



## **GALAXY AEROSPACE SDN. BHD**

**No 11-14, Helicopter Centre, Malaysian International Aerospace Centre,  
Sultan Abdul Aziz Shah Airport,  
47200, Subang, Selangor Darul Ehsan, Malaysia  
Tel : +603-78870426 Fax : +603-78870526**

# **WORKSHOP MANAGEMENT PROCEDURE**

**GAM/WMP  
ISSUE 1  
AMENDMENT 01**

## WORKSHOP MANAGEMENT PROCEDURE

### PART 0.1 BINDING STATEMENT

- I. Forming the basis for approval to workshop, contents of this Workshop Management Procedure shall be binding. In particular, this document governs the technical and organisational as well as the personnel-related prerequisites for proof of compliance and change of workshop activities under GALAXY AEROSPACE (M) SDN. BHD.
- II. All the significant changes in this Workshop Management Procedure (WMP) and Workshop Capability Procedure (WCP) shall be accepted by QAM.
- III. This Workshop Management Procedure is to be updated accordingly to comply with any new or amended regulation published by the Civil Aviation Authority Malaysia from time to time.
- IV. Access is permitted to the Civil Aviation Authority Malaysia to all locations of GALAXY AEROSPACE (M) SDN. BHD., its partners, its subcontractors, and its suppliers for checking whenever deemed required by the Civil Aviation Authority Malaysia.
- V. Workshop Management Procedure and Workshop Capability Procedure will be reviewed at intervals not exceeding 12 months or whenever significant changes occur which affect the content of the Workshop Management Procedure.
- VI. GALAXY AEROSPACE (M) SDN. BHD. will assure sufficient tools, equipment, facility and training for the qualified staff.

**GALAXY AEROSPACE (M) SDN. BHD. (1040262-D)**



**SHAMSUL KAMAR SAMSUDIN**  
**Accountable Manager**

Date:




DOCUMENT REFERENCE:	GAM/WMP	DATE:	03/03/2020
AMENDMENT:	INITIAL	PAGE:	Part 0.1 1 of 1

**WORKSHOP MANAGEMENT PROCEDURE**

**PART 0.2 Authorisation**

The Workshop Management Procedure; document no. **GAM/WMP ISSUE 1 Amendment 01** is hereby accepted by QAM and approved by Engineering Manager.

The Engineering Manager is responsible to ensure that the policies, procedures and instruction contained in this manual are adhered to by all persons employed in the Engineering Department (Workshop) in the execution of their duties.

<p style="text-align: center;">Prepared by: Ahmad Akmal Alif bin Abdul Aziz</p> <div style="text-align: center; margin-top: 20px;">               .....              Technical Service Engineer              Date: 30/07/2020         </div>	<p style="text-align: center;">Approved by: Syafrul Yamani bin Safruddin</p> <div style="text-align: center; margin-top: 20px;">               .....              Engineering Manager              Date: 4 August 2020         </div>
<p>Accepted by: Omar bin Ahmad</p> <div style="text-align: center; margin-top: 20px;">               .....              Quality Assurance Manager              Date: 4.08.2020         </div>	

DOCUMENT REFERENCE:	GAM/WMP	DATE:	30/07/2020
AMENDMENT:	01	PAGE:	Part 0.2 1 of 1

## WORKSHOP MANAGEMENT PROCEDURE

---

### PART 0.3 AMENDMENT RECORD

Each amendment of this document will be accompanied by a letter of transmittal showing the pages to be removed and those to be inserted. All pages will show the date of issue which can be cross checked with the list of effective pages to ensure it's current.

Date of Amendment	Amdt. No.	Details of Amendment
03/03/2020	Initial	Initial issue of GAM Workshop Management Procedures (WMP)
30/07/2020	01	Procedure on control of workshop worksheet added.

