

# **Pacific Southwest Instruments**

**1721 Railroad Street  
Corona, CA 92880**

## **Quality Assurance Vendor Audit Information**

### **Business Information**

Type of Business: FAA / EASA Certified Repair Station and  
Instrument / Avionics Sales and Distribution

Name of FAA PMI: Dennis Parr / Riverside FSDO

Years in Business: 25 Years

Number of Employees: 49 Employees

Inspection: 10 Inspectors

Production: 30 Production Technicians

Facilities: Sq. Ft. 37000 Type 20,000 SHOP, 7,000 OFFICE, 10,000 WAREHOUSE

### **Key Management Contacts**

General Manager: James H. Joubert

Vice-President Sales / Customer Service: Ray McDonald

Quality Control Manager / Chief Inspector: Kenneth Houser

### **Phone Numbers**

Main Line ..... 951-737-0790

Sales Fax ..... 951-273-7149

Quality Control Fax..... 951-734-3463

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## REPAIR VENDOR AUDIT CHECKLIST

<b>CERTIFICATION</b>			
	<u>YES</u> <u>NO</u> <u>N/A</u> <u>OTHER</u>		<u>YES</u> <u>NO</u> <u>N/A</u> <u>OTHER</u>
Does the repair On-call Vendor (ROV) hold a FAA Air Agency, or E.A.S.A certificate? (FAR 145)	<u>X</u> ___ ___ ___	Is the certificate displayed unobstructed in an Area accessible to the public?	<u>X</u> ___ ___ ___
Certificate Numbers:	<u>KD3R627L</u> <u>EASA.145.4723</u>		_____
<b>ANTI-DRUGS &amp; ALCOHOL</b>			
	<u>YES</u> <u>NO</u> <u>N/A</u> <u>OTHER</u>		<u>YES</u> <u>NO</u> <u>N/A</u> <u>OTHER</u>
Does the ROV have a FAA approved and active Anti-drug & alcohol misuse testing plan? (FAR 121 Appendix I,J)	<u>X</u> ___ ___ ___	Is the Anti-Drug/Alcohol program: 1) The Vendors 2) A Consortium's 3) An Air Carrier Please answer under "OTHER"	___ ___ ___ ___ <u>X</u> ___ ___ ___ ___ ___ ___ ___
Plan Number	<u>E-SW-00099-U</u>	Consortium/Air Carrier name	<u>Aviation Compliance</u> <u>Testing San Antonio, TX</u>
<b>GENERAL</b>			
	<u>YES</u> <u>NO</u> <u>N/A</u> <u>OTHER</u>		<u>YES</u> <u>NO</u> <u>N/A</u> <u>OTHER</u>
Does the ROV only perform work for which it is authorized on it's operations specifications	<u>X</u> ___ ___ ___	If the Vendor deals in non-aircraft parts, materials, and/or maintenance activities, are they adequately segregated from the aircraft functions?	___ ___ <u>X</u> ___
Does the vendor maintain a file of audit findings And corrective action for three years & is it accessible to the auditor	<u>X</u> ___ ___ ___	Is there a back up person identified for all programs that require it?	<u>X</u> ___ ___ ___
Does the vendor observe duty time limitation	<u>X</u> ___ ___ ___	Does the IPM/PPM contain samples of forms & instructions for their completion?	<u>X</u> ___ ___ ___
<b>QUALITY CONTROL</b>			
	<u>YES</u> <u>NO</u> <u>N/A</u> <u>OTHER</u>		<u>YES</u> <u>NO</u> <u>N/A</u> <u>OTHER</u>
Is there an established quality control program? FAR 145	<u>X</u> ___ ___ ___	Does the vendor have an up-to-date QA/QC manual that covers all the manual requirements of the 1A Standard	<u>X</u> ___ ___ ___
Does the manual detail duties, responsibilities, and reporting relationship of the QA/QC Department	<u>X</u> ___ ___ ___	Are the QA/QC manuals current and available to employees?	<u>X</u> ___ ___ ___
Does the ROV have an internal audit and surveillance function?	<u>X</u> ___ ___ ___	Does function ensure compliance with customer specifications?	<u>X</u> ___ ___ ___
Does the ROV have an organization adequate to perform the work intended?	<u>X</u> ___ ___ ___	Do supervisors have an A&P or repairman certificate?	<u>X</u> ___ ___ ___
Does the ROV have an established procedure to provide corrective action for discrepancies noted during repair/overhaul?	<u>X</u> ___ ___ ___	Does the ROV maintain a list of "sub-contracted" maintenance actions and approved vendors for those functions?	<u>X</u> ___ ___ ___
Does the ROV ensure that sub-contractor quality meets customer specifications and legal requirements?	<u>X</u> ___ ___ ___	Does the ROV maintain certification on file for sub-contracted work?	<u>X</u> ___ ___ ___
		Does the ROV have a procedure for reporting defects or un-airworthy conditions to the customer and the FAA?	<u>X</u> ___ ___ ___

