defects by Maintenance Manager (MCM 4.4.5)		
Deferred Defect Procedure (MCM Sec. 4.4.6).		
Alert for recurring defects (MCM Sec. 4.4.8).		
Alert for Service Difficulties (MCM Sec. 4.4.9).		

Technical Dispatch		
Responsibilities of the Maintenance Control Manager with respect to Technical Dispatch (MCM 5.2)		
Responsibilities of Flight Instructors with respect to Technical Dispatch (MCM 5.2)		
Aircraft Flight Authority (MCM 6.3)		
Maintenance Planning, Control and Dispatch		

Aircraft Status Display (ASD) role and requirement for review (MCM Sec. 5.1).		
Student Training and Supervision for Aircraft Servicing		
Training documentation in the Instructor Check Sheets.		
Supervision.		
First Flight of the day procedures.		

Administrative Checksheet			
	MM Initials		MM Initials
Section I—AMO Training for PA-28-140 completed.		Section II—Aircraft Elementary Work and Servicing completed.	
Section I—AMO Training for Cessna 150 completed.		Section II—Minimum Fuel, Fueling, and Oiling completed.	
Section I—AMO Training for Cessna 152 completed.		Section II—Aircraft: Pre-flight Inspection, De-icing, and Ground Handling completed.	
Section I—AMO Training for Cessna 172 completed.		Section II— Aircraft Defects completed.	
Section I—AMO Training for PA-34-200 completed.		Section II— Technical Dispatch completed.	
Section II—General Requirements Completed.		Section II— Maintenance Control and Dispatch completed .	
Section II—Human Factors completed.		Section II— Student Training and Supervision for Aircraft Servicing completed.	
Section II—Approved Maintenance Schedules completed.			

### Record of Authorizations and Acknowledgements

The following is a record of the Authorization and Acknowledgement related to Elementary Work and Servicing. Accordingly, \_\_\_\_\_ to perform Elementary Work and Servicing on the Authorized Aircraft:

Aircraft	Date (dd/mm/yyyy)	Maintenance Manager Signature	AP List Updated (MM Init.)	Authorized Person Initials
PA-28-140				
C-152				
C-150				
C-172				
PA-34-200				

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# DIR #4—Update and Additional Aircraft Elementary Work and Servicing Training

(see subsequent pages)



# UPDATE AND ADDITIONAL AIRCRAFT ELEMENTARY WORK AND SERVICING TRAINING

Name of Trainee:	
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**Note:**

This record serves to document the on-going training requirements of *MCM* Sec. 3.4.2 pertaining to Langley Flying School's Maintenance System. The initials of the Maintenance Manager in conjunction with the training time indicate that the trainee has received training on the subjects contained in each section. Continued training and authorisation to perform aircraft servicing is indicated by the Maintenance Manager initials in Section 3 below ("Aircraft Elementary Work and Servicing") as specified for the aircraft types operated by Langley Flying School. This document records the total training time received by the trainee in accordance with the annual training cycle required in *MCM* Sec. 3.4.2.




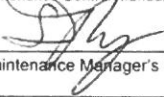
Section 1—General Maintenance Procedures										
	a) Canadian Aviation Regulations							c) Responsibilities of Maintenance Manager		
	b) Role and location of MCM							f) Responsibilities of Pilots-in-Command		
	c) Role of Approved Inspection Program							g) Training Requirements		
	d) Role of AMOs									
Date										
MM Int.										
Time (hrs)										
Sections above covered	a b c d e f g	a b c d e f g	a b c d e f g	a b c d e f g	a b c d e f g	a b c d e f g	a b c d e f g	a b c d e f g	a b c d e f g	a b c d e f g
Section 2—Maintenance Schedules										
	a) Aircraft Scheduled Checks.							c) Tolerances for Scheduled Checks		
	b) Aircraft Out-of-phase Checks.							d) Procedures for invoking tolerances (MCM 4.2.7)		
Date										
MM Int.										
Time (hrs)										
Sections above covered	a b c d	a b c d	a b c d	a b c d	a b c d	a b c d	a b c d	a b c d	a b c d	a b c d

Section 3—Aircraft Elementary Work and Servicing										
a) Elementary Work and Servicing defined, restrictions, control, and recording (MCM Sec. 4.5)					c) When to add oil for aircraft (add at 6 qts. for the Cherokee and 5 qts for the Cessnas).					
b) Storage of aircraft oils (MCM Sec. 4.5.3)										
Date										
MM Int.										
Time (hrs)										
Sections above covered	a b c	a b c	a b c	a b c	a b c	a b c	a b c	a b c	a b c	a b c
Section 4—Aircraft: PA-28-140										
a) Minimum fuel requirements					e) Pre-flight inspection procedures					
b) Fuelling procedures					f) Seat removal and installation					
c) Oiling procedures					g) Removal and installation of fuses and light bulbs					
d) De-icing procedures					h) Ground handling procedures					
Date										
MM Int.										
Time (hrs)										
Sections above covered	a b c d e f g h	a b c d e f g h	a b c d e f g h	a b c d e f g h	a b c d e f g h	a b c d e f g h	a b c d e f g h	a b c d e f g h	a b c d e f g h	a b c d e f g h
Section 5—Aircraft: C-150/152										
a) Minimum fuel requirements					e) Pre-flight inspection procedures					
b) Fuelling procedures					f) Seat removal and installation					
c) Oiling procedures					g) Removal and installation of fuses and light bulbs					
d) De-icing procedures					h) Ground handling procedures					
Date										
MM Int.										
Time (hrs)										
Sections above covered	a b c d e f g h	a b c d e f g h	a b c d e f g h	a b c d e f g h	a b c d e f g h	a b c d e f g h	a b c d e f g h	a b c d e f g h	a b c d e f g h	a b c d e f g h