DOCUMENT REFERENCE:	GAM/WMP	DATE:	30/07/2020
AMENDMENT:	01	PAGE:	Part 0.3 1 of 1

## WORKSHOP MANAGEMENT PROCEDURE

---

### PART 0.4 DISTRIBUTION LIST

- COPY NO. 1 : QUALITY ASSURANCE MANAGER (Master copy)
- COPY NO. 2 : ACCOUNTABLE MANAGER
- COPY NO. 3 : ENGINEERING MANAGER
- COPY NO. 4 : SAFETY EQUIPMENT WORKSHOP SUPERVISOR
- COPY NO. 5 : AVIONIC WORKSHOP SUPERVISOR
- COPY NO. 6 : TECHNICAL PUBLICATION
- COPY NO. 7 : GAM Internal Data Server (Soft Copy)  
(Accessible to all GAM Engineering and QA personnel)

DOCUMENT REFERENCE:	GAM/WMP	DATE:	03/03/2020
AMENDMENT:	INITIAL	PAGE:	Part 0.4 1 of 1

## WORKSHOP MANAGEMENT PROCEDURE

---

### **PART 0.5    TABLE OF CONTENTS**

#### **PART 0        PRELIMINARY**

- 0.1 Binding Statement.
- 0.2 Authorization
- 0.3 Amendment Record
- 0.4 Distribution List
- 0.5 Table of Contents
- 0.6 List of Effective Pages
- 0.7 Abbreviations and Definitions
- 0.8 Administration and Control

#### **PART 1        WORKSHOP MANAGEMENT**

- 1.1 Workshop Capability List
- 1.2 Safety and Quality Policy
- 1.3 Management Personnel
- 1.4 Duties and Responsibilities of Personnel
- 1.5 Workshop Organisational Chart
- 1.6 List of Certifying Staff
- 1.7 Workshop Management Procedure
- 1.8 Management of Workshop Capability Procedure
- 1.9 Workshop Document Generation
- 1.10 Workshop Process Flow
- 1.11 Control of Tooling, Facility, Parts Supply and Maintenance Data Capabilities Limitations
- 1.12 Procedure of Discrepancies / Rejected Workshop Activities / Components and Maintenance Error
- 1.13 Workshop Personnel Approval System
- 1.14 Procedure of Recertification Component Using Workshop Worksheet
- 1.15 Technical Recording and Retention

DOCUMENT REFERENCE:	GAM/WMP	DATE:	03/03/2020
AMENDMENT:	INITIAL	PAGE:	Part 0.5 1 of 1



**WORKSHOP MANAGEMENT PROCEDURE**

**PART 0.6 LIST OF EFFECTIVE PAGES**

Latest Amendment Number: 01

Date: 30/07/2020

Page Ref.	Page No.	Amdt. No.	Dated	Page Ref.	Page No.	Amdt. No.	Dated
Cover Sheet	-						
<b>Part 0</b>							
0.1	1	Initial	03/03/2020				
0.2	1	01	30/07/2020				
0.3	1	01	30/07/2020				
0.4	1	Initial	03/03/2020				
0.5	1	Initial	03/03/2020				
0.6	1	01	30/07/2020				
0.7	1 - 4	Initial	03/03/2020				
0.8	1 - 2	Initial	03/03/2020				
<b>Part 1</b>							
1.1	1	Initial	03/03/2020				
1.2	1	Initial	03/03/2020				
1.3	1	Initial	03/03/2020				
1.4	1 -3	01	30/07/2020				
1.5	1	Initial	03/03/2020				
1.6	1	Initial	03/03/2020				
1.7	1 - 4	Initial	03/03/2020				
1.8	1 - 2	Initial	03/03/2020				
1.9	1 - 2	01	30/07/2020				
1.10	1 - 2	Initial	03/03/2020				
1.11	1 - 2	Initial	03/03/2020				
1.12	1	Initial	03/03/2020				
1.13	1	Initial	03/03/2020				
1.14	1	Initial	03/03/2020				
1.15	1	Initial	03/03/2020				

Prepared by: Ahmad Akmal Alif bin Abdul Aziz  ..... Technical Service Engineer Date: 30/07/2020	Approved by: Syafrul Yamani bin Safruddin  ..... Engineering Manager Date: 4 August 2020	Accepted by: Omar bin Ahmad  ..... Quality Assurance Manager Date: 4.08.2020
---	--	--