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<b>INSPECTION</b>			
	<u>YES</u> <u>NO</u> <u>N/A</u> <u>OTHER</u>		<u>YES</u> <u>NO</u> <u>N/A</u> <u>OTHER</u>
Are the RII inspectors properly trained and Certified?	___ ___ <u>X</u> ___	Is there proper separation of maintenance and Inspection responsibilities for vendors that Perform required inspections?	<u>X</u> ___ ___ ___
Does the ROV maintain a list of RII items each Inspector is authorized to inspect?	___ ___ <u>X</u> ___	Does the roster identify all personnel Authorized for return-to-service?	<u>X</u> ___ ___ ___
Does the repair station have an employment Summary for all personnel listed on the repair Station roster?	<u>X</u> ___ ___ ___	Does the ROV have an acceptable procedure To identify customer parts?	<u>X</u> ___ ___ ___
Does the ROV have an acceptable receiving Inspection system?	<u>X</u> ___ ___ ___	Are acceptable sampling procedures adequate To ensure quality?	<u>X</u> ___ ___ ___
Does the ROV maintain traceable certification On all parts and raw material?	<u>X</u> ___ ___ ___	Does the vendor have an acceptable system for Controlling stamps/signatures for both, inspection and production personnel?	<u>X</u> ___ ___ ___
<b>TECHNICAL DATA CONTROL</b>			
NOTE: 'Manuals' in this context includes any technical data, i.e., drawings, wiring diagrams, test specs, necessary to perform the required service.			
	<u>YES</u> <u>NO</u> <u>N/A</u> <u>OTHER</u>		<u>YES</u> <u>NO</u> <u>N/A</u> <u>OTHER</u>
Does the ROV have the required shop manuals And specifications to perform the Repair/overhaul in accordance with customer Specifications?	<u>X</u> ___ ___ ___	Are there established approved procedures Controlling revisions in the manuals deviating From OEM specifications? (e.g., EO or EA)	<u>X</u> ___ ___ ___
Does the ROV have a system to ensure Technical data is current?	<u>X</u> ___ ___ ___	Does the ROV have records of manual Revisions?	<u>X</u> ___ ___ ___
Are manual revisions up to date?	<u>X</u> ___ ___ ___	Are component overhaul manuals properly Identified and available to mechanics?	<u>X</u> ___ ___ ___
Does the ROV have a system to control Working copies of manuals to ensure they are Revised with the masters?	<u>X</u> ___ ___ ___	Is the technical data stored in a manner that Will protect it from dirt and damage?	<u>X</u> ___ ___ ___
Are adequate viewing devices in good condition, And available for viewing the technical data?	<u>X</u> ___ ___ ___	Is a specific individual, by title, responsible for The technical data program?	<u>X</u> ___ ___ ___
If the ROV has SFAR 36 authority, does it have A system for receiving customer approval prior To completion of the data?	___ ___ <u>X</u> ___	Does the ROV have an approved SFAR 36 Manual and roster?	___ ___ <u>X</u> ___
<b>SHELF LIFE PROGRAM</b>			
	<u>YES</u> <u>NO</u> <u>N/A</u> <u>OTHER</u>		<u>YES</u> <u>NO</u> <u>N/A</u> <u>OTHER</u>
Does the ROV have a documented shelf life Program?	<u>X</u> ___ ___ ___	Does the program list parts and material that Have shelf life limits?	<u>X</u> ___ ___ ___
Does the program assign program responsibility To a specific person? If so please list title under 'other'	<u>X</u> ___ <u>Chief Inspector</u>	Does each shelf life item have the shelf life Expiration limit displayed?	<u>X</u> ___ ___ ___
Is there an adequate system to assure that no Item will be issued or used past it's expiration Date?	<u>X</u> ___ ___ ___	Were items sampled for shelf life within Limits?	<u>X</u> ___ ___ ___