Section 6—Aircraft: Cessna 172										
	a)	Minimum fuel requirements							e)	Pre-flight inspection procedures
	b)	Fuelling procedures							f)	Seat removal and installation
	c)	Oiling procedures							g)	Removal and installation of fuses and light bulbs
	d)	De-icing procedures							h)	Ground handling procedures
Date										
MM Int.										
Time (hrs)										
Sections above covered	a	a	a	a	a	a	a	a	a	a
	b	b	b	b	b	b	b	b	b	b
	c	c	c	c	c	c	c	c	c	c
	d	d	d	d	d	d	d	d	d	d
	e	e	e	e	e	e	e	e	e	e
	f	f	f	f	f	f	f	f	f	f
	g	g	g	g	g	g	g	g	g	g
	h	h	h	h	h	h	h	h	h	h
Section 7—Aircraft: PA-34-200										
	a)	Minimum fuel requirements							e)	Pre-flight inspection procedures
	b)	Fuelling procedures							f)	Seat removal and installation
	c)	Oiling procedures							g)	Removal and installation of fuses and light bulbs
	d)	De-icing procedures							h)	Ground handling procedures
Date										
MM Int.										
Time (hrs)										
Sections above covered	a	a	a	a	a	a	a	a	a	a
	b	b	b	b	b	b	b	b	b	b
	c	c	c	c	c	c	c	c	c	c
	d	d	d	d	d	d	d	d	d	d
	e	e	e	e	e	e	e	e	e	e
	f	f	f	f	f	f	f	f	f	f
	g	g	g	g	g	g	g	g	g	g
	h	h	h	h	h	h	h	h	h	h
Section 8—Student Training and Supervision for Aircraft Servicing										
	a)	Training documentation in the Instructor Check Sheets							c)	First Flight of the day procedures
	b)	Supervision								
Date										
MM Int.										
Time (hrs)										
Sections above covered	a	a	a	a	a	a	a	a	a	a
	b	b	b	b	b	b	b	b	b	b
	c	c	c	c	c	c	c	c	c	c

<b>Section 9—Aircraft Defects</b>										
a) Defect reporting (MCM Sec.4.4.1)					e) Deferred defects procedure (MCM 4.4.6)					
b) Removing Aircraft from Service (MCM Sec. 4.4.2 & 4.4.3)					f) Rectification of Defects (MCM Sec. 4.4.7)					
c) Deferral of defects by Flight Instructors (MCM Sec. 4.4.4)					g) Alert for recurring defects (MCM Sec. 4.4.8)					
d) Deferral of defects by the Maintenance Manager (MCM Sec. 4.4.5)					h) Alert for Service Difficulties (MCM Sec. 4.4.9)					
Date										
MM Int.										
Time (hrs)										
Sections above covered	a b c d e f g h	a b c d e f g h	a b c d e f g h	a b c d e f g h	a b c d e f g h	a b c d e f g h	a b c d e f g h	a b c d e f g h	a b c d e f g h	a b c d e f g h
<b>Section 10—Maintenance Planning, Control and Dispatch</b>										
a) Requirement, content and procedures for the Aircraft Status Display (ASD) (MCM Sec. 5.1).					c) Persons responsible for technical dispatch (MCM Sec. 5.2).					
b) Who and when the ASD must be examined (prior to each flight) (MCM Sec. 5.1)					d) The requirements of safe and proper technical dispatch (MCM Sec. 5.2).					
Date										
MM Int.										
Time (hrs)										
Sections above covered	a b c d	a b c d	a b c d	a b c d	a b c d	a b c d	a b c d	a b c d	a b c d	a b c d
<b>Section 12—Human Factors</b>										
a) Human performance, fatigue, stress, complacency, pressure, distraction, assertiveness					b) Awareness, resources, knowledge, teamwork, norms, communication, error management.					
Date										
MM Int.										
Time (hrs)										
Sections above covered	a b c d	a b c d	a b c d	a b c d	a b c d	a b c d	a b c d	a b c d	a b c d	a b c d
<b>Cumulative Training Time Record</b>										
Date										
Time (hrs)										

# DIR #5—Identification of Langley Flying School's Approved Maintenance Schedules

 Certification	
<small>*This document meets all requirements established in Langley Flying School's Maintenance Control Manual as per the requirements of CAR 406 38(2).*</small>	
 Maintenance Manager's Signature	01/06/17 dd/mm/yy

Type	Approved Maintenance Program Identification
PA-28-140	P0938
C-150/152	PR-ABB 094
C-172	PA-ABB-184
PA-34-200	P1239