DOCUMENT REFERENCE:	GAM/WMP	DATE:	30/07/2020
AMENDMENT:	01	PAGE:	Part 0.6 1 of 1

## WORKSHOP MANAGEMENT PROCEDURE

---

### PART 0.7 ABBREVIATIONS AND DEFINITIONS

#### 0.7.1 ABBREVIATIONS

ARC	Airworthiness Release Certificate
App/AH.	Approval/Approval Holder
BER	Beyond Economical Repair
CAAM	Civil Aviation Authority Malaysia
CHAP	Chapter
Comp.	Component
CMM	Component Maintenance Manual
DEPT	Department
E.C	Engineering Circular
ELT	Emergency Locator Transmitter
EPM	Engineering Procedures Manual
EM	Engineering Manager
GAM	Galaxy Aerospace Malaysia
GRP	Group
I.A.W	In Accordance With
LOEP	List of Effective Pages
L.R.U	Line Replaceable Unit
MAINT.	Maintenance
MCAR	Malaysia Civil Aviation Regulation
MOC	Management Of Change
MOE	Maintenance Organisation Exposition
NDT	Non-Destructive Testing
ORI	Original
O/H	Overhaul
QAM	Quality Assurance Manager
QAN	Quality Assurance Notice
REQ	Request
REQ'D	Required
SB	Service Bulletin
'S'	Serviceable
T.S.I	Time Since Installation
U/S	Unserviceable
WKSP	Workshop
WKSHT	Worksheet
WCP	Workshop Capability Procedure
WMP	Workshop Management Procedure

DOCUMENT REFERENCE:	GAM/WMP	DATE:	03/03/2020
AMENDMENT:	INITIAL	PAGE:	Part 0.7 1 of 4



## WORKSHOP MANAGEMENT PROCEDURE

---

### 0.7.2

### DEFINITIONS

Approval Holder	A person approved by Quality Assurance Manager to certify work carried out in accordance with the terms specified in the approval.
Assembly	<p>A number of parts, sub-assemblies or any combination thereof joined together to perform a specific function, and which can be disassembled without destruction of designed use.</p> <p>Note: The distinction between an assembly and a sub-assembly is not always exact – an assembling one instance may be a sub-assembly in another where it forms a portion of an assembly.</p>
Calibration	The application of specifically known and accurately measured input to ensure that an item will produce specifically known output which is accurately measured or indicated. Calibration includes adjustment or recording of corrections, as appropriate.
Check	An examination to determine the functional capability or physical integrity of an item.
Check, Functional	A detail test of an item to determine if it operates within prescribed limits of movement, flow, temperature, pressure, etc.
Company, The	Galaxy Aerospace Malaysia Sdn. Bhd.
Component	Any self-contained part, combination of parts, sub-assemblies of units, which perform a distinctive function necessary to the operation of a system.
Defect	Any abnormal condition in an aircraft or any of its components or [parts whether or not this could eventually result in a failure and whether or not this affects the airworthiness or safety of the aircraft.
Failure	The inability of an item to perform within previously specified limits.
Interchangeable	An interchangeable part, sub-assembly, assembly or unit meets or exceeds required functional and structural specifications for a given application. It has the same mounting provisions. Overall dimensions and connections may vary, provided that installation does not require rework or modifications.
Maintenance	Those actions required for restoring or maintaining an item in a serviceable condition, including servicing, repair, modification, overhaul, inspection and determination of