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<b>TOOLS &amp; TEST EQUIPMENT CALIBRATION</b>			
	<u>YES</u> <u>NO</u> <u>N/A</u> <u>OTHER</u>		<u>YES</u> <u>NO</u> <u>N/A</u> <u>OTHER</u>
Does the ROV have a tool calibration program?	<u>X</u> ___ ___ ___	Does the ROV have a person, by title Responsible for the tool calibration program?	<u>X</u> ___ ___ ___
Are all tools in use listed on the tools calibration List?	<u>X</u> ___ ___ ___	Are the standards used to calibrate tools traceable To the controlling government agency, e.g., The national Institute of Standards and Technology (NIST)?	<u>X</u> ___ ___ ___
Is there a system to identify each tool in the Program, it's calibration frequency and it's Calibration due date?	<u>X</u> ___ ___ ___	Does the ROV have a procedure for controlling And/or preventing "out of service" and "due for calibration" tools and equipment from being used?	<u>X</u> ___ ___ ___
Does the ROV have a procedure to control the Calibration of personal tools?	<u>X</u> ___ ___ ___	Did a sample check of the calibrated tooling Indicate that the tooling is within calibration/	<u>X</u> ___ ___ ___
Are all tools and equipment in a Serviceable condition?	<u>X</u> ___ ___ ___	Do records show date calibrated?	<u>X</u> ___ ___ ___
Do records identify individual or vendor that Performed calibration or check?	<u>X</u> ___ ___ ___	Do records show calibration due date?	<u>X</u> ___ ___ ___
Do records contain a calibration certificate for Each item calibrated in an outside agency?	<u>X</u> ___ ___ ___	Do records record details of adjustments and Repairs?	<u>X</u> ___ ___ ___
Do the records show the P/N and S/N of the Standard used to perform the calibration?	<u>X</u> ___ ___ ___		
Do records show all mechanics, inspectors, and Technical supervisors?	<u>X</u> ___ ___ ___		
<b>TRAINING</b>			
	<u>YES</u> <u>NO</u> <u>N/A</u> <u>OTHER</u>		<u>YES</u> <u>NO</u> <u>N/A</u> <u>OTHER</u>
Does the ROV have a documented training Program?	<u>X</u> ___ ___ ___	Are formal and OJT training documented?	<u>X</u> ___ ___ ___
Are training records for mechanics retained for Two years after the person leaves the company?	<u>X</u> ___ ___ ___	Have your Hazmat employees been trained as required?	<u>X</u> ___ ___ ___
<b>HOUSING AND FACILITIES</b>			
	<u>YES</u> <u>NO</u> <u>N/A</u> <u>OTHER</u>		<u>YES</u> <u>NO</u> <u>N/A</u> <u>OTHER</u>
Does the ROV have a facility of adequate size to House all necessary tooling, equipment, Material and parts to perform work?	<u>X</u> ___ ___ ___	Does the housing adequately protect parts, material, and customer units from damage, theft and contamination?	<u>X</u> ___ ___ ___
Is the environment appropriate to protect Workers so that the quality of workmanship is Not impaired by physical inefficiency?	<u>X</u> ___ ___ ___	Does the facility have adequate lighting?	<u>X</u> ___ ___ ___
Are storage facilities separated from shop and Work areas?	<u>X</u> ___ ___ ___	Do shipping and receiving areas have adequate Space, lighting, shelving, security and fire Protection?	<u>X</u> ___ ___ ___
Is there and adequate and appropriate storage Space to safely store customer's shipping Containers and protect them from damage?	<u>X</u> ___ ___ ___	Is the work area, including supervisor's offices, Clean?	<u>X</u> ___ ___ ___

