

# Pacific Southwest Instruments

1721 Railroad Street  
Corona, CA 92878

## 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: Christina Wall / Riverside FSDO

Date of last FAA Audit: April 10, 2024

Years in Business: 42 Years

Number of Employees: 60 Employees

Inspection: 6 Inspectors

Production: 35 Production Technicians

Facilities: Sq. Ft. 37,000 Type 20,000 SHOP, 7,000 OFFICE, 10,000 WAREHOUSE

### Key Management Contacts

General Manager: Kenneth Houser

Vice-President Sales / Customer Service: Ray McDonald

Quality Control Manager / Chief Inspector: Kenneth Houser

### Phone Numbers

Main Line..... 951-737-0790  
Fax .....951-273-7149

# Pacific Southwest Instruments

## REPAIR VENDOR AUDIT CHECKLIST

<b>CERTIFICATION</b>			
Does the repair On-call Vendor (ROV) hold a FAA Air Agency, or E.A.S.A certificate? (CFR 145)  Certificate Numbers:	<u>YES NO N/A OTHER</u>  <input checked="" type="checkbox"/> ___ ___ ___ ___  <u>KD3R627L</u> <u>EASA.145.4723</u>	Is the certificate displayed unobstructed in an area accessible to the public?	<u>YES NO N/A OTHER</u>  <input checked="" type="checkbox"/> ___ ___ ___ ___  _____
<b>ANTI-DRUGS &amp; ALCOHOL</b>			
Does the ROV have a FAA approved and active Anti-drug & alcohol misuse testing plan? (CFR 120 Subparts D, E, and F)  Plan Number	<u>YES NO N/A OTHER</u>  <input checked="" type="checkbox"/> _____  <u>E-SW-00099-U</u>	Is the Anti-Drug/Alcohol program: 1) The Vendors 2) A Consortium's 3) An Air Carrier Please answer under "OTHER" Consortium/Air Carrier name	<u>YES NO N/A OTHER</u>  ___ ___ ___ ___ <input checked="" type="checkbox"/> ___ ___ ___ ___ ___ ___ ___ ___  First Advantage
<b>GENERAL</b>			
Does the ROV only perform work for which it is authorized on it's operations specifications  Does the vendor maintain a file of audit findings and corrective action for three years & is it accessible to the auditor  Does the vendor observe duty time limitation	<u>YES NO N/A OTHER</u>  <input checked="" type="checkbox"/> ___ ___ ___ ___  <input checked="" type="checkbox"/> ___ ___ ___ ___  <input checked="" type="checkbox"/> - ___ ___ ___	If the Vendor deals in non-aircraft parts, materials, and/or maintenance activities, are they adequately segregated from the aircraft functions?  Is there a backup person identified for all programs that require it?  Does the IPM/PPM contain samples of forms & instructions for their completion?	<u>YES NO N/A OTHER</u>  ___ ___ <input checked="" type="checkbox"/> ___ ___  <input checked="" type="checkbox"/> ___ ___ ___ ___  <input checked="" type="checkbox"/> - ___ ___ ___
<b>QUALITY CONTROL</b>			
Is there an established quality control program? CFR 145  Does the manual detail duties, responsibilities, and reporting relationship of the QA/QC Department  Does the ROV have an internal audit and surveillance function?  Does the ROV have an organization adequate to perform the work intended?  Does the ROV have an established procedure to provide corrective action for discrepancies noted during repair/overhaul?  Does the ROV ensure that sub-contractor quality meets customer specifications and legal requirements?	<u>YES NO N/A OTHER</u>  <input checked="" type="checkbox"/> ___ ___ ___ ___  <input checked="" type="checkbox"/> ___ ___ ___ ___  <input checked="" type="checkbox"/> ___ ___ ___ ___  <input checked="" type="checkbox"/> ___ ___ ___ ___  <input checked="" type="checkbox"/> ___ ___ ___ ___  <input checked="" type="checkbox"/> ___ ___ ___ ___	Does the vendor have an up-to-date QA/QC manual that covers all the manual requirements of the 1A Standard  Are the QA/QC manuals current and available to employees?  Does function ensure compliance with customer specifications?  Do supervisors have an A&P or repairman certificate?  Does the ROV maintain a list of "sub-contracted" maintenance actions and approved vendors for those functions?  Does the ROV maintain certification on file for sub-contracted work?  Does the ROV have a procedure for reporting defects or un-airworthy conditions to the customer and the FAA?	<u>YES NO N/A OTHER</u>  <input checked="" type="checkbox"/> ___ ___ ___ ___  <input checked="" type="checkbox"/> ___ ___ ___ ___  <input checked="" type="checkbox"/> ___ ___ ___ ___  <input checked="" type="checkbox"/> ___ ___ ___ ___  <input checked="" type="checkbox"/> ___ ___ ___ ___  <input checked="" type="checkbox"/> ___ ___ ___ ___

# Pacific Southwest Instruments

<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 SCFR 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 SCFR 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> _ _ _

# Pacific Southwest Instruments

<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 tool's 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> - - -

# Pacific Southwest Instruments

<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> - - -		

# Pacific Southwest Instruments

WORK PROCESSING			
	YES	NO	N/A OTHER
Does the ROV have adequate tooling and test Equipment to perform the work?	<u>X</u>	-	_ _ _
Is it properly certified as equivalent?	<u>X</u>	-	_ _ _
Is maintenance and service performed per the OEM's manuals?	<u>X</u>	-	_ _ _
Is equipment listed in the calibration program?	<u>X</u>	-	_ _ _
Are mechanics, inspectors and supervisors Properly trained, authorized and certified, if required, for the work they perform?	<u>X</u>	-	_ _ _
Are customer's parts properly identified Throughout the maintenance actions and in Storage?	<u>X</u>	-	_ _ _
Does the shop segregate serviceable from Unserviceable components?	<u>X</u>	-	_ _ _
Are smoking, eating and drinking forbidden in the work area, or does the vendor have a Written program to ensure units are protected from contamination?	<u>X</u>	-	_ _ _
Are the ROV records complete, in order, and Legible?	<u>X</u>	-	_ _ _
Do the records contain description of all Service work performed?	<u>X</u>	-	_ _ _
Do the records contain the name of the person Inspecting the work?	<u>X</u>	-	_ _ _
Do the records contain the signature, Certificate number, of the person returning Article to service condition?	<u>X</u>	-	_ _ _
Does the ROV record keeping system and Retention time meet CFR requirements?	<u>X</u>	-	_ _ _

We will permit access to our facility by an approved representative of your company's QA, National Aviation Authority and/or directly involved customer for the purpose of audit or inspection of the product or services provided to you.

Audit completed by Kenneth Houser

Title Quality Control Manager

Signature *Kenneth Houser*

Date 11 April 2024