DOCUMENT REFERENCE:	GAM/WMP	DATE:	03/03/2020
AMENDMENT:	INITIAL	PAGE:	Part 0.7 2 of 4

## WORKSHOP MANAGEMENT PROCEDURE

---

condition.	
Major/Significant Defect	A major/significant defect is any fault, failure or malfunction of aircraft or its component, items or equipment which could endanger the aircraft or its occupants at any time.
Malfunction	The occurrence of a condition whereby the operation of an item is outside of its specified limits.
Overhaul	<p>A major work operation involving the following as per approved specifications in order to renew the operational life:-</p> <ul style="list-style-type: none"> <li>a) Complete dismantling to constituent parts.</li> <li>b) Inspection, repair and replacement of the constituent parts as required.</li> <li>c) Re-assembly including stage inspection and testing during re-assembly, as required.</li> <li>d) Complete testing as specified.</li> </ul>
Part	One piece, or two or more pieces joined together which are not normally subject to disassembly without destruction of designed use.
Quality Standard	<p>Extent to which work carried out in connection with aircraft maintenance conforms to:-</p> <ul style="list-style-type: none"> <li>a) The requirements of D.C.A prescribed in airworthiness related documents and publications.</li> <li>b) The requirements of relevant technical instructions.</li> <li>c) The requirements of Company procedure.</li> </ul>
Repair	A work operation performed on an unserviceable aircraft or any of its unserviceable components with the intention of returning it to its normal serviceable and airworthiness condition.
Replacement	<p>A work operation involving the removal of a part and installation of the same part or substitution of an approved alternative part.</p> <p>Note:</p> <ul style="list-style-type: none"> <li>a) Removal and subsequent fitting of inspection panels, access panels and cowling etc. does not constitute a replacement.</li> <li>b) Except that when such inspection panels, access panels and cowlings etc. form primary seal panels for</li> </ul>

DOCUMENT REFERENCE:	GAM/WMP	DATE:	03/03/2020
AMENDMENT:	INITIAL	PAGE:	Part 0.7 3 of 4

## WORKSHOP MANAGEMENT PROCEDURE

---

fuel tanks, provide structural integrity to primary structure or affect aerodynamic characteristics, their removal and installation will constitute a replacement.

**Scheduled Maintenance**

That maintenance performed at defined intervals to retain an item in a serviceable condition by systematic inspection, detection, replacement of wear out items, adjustment, calibration, cleaning, etc.

The replacement of consumables required in order to maintain a component or aircraft in operating condition.

DOCUMENT REFERENCE:	GAM/WMP	DATE:	03/03/2020
AMENDMENT:	INITIAL	PAGE:	Part 0.7 4 of 4

## WORKSHOP MANAGEMENT PROCEDURE

---

### **PART 0.8 ADMINISTRATION AND CONTROL**

#### **0.8.1 INTRODUCTION**

##### **0.8.1.1 Purpose**

The purpose of this Workshop Management Procedure (WMP) is to offer guidance to staff on how to process and handle equipment that requires workshop inspection and rectification actions within the operation.

The following procedure ensures compliance with the latest Malaysian CAAM regulations and the manufacturer references.

##### **0.8.1.2 Effectivity**

This section covers for Workshop Management Procedure (WMP) and Workshop Capability Procedure (WCP) document.

##### **0.8.1.3 Format**

Paper copies of this manual are distributed in accordance with the Distribution List.

#### **0.8.2 SYSTEM OF AMENDMENT AND REVISION**

##### **0.8.2.1 Method of Amendment**

The Workshop Management Procedures (WMP) and Workshop Capability Procedure (WCP) are issued on the authority of the Company. The Engineering Manager (EM) approve all amendments as required by the Company.

All amendments will be in the form of printed individual replacement pages. Handwritten amendments are not permitted. Each page of the manual will show the date of issue. Left side vertical marginal lines will indicate a changed or revised portion of the text.

Each paper amendment will be accompanied by a revised List of Effective Pages, with their dates of issue, and acknowledge form to manual holder. Whenever a change is made to a page, the amendment will show the new date.

A record of amendments incorporated is shown on the Amendment Record page. This page will not be replaced but will rather accrue signatures showing the amendment history.

DOCUMENT REFERENCE:	GAM/WMP	DATE:	03/03/2020
AMENDMENT:	INITIAL	PAGE:	Part 0.8 1 of 2

## WORKSHOP MANAGEMENT PROCEDURE

---

### 0.8.2.2 Source of Amendments

Amendments may be suggested by any Company personnel. Amendments may be prompted by:

- a. Editorial changes
- b. Identification of inadequacies or deficiencies.
- c. Changes in GAM activities.
- d. Changes in GAM Bases.
- e. Changes in customer requirements or standards.
- f. Changes in Authority Requirement.
- g. Changes in Company Management Structure.
- h. Changes in relation to workshop Capability and its procedure
- i. Changes in WCP to reflect as per component maintenance manual / maintenance data latest revision.

