



**DOD Commercial Airlift Division  
Statement of Intent  
Additional Maintenance Questionnaire  
June 2009**

We have received your request to do business with the DOD with regards to air carrier service. On the following pages are questions pertaining to the unique requirements set forth by the DOD of carriers requesting to do business with us. Please explain in adequate detail each question and if possible provide GMM/MPM or other company policy references to substantiate responses where applicable. Answering this questionnaire will greatly reduce the review process time.

Thank You

**MANAGEMENT**

- Manager(s) (DOM, CI, DQA) background.

**PERSONNEL**

- How many full- and part-time mechanics does your company employ?
- What is the experience level in years of your mechanics?
- What is the turnover rate in percent per year of company mechanics?
- Are A&P certificates verified through the FAA? Are rehires A&P's verified?

**QUALITY ASSURANCE**

**- INTERNAL AUDITS:**

- Are all functional areas of maintenance covered under the internal audit process? Quality Assurance—Reliability Program—Stores—Inspection Section—Manuals—Facilities—Maintenance Training—Fuel Audits—Records—MX Control—MX Planning—MX Programs.
- Describe the method used to track/schedule audits.
- Describe the method to track, follow up and close out concerns/findings?
- Is there a process to address repeat write-ups and negative trends?
- Do files contain the last audit report, last completed checklist, follow-up documentation?

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**- VENDOR AUDITS**

- Method used to provide oversight of all vendors?
- Mail out questionnaire?
- On-site audit method?
- Are checklists used?
- How is oversight of part suppliers and/or distributors accomplished if used to buy surplus or overhauled parts?
- Describe the method used to track/schedule audits.
- Describe the method used to track follow up and close out concerns/findings?
- Is there a process to address repeat write-ups and negative trends?
- Do files contain the last audit report, last completed checklist, follow-up documentation?

**- TOOL/EQUIPMENT CALIBRATION PROGRAM**

- Are calibration certificates retained?
- Are employee-owned tools requiring calibration included in the program?

**INSPECTION**

- Who is responsible for quality oversight?
- How many full-time inspectors employed?
- How many part-time inspectors employed?
- Is there a CFR required list of company and contract inspectors?
- Are RII personnel authorized by letter with limitations listed?
- Is there a stamp program in use?
- Is initial and recurrent training provided to all inspectors?
  - Recurrent training frequency:
    - Inspectors:
    - Parts receiving inspector training:

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--- RII

**TRAINING**

- How are mechanics trained?
  - Formal manufacturer training.
  - On-the-job training program.
  
- Do you have recurrent training for the following (as applicable): Frequency?
  - Engine Run/Taxi
  - RII
  - RVSM
  - CAT II/III
  - ETOPS

**(For carriers involved in CAT II/III and/or ETOPS operations; the DOD requires recurrent awareness training for RVSM and CAT II/III for ALL mechanics.)**

- How do you document and maintain training received?
- Is training that is received prior to employment with your company reviewed and validated?
  - By who?

**CONTROL/PLANNING**

- How do you track aircraft status? (Grease board, paper list, computer, etc)
- Do you use contract maintenance at outstations?
  - If so, how are they approved?
  
- Do you have a MEL program?
- Who is responsible for MEL approval?
- How do you plan for scheduled MX and react to unscheduled MX needs?

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**MAINTENANCE PROGRAMS**

- What kind of aircraft maintenance program do you have?
  - If progressive, who verifies the quality of work?
  
- Reliability Program (mechanical performance).
  - Describe how it is used.
  
- Engine-performance monitoring.
  - Describe how this is accomplished.

**AIRCRAFT RECORDS**

- Describe the system you use to maintain and audit your aircraft records.
  - Who performs record audits?

**FUELS**

- Describe the quality audit program.
- Do you have your own fuel facilities/equipment?
- Do trucks and facilities have documented inspections?
  - Frequency?
  
- Do you have a procedure that addresses quality oversight of fuel received at AD-HOC/ non-routine locations?
  - Describe your fuel vendor oversight at on-line locations.
  - Describe the method used to track/schedule audits.
  - Describe the method used to track follow up and close out concerns/findings?
  - Is there a process to address repeat write-ups and negative trends?
  - Do files contain the last audit report, last completed checklist, follow-up documentation?

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**MANUALS**

- What medium are manuals found in? (On-line/electronic, CD, Microfiche, Paper, etc)
- How are changes to company manuals distributed, tracked, and documented?
- How are changes to technical manuals distributed, tracked, and documented?
- How are temporary revisions distributed and tracked?
- How do you ensure you have the latest revisions available from manufacturers? (Aircraft maintenance manuals and component maintenance manuals)

**FACILITIES AND STORES**

- What kind of facilities do you have? (Describe)
- Are aircraft parts tagged?
- Are parts protected from the elements?
- Are parts traceable to an approved FAA source? (Includes raw stock)
- What are your procedures for receipt and serviceability verification of aircraft parts?
- Are serviceable items separated from non-serviceable items?
- Do you have an approved vendors list?
  - Who controls it?
  - Is this list used in the parts receiving process?

Describe your shelf-life program.