# DIR #6—Approved Maintenance Organizations contracted by Langley Flying School

 Certification	
<small>*This document meets all requirements established in Langley Flying School's Maintenance Control Manual as per the requirements of CAR 406.38(2).*</small>	
	01/06/17
Maintenance Manager's Signature	dd/mm/yy

Langley Aero Structures Ltd., Langley Airport

CanWest Aerospace Inc., Langley Airport

# DIR #7—Contracts between Langley Flying School and Approved Maintenance Organizations

(see subsequent pages)



### Maintenance Agreement

between

Langley Flying School, Inc.  
Hangar 4B, Langley Airport  
5333 – 216 Street Langley, B.C.  
Telephone: (604) 532-6461 Fax: (604) 532-6471

and

Langley Aero Structures Ltd  
Bld 46, 21330 – 56 Avenue  
Langley B.C. Canada V2Y 0E5  
Telephone: (604) 530-4077 Fax: (604) 532-9547

This Maintenance Agreement is between Langley Flying School, Inc., Operator, and Langley Aero Structures Ltd., acting as Approved Maintenance Organization (AMO).

The following conditions are agreed to:

- 1) The AMO agrees to satisfy all maintenance requirements respecting the aircraft registered to the above named operator.
- 2) Maintenance and inspections will be in accordance with the standards established by the Maintenance Control Manuals of both the Operation and the AMO. In case of conflict, the Operators MCM shall take precedence.
- 3) The AMO agrees to be responsible for the reporting of all Service Difficulties encountered during the course of maintenance tasks and services as per CAR 706.12, while Langley Flying School agrees to report on possible service difficulties encountered during operations to the AMO.
- 4) The AMO shall maintain to the latest revision the Manufacturers and Parts Manual for the aircraft maintained, including airframe, engine, equipment, and continuing airworthiness publications such as Service Letters and Bulletins.
- 5) This agreement may be terminated by either party upon thirty (30) days written notice. A copy of the cancellation notice must be sent to Transport Canada Aviation district office having jurisdiction over the companies.

Effective Date: JUN 01, 2017

Signature of Operator:

[Signature]

Signature of AMO:

[Signature]

Witness:

[Signature]





### Maintenance Agreement

between

Langley Flying School, Inc.  
Hangar 4B, Langley Airport  
5333 – 216 Street Langley, B.C.  
Telephone: (604) 532-6461 Fax: (604) 532-6471

and

CanWest Aerospace Inc  
Hangar 10, 5225 216 Avenue  
Langley B.C. Canada V2Y 2N3  
Telephone: (604) 532-0322 Fax: (604) 539-5592

This Maintenance Agreement is between Langley Flying School, Inc., Operator, and Langley Aero Structures Ltd., acting as Approved Maintenance Organization (AMO).

The following conditions are agreed to:

- 1) The AMO agrees to satisfy all maintenance requirements respecting the aircraft registered to the above named operator.
- 2) Maintenance and inspections will be in accordance with the standards established by the Maintenance Control Manuals of both the Operation and the AMO. In case of conflict, the Operators MCM shall take precedence.
- 3) The AMO agrees to be responsible for the reporting of all Service Difficulties encountered during the course of maintenance tasks and services as per CAR 706.12, while Langley Flying School agrees to report on possible service difficulties encountered during operations to the AMO.
- 4) The AMO shall maintain to the latest revision the Manufacturers and Parts Manual for the aircraft maintained, including airframe, engine, equipment, and continuing airworthiness publications such as Service Letters and Bulletins.
- 5) This agreement may be terminated by either party upon thirty (30) days written notice. A copy of the cancellation notice must be sent to Transport Canada Aviation district office having jurisdiction over the companies.

Effective Date: JUN 01, 2017

Signature of Operator: [Signature]

Signature of AMO: [Signature] Tom JACKSON

Witness: [Signature]

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## DIR #8—Deferred Defects List

(see subsequent pages)

## Deferred Defects List

### Langley Flying School Maintenance Control

Aircraft: \_\_\_\_\_ (Identifier)

Note:  
 See Langley Flying School, *Maintenance Control Manual*, Sections 4.4.4 concerning the requirement for deferring defects.

**Certification**

"This document meets all requirements established in Langley Flying School's *Maintenance Control Manual* as per the requirements of CAR 406.38(2)."

\_\_\_\_\_  
Maintenance Manager's Signature

01/06/17  
\_\_\_\_\_  
dd/mm/yy

Defect Description	Person Making Entry <small>(last name and licence #)</small>	Date of Entry <small>(dd/mm/yy)</small>	Initial date by which Rectification is required <small>(dd/mm/yy)</small>	Extended date by which Rectification is required		Rectification	
				<small>(dd/mm/yy)</small>	<small>MM int.</small>	<small>Date of Rectification (dd/mm/yy)</small>	<small>AME Making Entry</small>

# DIR #9—Annual Quality Assurance Audit Form

(see subsequent pages)

## Annual Quality Assurance Audit Form

### Langley Flying School Maintenance Control

 Certification	
<small>"This document meets all requirements established in Langley Flying School's Maintenance Control Manual as per the requirements of CAR 406.38(2)."</small>	
	01/06/17
Maintenance Manager's Signature	dd/mm/yy

#### *Statement by Maintenance Manager*

I certify that this *Annual Quality Assurance Audit Form* reflects the maintenance control system currently practiced by Langley Flying School.