### 0.8.2.3 Amendment Proposals

Amendment proposals should be made through the Publication Amendment Request, see Section 0.8.3 below, to the Engineering Manager including:

- a. Manual part and paragraph affected.
- b. Reason for change.
- c. Proposed change.
- d. Management of Change, MOC (if necessary)

The Engineering Manager will comment and forward it to the Quality Assurance Manager (QAM) for consideration.

The proposal will be further assessed for a decision on incorporation. The EM and QAM will communicate the result to the person who initiated the request.

### 0.8.2.4 Distribution

The Company will ensure that all personnel in Distribution List to have easy access to a copy of the WMP and WCP.

### 0.8.3 AMENDMENT PROCESS FORM

Amendment request to add, delete, or amend the WMP and WCP can be made using the Publication Amendment Request (form GAM/E-002) as per MOE Part 1.11.3 accompanied with the MOC.

DOCUMENT REFERENCE:	GAM/WMP	DATE:	03/03/2020
AMENDMENT:	INITIAL	PAGE:	Part 0.8 2 of 2

## WORKSHOP MANAGEMENT PROCEDURE

---

### PART 1.1 WORKSHOP CAPABILITY LIST

Refer GAM/WCP Part 1.1 latest amendment for workshop capability list.

DOCUMENT REFERENCE:	GAM/WMP	DATE:	03/03/2020
AMENDMENT:	INITIAL	PAGE:	Part 1.1 1 of 1



## WORKSHOP MANAGEMENT PROCEDURE

---

### PART 1.2 SAFETY AND QUALITY POLICY

In pursuant to GAM Policy on Safety and Quality as stipulated in MOE Part 1.2, GAM Engineering is committed to uphold the policy in the workshop procedures.

**1.2.1.** GAM Quality Policy objective and commitment is to:

- Provide aircraft maintenance to the highest possible in accordance with airworthiness authority regulations to ensure flight safety.
- GAM will regard all legal documents of the CAAM and Aircraft/Original Equipment Manufacturer (OEM) standard as the minimum acceptable standard.
- It is the responsibilities of all the personnel to comply with all procedures, standards and regulations at all time in accordance with this policy.

**1.2.2.** GAM Safety Policy objective commitment.

Engineering Manager and Quality Assurance Manager shall provide and maintain a healthy and safe work environment for all employees and all other persons on site. In order to achieve the objective GAM is committed:

- Human Factor Principle awareness and training to all staff.
- Promote open channel for all staff to report maintenance error, incidents, unsafe acts and non-compliance of procedures.
- Comply with all applicable Malaysian Health, Safety and Environment legislations.
- Establish and adhere to procedures to identify, evaluate and control to eliminate safety hazards.
- Provide the necessary safety training to all employees.

DOCUMENT REFERENCE:	GAM/WMP	DATE:	03/03/2020
AMENDMENT:	INITIAL	PAGE:	Part 1.2 1 of 1

## WORKSHOP MANAGEMENT PROCEDURE

---

### PART 1.3 WORKSHOP MANAGEMENT PERSONNEL

#### 1.3.1 List of Workshop Management Personnel

Management Personnel approved under Workshop Approval:

Designation	Nominated Personnel
Managing Director/Accountable Manager	Shamsul Kamar bin Samsudin
Quality Assurance Manager	Omar bin Ahmad
Engineering Manager	Syafrul Yamani bin Safruddin
Workshop Supervisor (Safety)	Bahiran bin Abdul Aziz
Workshop Supervisor (Avionics)	Mior Mohd Adib bin Mior Sallehuddin
Safety Manager	Mohammad Nizam bin Jaafar

DOCUMENT REFERENCE:	GAM/WMP	DATE:	03/03/2020
AMENDMENT:	INITIAL	PAGE:	Part 1.3 1 of 1

## WORKSHOP MANAGEMENT PROCEDURE

### PART 1.4 DUTIES AND RESPONSIBILITIES OF PERSONNEL

#### 1.4.1 Accountable Manager/ Managing Director

- Ensuring that the necessary finance, manpower resources and facilities are available to enable the company to perform maintenance under this workshop capabilities.
- To undertake the management responsibility of WMP and WCP MOC.
- Responsible to establish and promote Safety and Quality policy
- To ensure all workshop activities carried out in accordance with this WMP and WCP, compliance to latest revision of GAM MOE, SMS and CAAM latest MCAR, AN and/ or other relevant instruction.
- Also refer GAM MOE Part 1.4.1 latest revision.