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<b>SAFETY/SECURITY/FIRE PROTECTION</b>			
	<u>YES</u> <u>NO</u> <u>N/A</u> <u>OTHER</u>		<u>YES</u> <u>NO</u> <u>N/A</u> <u>OTHER</u>
Does the ROV have adequate security for Customer parts in its possession?	<u>X</u> ___ ___ ___	Is the security system reviewed periodically by Management or an outside vendor?	<u>X</u> ___ ___ ___
Are fire protection devices inspected Periodically?	<u>X</u> ___ ___ ___	Are the fire stations identified and extinguishers In serviceable condition?	<u>X</u> ___ ___ ___
Are fire lanes, doors, and fire extinguishers Clear of obstructions?	<u>X</u> ___ ___ ___	Are safety guard in place on all power Equipment?	<u>X</u> ___ ___ ___
Are ROV shop operations conducted in a safe Manner and environment?	<u>X</u> ___ ___ ___		
<b>STORAGE</b>			
	<u>YES</u> <u>NO</u> <u>N/A</u> <u>OTHER</u>		<u>YES</u> <u>NO</u> <u>N/A</u> <u>OTHER</u>
Are parts and material properly identified and Properly stored?	<u>X</u> ___ ___ ___	Does the ROV have a quarantine area for Rejected parts and materials awaiting Disposition/	<u>X</u> ___ ___ ___
Do parts in bins match part number on bins?	<u>X</u> ___ ___ ___	Are parts and materials properly protected from Damage and deterioration?	<u>X</u> ___ ___ ___
Are flammable, toxic or volatile materials Properly identified and stored?	<u>X</u> ___ ___ ___	Are sensitive parts and equipment (oxygen Parts, o-rings, electrostatic sensitive devices, Etc.) properly packaged, identified and stored To protect from damage and contamination?	<u>X</u> ___ ___ ___
Are oxygen and other high pressure bottles Correctly identified and stored?	<u>X</u> ___ ___ ___		
<b>SHIPPING</b>			
	<u>YES</u> <u>NO</u> <u>N/A</u> <u>OTHER</u>		<u>YES</u> <u>NO</u> <u>N/A</u> <u>OTHER</u>
Are components returned in an appropriate Shipping container or as specified by the Customer?	<u>X</u> ___ ___ ___	Does the ROV verify that identifying data (P/N, S/N, nomenclature, mod. No.) on the part tag And the data plate match?	<u>X</u> ___ ___ ___
<b>SCRAPPED PARTS</b>			
	<u>YES</u> <u>NO</u> <u>N/A</u> <u>OTHER</u>		<u>YES</u> <u>NO</u> <u>N/A</u> <u>OTHER</u>
Does the ROV have a documented procedure To assure that scrapped parts are either Returned to the customer or mutilated beyond Repair?	<u>X</u> ___ ___ ___	Does the program identify an individual by title, Person/persons responsible for verifying that mutilation is accomplished?	<u>X</u> ___ ___ ___
Does the ROV maintain a record of life limited Parts scrapped for two years which contains P/N and S/N of the part and the date part Was scrapped?	<u>X</u> ___ ___ ___		