\_\_\_\_\_  
Maintenance Manager

\_\_\_\_\_  
Date

#### *Statement by Person Appointed Quality Assurance Auditor*

I, \_\_\_\_\_ have been appointed to conduct Langley Flying School's Quality Assurance Audit.

I have been briefed by the Maintenance Manager with respect to my objective and independent status in the audit.

The audit will be for the period \_\_\_\_\_ to \_\_\_\_\_.

I am aware that my initials in the "Satisfactory" column indicate successful evaluation of the item indicated; I am aware that my initials in the "Unsatisfactory" column indicate an unsuccessful evaluation where non-compliance or ineffectiveness of the Langley Flying School Maintenance System appears to exist.

In the case of an unsatisfactory item, I will produce a "Finding" that will in turn produce a "Corrective Action" undertaken by the Maintenance Manager. A record of this Quality Assurance process will be kept on file by Langley Flying School and will be periodically verified by Transport Canada.

The Maintenance Manager has reviewed and I am aware of the Random Sampling Lot Size requirements described in Sect. 7.2.3 of the MCM.

\_\_\_\_\_  
Appointed Auditor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Maintenance Manager

\_\_\_\_\_  
Date

Evaluation Item	Satisfactory	Unsatisfactory						
<p><b>1</b> Quality Assurance Auditor was properly briefed in accordance with the requirements of Section 7.2.4 of the MCM:</p> <ul style="list-style-type: none"> <li>a) the function and operation of the Maintenance Assurance System;</li> <li>b) the role of the Maintenance Assurance Manual as the governing contract;</li> <li>c) the role of QAA as measure of success for the Maintenance Assurance System;</li> <li>d) the role and purpose of the <i>Quality Assurance Audit Form</i>, including the need for determining satisfactory or unsatisfactory findings;</li> <li>e) the need to indicate satisfactory and unsatisfactory findings using the auditor's initials;</li> <li>f) the role and purpose of the <i>Quality Assurance Finding</i> and the <i>Quality Assurance and Assurance Corrective Action Form</i>;</li> <li>g) the role of Maintenance Manager during and after the audit;</li> <li>h) the Random Sampling requirements specified by the MCM;</li> <li>i) the actual records examined should be noted in the space provided.</li> </ul>								
<p><b>2</b> <b>The MCMs are physically located as per MCM Sec. 1.1.</b></p> <p>Ensure all office copies are in the proper locations, then randomly pick three aircraft and verify they have the MCMs on board. Retain the copies you have selected to complete the inspection tasks that appear below.</p> <p>Note <i>aircraft</i> MCM Serial numbers examined:</p> <ul style="list-style-type: none"> <li>1. _____</li> <li>2. _____</li> <li>3. _____</li> </ul>								
<p><b>3</b> <b>List of Effective Pages is current in each manual.</b></p> <p>With the selected MCMs, examine the <i>List of Effective Pages</i> on P. 3 and compare to the actual pages of the MCM, to ensure they match.</p>								
<p><b>4</b> <b>Any amendment conducted during the evaluation period were completed correctly as per MCM Sec. 1.2.1.</b></p> <p>Where an amendment has been undertaken in the last year, use your MCM sample and examine and evaluate the accuracy of the <i>Record of Amendment</i> on P. 4 of the MCM. If no amendment occurred during the period examined, indicate as satisfactory.</p>								
<p><b>5</b> <b>Operations description in MCM Sec. 2.1 remains current and accurate.</b></p> <p>Have the Maintenance Manager describe the current operations and facilities and determine the accuracy of the descriptions in the MCM.</p>								
<p><b>6</b> <b>Organisation Chart in MCM Sec. 3.1 remains current.</b></p> <p>Evaluate with Maintenance Manager through the use of questions; be sure to note the individuals and organizations involved as this should match what appears in the MCM.</p>								
<p><b>7</b> <b>The appointment of acting Maintenance Manager has been made in accordance with MCM Sec .3.2.2.</b></p> <p>Ask the Maintenance Manager if there have been any such appointments—if so, there should be on file a letter of appointment from the President; normally, these appointments will be made for vacations. See QA PDF file.</p> <p>Note the name and date of the person appointed as acting:</p> <table border="1" data-bbox="342 1640 867 1751"> <thead> <tr> <th data-bbox="342 1640 643 1667">Name of Person Appointed</th> <th data-bbox="643 1640 867 1667">Date of Appointment</th> </tr> </thead> <tbody> <tr> <td data-bbox="342 1667 643 1709"></td> <td data-bbox="643 1667 867 1709"></td> </tr> <tr> <td data-bbox="342 1709 643 1751"></td> <td data-bbox="643 1709 867 1751"></td> </tr> </tbody> </table>	Name of Person Appointed	Date of Appointment						
Name of Person Appointed	Date of Appointment							

