

# **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: Derek Bolen / Riverside FSDO

Years in Business: 39 Years

Number of Employees: 51 Employees

Inspection: 6 Inspectors

Production: 26 Production Technicians

Facilities: Sq. Ft. 37,000 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

Fax .....951-273-7149

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## REPAIR VENDOR AUDIT CHECKLIST

CERTIFICATION			
	YES NO N/A OTHER		YES NO N/A OTHER
Does the repair On-call Vendor (ROV) hold a FAA Air Agency, or E.A.S.A certificate? (CFR 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>		_____
ANTI-DRUGS & ALCOHOL			
	YES NO N/A OTHER		YES NO N/A OTHER
Does the ROV have a FAA approved and active Anti-drug & alcohol misuse testing plan? (CFR 120 Subparts D, E, and F)	<u>X</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>X</u> _ _ _
Plan Number	<u>E-SW-00099-U</u>		<u>First Advantage</u>
GENERAL			
	YES NO N/A OTHER		YES NO N/A OTHER
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> _ _ _
QUALITY CONTROL			
	YES NO N/A OTHER		YES NO N/A OTHER
Is there an established quality control program? CFR 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 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> _ _ _

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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 NO N/A OTHER</u>		<u>YES NO N/A 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 NO N/A OTHER</u>		<u>YES NO N/A 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 NO N/A OTHER</u>		<u>YES NO N/A 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 NO N/A OTHER</u>		<u>YES NO N/A 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> - - -		

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<b>WORK PROCESSING</b>									
	YES	NO	N/A	OTHER		YES	NO	N/A	OTHER
Does the ROV have adequate tooling and test Equipment to perform the work?	<u>X</u>	-	-	-	If the ROV uses test equipment that differs From the OEM specified is it certified as Equivalent?	<u>X</u>	-	-	-
Is it properly certified as equivalent?	<u>X</u>	-	-	-	Does the ROV have all required operating and maintenance manuals?	<u>X</u>	-	-	-
Is maintenance and service performed per the OEM's manuals?	<u>X</u>	-	-	-	Is all maintenance and service recorded and Records retained for two years?	<u>X</u>	-	-	-
Is equipment listed in the calibration program?	<u>X</u>	-	-	-	Has the equipment been accepted by the FAA?	<u>X</u>	-	-	-
Are mechanics, inspectors and supervisors Properly trained, authorized and certified, if Required, for the work they perform?	<u>X</u>	-	-	-	Are adequate tools and current manuals Available or at the mechanic's workstations?	<u>X</u>	-	-	-
Are customer's parts properly identified Throughout the maintenance actions and in Storage?	<u>X</u>	-	-	-	Is there a work turnover procedure and is that Procedure used?	-	-	<u>X</u>	-
Does the shop segregate serviceable from Unserviceable components?	<u>X</u>	-	-	-	Does the facility provide adequate protection of Parts in work? E.g. filtered air or clean room Depending on type of part?	<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 fluid dispensing cans and servicing units Properly identified?	<u>X</u>	-	-	-
Are the ROV records complete, in order, and Legible?	<u>X</u>	-	-	-	Do the records contain the description of the Work performed or reference to data acceptable to the administrator?	<u>X</u>	-	-	-
Do the records contain description of all Service work performed?	<u>X</u>	-	-	-	Do the records contain the name of the Certified mechanic or repairman who Performed or supervised the work?	<u>X</u>	-	-	-
Do the records contain the name of the person Inspecting the work?	<u>X</u>	-	-	-	Are all test and inspection records in work Packages?	<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 return to service documents meet Customer and FAA requirements?	<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 7 September 2021