8	<p>The Maintenance Manager is appropriately qualified as per MCM Sec. 3.3.1.                  If the Maintenance Manger received appointment during the last 12 months, verify the qualifications meet the requirements of CAR 406.36.</p>		
9	<p>Authorized persons list with respect to elementary work and servicing (MCM Sec. 3.3) is current.                  This list is posted in a conspicuous place. Examine the list in conjunction with a list of staff Flight Instructors—they should be the same.</p>		
10	<p>Records of <i>initial training</i> are current and properly maintained (MCM Sec. 3.4.1). (Ask the Maintenance Manager to produce records of initial training. Randomly select sample of three Flight Instructors and confirm initial training is properly documented).                  Note the Name of the three Flight Instructors examined:                  1. _____                  2. _____                  3. _____</p>		
11	<p>Records of <i>on-going training</i> are current and properly maintained (MCM Sec. 3.4.2).                  With the records provided by the Maintenance Manager, randomly select a sample record for three Flight Instructors and ensure quality record-keeping.                  Note the Name of the three Flight Instructors examined:                  1. _____                  2. _____                  3. _____</p>		
12	<p>On-going training will meet the 12-month requirement outlined in MCM Sec. 3.4.2).                  Select three Flight Instructors randomly and ensure the training meets the 12-month training content requirements.                  Note the Name of the Flight Instructor examined:                  1. _____                  2. _____                  3. _____</p>		
13	<p>Approved Maintenance Schedules are attached to MCM copies (MCM Sec. 4.1.1).                  Referring to the MCMs used in Audit Item #1, check to ensure the <i>Approved Maintenance Schedules</i> appear at the rear of each copy.)</p>		
14	<p>The Maintenance Manager is meeting annually with the AMO to consult on the effectiveness of the Approved Maintenance Schedules (MCM Sec. 4.1.2)                  There must be a record of this meeting, maintained by the Maintenance Manager.                  See QA PDF files.                  Note the dates of meeting records examined:                  1. _____                  2. _____                  3. _____</p>		

15	<p><b>Tolerances to <i>Approved Maintenance Schedules</i> have been properly invoked as per <i>MCM Sec. 4.1.3</i>.</b></p> <p>These tolerances are specified—the Maintenance Manager will show you where. Randomly pick one aircraft <i>Journey Logs</i> and then three incidents where tolerances were invoked—check for proper application and calculation.</p> <p>Note the identification of the <i>Journey Log</i> examined: _____</p> <p>Note the dates of tolerance invocations examine:</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p>		
16	<p><b>Successful response to ADs, as per <i>MCM Sec. 4.2.1</i>.</b></p> <p>Ask the Maintenance Manager to produce the ADs received. Randomly select three ADs if possible, and cross check entries made in the <i>Journey Log</i> samples for evidence of proper consultation and documentation of AMO communications.</p> <p>Note the identification of the ADs examined:</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p>		
17	<p><b>Defective items are immediately entered in the <i>Journey Logs</i> (<i>MCM Sec. 4.4.1</i>).</b></p> <p>Randomly select a <i>Journey Log</i> and examine a sample of three unscheduled maintenance entries to ensure they are preceded by a defect entry. See next item for simultaneous application.</p> <p>Identify the aircraft <i>Journey Log</i> used: _____</p> <p>Note the date of the three entries examined:</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p>		
18	<p><b>Descriptions of defective items in the <i>Journey Logs</i> are sufficiently detailed as per (<i>MCM 4.4.1</i>).</b></p> <p>Use the above defect records to evaluate if they sufficiently detailed so as to permit interpretation; there must be a date, a signature, and a licence number.</p>		
19	<p><b>Defect deferrals have been properly administered in accordance with Sections 4.4.4, 4.4.5., and 4.4.6.</b></p> <p>Randomly pick one <i>Journey Log</i> from the sample and examine three deferred defects to ensure the entries properly recorded. Then, using randomly selected <i>Journey Logs</i>, examine a sample of three current deferred defects and check to ensure the defect is properly recorded in the deferred defects list, properly displayed on the <i>Aircraft Status Display</i> and properly placarded in the aircraft.</p> <p>Note the date of the three entries examined:</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p>		



20	<p><b>The <i>Deferred Defects Lists</i> are properly administered, including rectification limits (MCM Sec. 4.4.2).</b></p> <p>Randomly pick one aircraft <i>Journey Log</i>, and then randomly select three items noted on the <i>Deferred Defects Lists</i> and ensure they provide clarity and reflect proper procedures.</p> <p>Identify the aircraft <i>Journey Log</i> used: _____</p> <p>Note the date of the three entries examined:</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p>		
21	<p><b>Student pilots are being advised to immediately report defective items (MCM Sec. 4.4.1).</b></p> <p>As the Maintenance Manager to explain how this is accomplished. Briefly interview student to determine knowledge of defect reporting.</p> <p>Note the name of the three students interviewed:</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p>		
22	<p><b>Removing aircraft from service has been in accordance with MCM Sec. 4.4.2.</b></p> <p>Randomly select an aircraft <i>Journey Log</i> and locate three instances when the aircraft was removed from service—look for proper recording. Also, interview three Flight Instructor and determine knowledge of proper procedures for out-of-service aircraft.</p> <p>Identify the aircraft <i>Journey Log</i> used: _____</p> <p>Note the date of the three instances examined:</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>Note the name of the three Flight Instructors interviewed:</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p>		
23	<p><b>Recurring defects inspections have been conducted effectively and within the prescribed 35-day limit (MCM Sec. 4.4.8).</b> (Randomly select a <i>Journey Log</i> and review a sample of three entries and determine correctness.</p> <p>Identify the aircraft <i>Journey Log</i> used: _____</p> <p>Note the date of the three entries examined:</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p>		

24	<p>Any discovery of a recurring defect has been properly dealt with as per <i>MCM Sec. 4.4.8</i>.</p> <p>Ask the Maintenance Manager if any of these have occurred—they are rare.</p> <p>Note details if required:</p>										
25	<p>Only authorised persons are performing elementary work and servicing as per <i>MCM Sec. 4.5.1</i>.</p> <p>Interview three students to determine if there is knowledge of the restrictions on performing elementary work and servicing.</p> <p>Note name of student: Note the name of the three students interviewed:</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p>										
26	<p>The methods, techniques and practices used for elementary work and servicing conform to the requirements of <i>MCM Sec. 4.5.3</i></p> <p>Randomly pick a <i>Journey Log</i> examine a sample of such entries; evaluate correctness of entries.</p> <p>Identify the aircraft <i>Journey Log</i> used: _____</p> <table border="1" data-bbox="341 913 868 1071"> <thead> <tr> <th data-bbox="341 913 641 945">Description of Task</th> <th data-bbox="641 913 868 945">Date of Task</th> </tr> </thead> <tbody> <tr> <td data-bbox="341 945 641 987"></td> <td data-bbox="641 945 868 987"></td> </tr> <tr> <td data-bbox="341 987 641 1029"></td> <td data-bbox="641 987 868 1029"></td> </tr> <tr> <td data-bbox="341 1029 641 1071"></td> <td data-bbox="641 1029 868 1071"></td> </tr> </tbody> </table>	Description of Task	Date of Task								
Description of Task	Date of Task										
27	<p>Fuels, oils, lubricants and cleaning materials are kept in clearly marked and closed containers (<i>MCM Sec. 4.5.3</i>).</p> <p>Ask the Maintenance Manager to demonstrate conformity with these requirements.</p> <p>Identify the materials examined for conformity:</p>										
28	<p>The aircraft status display is maintained in accordance with <i>MCM Sec. 5.1</i>. (Have the Maintenance Manager demonstrate the operations of the <i>Aircraft Status Display</i>, and use a sample of three <i>Journey Logs</i> to confirm the displayed data is current.)</p> <p>Identify the aircraft for which the <i>Aircraft Status Display</i> was examined:</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p>										
29	<p>The aircraft status display is examined prior to each flight (<i>MCM Sec. 5.1</i>). (Observe this if possible during the audit; another option is to check for student knowledge of this.)</p> <p>If applicable, note student's name: _____</p>										

30	<p><b>Student pilots are advised of the requirement to examine the aircraft status display prior to each flight (MCM Sec. 5.1).</b></p> <p>Ask the Maintenance Manager to demonstrate how this requirement is communicated.</p>		
31	<p><b>Technical dispatch is in accordance with MCM Sec. 5.2.</b> (Have the Maintenance Manager explain the MCM requirements for technical dispatch, and they observe the pre-flight activities of students and staff. Conduct interviews if necessary.)</p> <p>Note the names of persons interviewed if applicable:</p>		
32	<p><b>Persons responsible for safe and proper technical dispatch of aircraft are aware of their responsibilities (MCM Sec. 5.2).</b> (Interview a randomly selected Flight Instructor regarding this.)</p> <p>Note the name of the Flight Instructor:</p>		
33	<p><b>The Maintenance Manager is contacting the manufacturers of company aircraft to ensure the Pilot Operating Handbooks are maintained to current status in accordance with MCM Sec. 5.3.</b></p> <p>Ask the Maintenance Manager—a record of this will be maintained on file. Examine three aircraft types and ensure the <i>Pilot Operating Handbooks</i> are current.</p> <p>Identify the aircraft for which the <i>POH</i> status was examined:</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p>		
34	<p><b>The Maintenance Manager is examining the Transport Canada website entitled <i>CAR Amendment Summary</i> twice a year to ensure maintenance control system policies and procedures are to current status in accordance with MCM Sec. 5.3.</b></p> <p>Ask the Maintenance Manager—a record of this examination will be maintained on file.</p> <p>Note the date of the examination:</p>		
35	<p><b>The following technical and regulatory publications are maintained to current status: <i>Canadian Aviation Regulations</i>, including the <i>Airworthiness Manual</i>, <i>Airworthiness Notices</i>, <i>Airworthiness Directives</i> for Company aircraft as per MCM Sec. 5.3.</b></p> <p>The Maintenance manager will demonstrate this, especially the ability to access AD data for individual aircraft on the internet.</p>		

<p>36</p>	<p><b>Company technical records are maintained and administered in accordance with Part 605 of the CARs.</b></p> <p>The Maintenance manager will demonstrate the location and procedures associated with the maintenance of the technical logs. Note Sec. 6.1 requires that the technical logs be kept up to 30-days from the current date. The CAR requirements are specified in Division IV of CAR 605—print this out and use it as a checklist for conformity. Examine three aircraft for proper technical records.</p> <p>Note the aircraft examined:</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p>		
<p>37</p>	<p><b>Aircraft weight and balance control is in accordance with CAS 571, Appendix C (Aircraft Weight and Balance Control) (MCM Sec 6.2).</b></p> <p>The Maintenance Manager should demonstrate that a review of aircraft weight and balance data and equipment list has been conducted once every seven months and that an appropriate entry has been made in the aircraft <i>Journey Log</i>. Randomly select three <i>Journey Logs</i> and have the Maintenance Manager demonstrate the review has been completed and noted.</p> <p>Note the aircraft examined:</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p>		
<p>38</p>	<p><b>A Flight Authority is in effect for each aircraft operated by the company, and this is carried on board.</b></p> <p>Flight Authority is provided by the <i>Certificate of Airworthiness</i>, which is stored in conjunction with the <i>Pilot Operating Handbook</i>. Use the random sample of three aircraft records to verify presence, and have the Maintenance Manager explain the procedures for checking the C of As before each flight.</p> <p>Note the aircraft examined:</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p>		
<p>39</p>	<p><b>Flight Permit authority has been properly administered if applicable (MCM Sec. 6.3).</b></p> <p>Ask the Maintenance Manager if such permits have been used; if so, evaluate conformance with the requirements of <i>Part V—Standard 507, Appendix B</i> (Application for a Flight Permit.)</p>		

AMO Evaluation:			
_____ (Name of Organization)			
<b>1</b>	<p><b>AMO is appropriately rated and maintains these ratings and its approval is still valid.</b></p> <p>Examine the AMO Ratings certificate, which should be displayed in the place of business.</p> <p>Note date of certification: _____</p>		
<b>2</b>	<p><b>AMO personnel performing work remain properly qualified and trained.</b></p> <p>Ask the Quality Control department for staff training records. Randomly select three staff member and examine records for correctness.</p> <p>Note name of AMO staff providing assistance and the staff members for whom records were examined:</p> <p>Staff Member providing assistance: _____</p> <p>Note the three staff members for which records were examined:</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p>		
<b>3</b>	<p><b>Inspection and maintenance records are properly certified and sufficiently detailed so as to preserve traceability.</b></p> <p>Examine the AMO's aircraft file for conformity for three company aircraft and determine correctness.</p> <p>Note the aircraft examined:</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p>		
<b>4</b>	<p><b>Adequate facilities and tools.</b></p> <p>Ensure the facilities can properly house company aircraft. Ask the Quality Control department for tool calibration records for three tools</p> <p>Note name of AMO staff providing assistance and the three tool records for which records were examined:</p> <p>Staff Member providing assistance: _____</p> <p>Note the three tools:</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p>		
<b>5</b>	<p><b>Service Difficulty Reporting is timely and effective as per AMO contract.</b></p> <p>Question the person responsible for the AMO regarding any service difficulties within the last year. If there were service difficulties, examine paperwork that was associated with the reporting.</p> <p>Note the SDR date and description: _____</p>		

<p>6</p>	<p><b>Current maintenance and technical publications are available to AMO personnel.</b>                  Access aircraft service and parts manuals and sample revision dates for currency.                  Ensure they are accessible to AMO staff.)                  Name the three manuals examined:                  1. _____                  2. _____                  3. _____</p>		
<p>7</p>	<p><b>The following publications are maintained to the latest revision status: <i>Canadian Aviation Regulations</i> as required, <i>TP9856 Canadian Airworthiness Directives</i>, <i>TP9857 Index of Airworthiness Directives</i>, <i>FAA Airworthiness Directives</i> as required for aircraft affected by this <i>Maintenance Control Manual</i>, <i>Airworthiness Notices</i>, <i>Subscription to Manufacturers Continuing Airworthiness Publications (Service Instructions and Service Bulletins)</i>, <i>Maintenance, Repair and Parts manuals</i> for all aircraft and associated equipment affected by this <i>Maintenance Control Manual</i>.</b>                  Review this list with the Quality Control department.                  Note name of AMO staff providing assistance:</p>		

# DIR #10—Annual Quality Assurance Management Audit Form

(see subsequent pages)

## Annual Quality Assurance Management Audit Form

### Langley Flying School Maintenance Control

 Certification	
<small>"This document meets all requirements established in Langley Flying School's Maintenance Control Manual as per the requirements of CAR 406.38(2)."</small>	
 Maintenance Manager's Signature	01/06/17 dd/mm/yy

#### *Statement by Maintenance Manager*

I certify that this *Annual Quality Assurance Management Audit Form* reflects the maintenance control system currently practiced by Langley Flying School.

\_\_\_\_\_  
Maintenance Manager

\_\_\_\_\_  
Date

#### *Statement by Person Appointed Quality Assurance Management Auditor*

I, \_\_\_\_\_ have been appointed to conduct Langley Flying School's Quality Assurance Management Audit.

I have been briefed by the Maintenance Manager with respect to my objective and independent status in the audit.

The audit will be for the period \_\_\_\_\_ to \_\_\_\_\_.

I am aware that my initials in the "Satisfactory" column indicate successful evaluation of the item indicated; I am aware that my initials in the "Unsatisfactory" column indicate an unsuccessful evaluation where non-compliance or ineffectiveness of the Langley Flying School Maintenance System appears to exist.

In the case of an unsatisfactory item, I will produce a "Finding" that will in turn produce a "Corrective Action" undertaken by the Maintenance Manager. A record of this Quality Assurance process will be kept on file by Langley Flying School and will be periodically verified by Transport Canada.

The Maintenance Manager has reviewed and I am aware of the Random Sampling Lot Size requirements described in Sect. 7.2.3 of the MCM.

\_\_\_\_\_  
Appointed Auditor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Maintenance Manager

\_\_\_\_\_  
Date



1	<p><b>The Quality Assurance Program (QAP) is maintained as per Section 7.</b></p> <p>Review a sample of the findings of the last QAA and the response of the company with respect to the corrective actions required by Section 7. Then review a sample of findings derived from the Maintenance Manager's continued surveillance. For each <i>Quality Assurance Finding</i> (QAF) you should see a corresponding Corrective Action (CA). Check to ensure these forms are derived from the Documents Incorporated by Reference.</p> <p>Note the three QAFs and three QACA tracking numbers:</p>		
2	<p><b>The records derived from the QAP are retained for either two years or two audit cycles.</b> (Have the Maintenance Manager demonstrate the stored records of these.)</p>		
3	<p><b>The Corrective Actions incorporate an analysis and discussion of root cause.</b> (Have the Maintenance Manager define the meaning of "root cause" and then examine the CA sample for reference to this analysis and discussions, which should be outlined on each CA form.)</p> <p>CA tracking numbers examined (three):</p>		
4	<p><b>The Corrective Actions provide effective immediate corrective actions and permanent corrective action (MCM Section 7.1.2.)</b> (Use the above CA samples and review and evaluate this feature, which should appear on each CA form.)</p>		
5	<p><b>The Quality Assurance Audits conducted in accordance with the time-lines established in MCM Section 7.1).</b> (Examine the date of the last QAA and evaluate.)</p>		
6	<p><b>The person appointed to conduct the Quality Assurance Audits exercises on management responsibilities in the system (MCM Section 7.2.2.).</b> (Evaluate the qualifications of the auditor who conducted the last QAA.)</p>		
7	<p><b>Persons appointed to conduct the Quality Assurance Audit are briefed by the Maintenance Manager regarding role and responsibilities (MCM Section 7.2.2.).</b> (Evaluate the records of this for the last QAA.)</p>		
8	<p><b>The content of Quality Assurance Findings conform with the requirements of MCM Section 7.3.1.</b> (Review the above sample of these for conformity and effectiveness.)</p>		
9	<p><b>Permanent Corrective Actions are completed with in 90 days of the initial date of the Quality Assurance Finding (MCM Section 7.3.1).</b> (Review the above sample of these for conformity and effectiveness.)</p>		

# DIR #11—Quality Assurance Corrective Actions Forms

(see subsequent pages)

**June 01, 2017**

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## Langley Flying School Quality Assurance Corrective Action Forms

	<b>Certification</b>
"This document meets all requirements established in Langley Flying School's Maintenance Control Manual as per the requirements of CAR 406.38(2)." 	
Maintenance Manager's Signature	01/06/17 dd/mm/yy

1	Tracking Name:	Non-conformance Tracking Number:	Date:						
2	MCM or CAR section reference where non-conformity exists (quote direction from MCM or CARs):  Examples:								
	Auditor Name:	Auditor Signature:							
3	Short Term Corrective Action: (immediate action taken to correct the non-conformance):  <div style="border: 1px dashed gray; padding: 5px; margin-top: 10px;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; border: 1px solid black; padding: 5px;">Proposed ST Completion Date:</td> <td style="width: 25%; border: 1px solid black; padding: 5px;">Actual ST Completion Date:</td> <td style="width: 50%; border: 1px solid black; padding: 5px;">ST Action Acceptable and Completed (MM to Sign)</td> </tr> <tr> <td style="border: 1px solid black; height: 20px;"></td> <td style="border: 1px solid black; height: 20px;"></td> <td style="border: 1px solid black; height: 20px;"></td> </tr> </table> </div>			Proposed ST Completion Date:	Actual ST Completion Date:	ST Action Acceptable and Completed (MM to Sign)			
Proposed ST Completion Date:	Actual ST Completion Date:	ST Action Acceptable and Completed (MM to Sign)							



7	Follow-up Not Effective (Open <i>new</i> corrective action form and repeat process):				
				New Corrective Action Opened (MM to sign):	
8	Accountable Executive Review: Notes:				
				Corrective Action Reviewed (AE to sign):	
9	Action Log:				
		Proposed Action Date	Calendar :	Complete d Date	
	Proposed Action				Action Notes

Action Log:				
Proposed Action	Proposed Action Date	Calendar	Completed Date	Action Notes

9