#### 1.4.2 Quality Assurance Manager

- To undertake the Quality Assurance Manager responsibility of MOC as laid out in accordance with MOE PART 1.10.
- To liaise with CAAM on all matter with regard to this WMP and WCP.
- To assess, control, audit and record all workshop capability and approval with reference to this WMP, WCP and GAM MOE latest revision.
- To issue approval to Workshop Personnel and to ensure the approval holder aware of its authority and limitation in exercising their approval.
- Responsible for approving WMP and WCP.
- Also refer GAM MOE Part 1.4.3 latest revision.

#### 1.4.3 Engineering Manager

- To undertake the Engineering Manager responsibility of WMP and WCP MOC.
- Will undertake Workshop Supervisor duty and responsibility in the absent of Workshop Supervisor.
- To be the custodian of the WMP and WCP.
- Also refer GAM MOE Part 1.4.2 latest revision.

#### 1.4.4 Workshop Supervisor

- Directly reporting to Engineering Manager and subjected to Quality Assurance Manager Audit.
- Responsible to propose addition, changes or deletion of any Workshop Scope.
- Responsible to raise the related Workshop Worksheet(s) prior to performance of maintenance.
- Responsible to update QAM on the development of new and/or changes made to the existing Workshop Worksheet.
- To accept request related to Workshop and undertake the Head of Department responsibility of WMP MOC.
- Responsible to manage the Workshop System and Environment, to provide forecast, resources proof and support, organize its' day to day running, recording of all its' activities, answerable to all questionnaire and audit related to Workshop System.
- To ensure all workshop activities carried out in accordance with this WMP and WCP, compliance to latest revision of GAM MOE, SMS and CAAM latest MCAR, AN, maintenance data and/or other relevant instruction.

DOCUMENT REFERENCE:	GAM/WMP	DATE:	30/07/2020
AMENDMENT:	01	PAGE:	Part 1.4 1 of 2

## WORKSHOP MANAGEMENT PROCEDURE

---

- In case of lengthy absence, the regulatory duties and responsibilities will be delegated to the Engineering Manager or his delegated personnel through the Management of Change procedure.

### 1.4.5 Workshop Approval Holder / Aircraft Type Rated Approval Holder

- To report to Workshop Supervisor with regards to any activities under this WMP and WCP.
- To perform and certify authorized workshop activities registered in Workshop Task Register, all job carried out in accordance with this WMP and WCP, compliance to latest revision of GAM MOE, SMS and CAAM latest MCAR, AN, maintenance data and/or other relevant instruction.
- Where actual job is being performed by workshop technician, to ensure that the technician to sign on the related Column of the task carried out by them.
- To issue Serviceable Label and/or CAAM FORM 1 i.a.w. AN29A if required.
- Only appropriate Aircraft type rated approval holder to recertify serviceable item into store by means of appropriate test and/or inspection to ascertain the serviceability of the component
- To highlight any shortcoming and report any incident accident in accordance with GAM MOE Part 2.18.
- To complete and certify Workshop Process Report if required
- To perform the assigned task only after fully understand the instructions and once completed to sign approval holder column of activities in Workshop Worksheet carried out, in accordance with this WMP and WCP, to ensure compliance to latest revision of CMM, GAM MOE, SMS and CAAM latest MCAR, AN and/ or other relevant instruction.

### 1.4.6 Workshop Technician

- To perform the assigned task only after fully understand the instructions and once completed to sign technician column of activities in Workshop Worksheet carried out, in accordance with this WMP and WCP, to ensure compliance to latest revision of CMM, GAM MOE, SMS and CAAM latest MCAR, AN and/ or other relevant instruction.
- To update daily diary maintenance record.

### 1.4.7 Logistic Department

- To receive component and check for any other document that attached with it.
- To inform customer if noticed shipping damage during initial acceptance inspection.
- To inform Production Planner once component has been inspected and registered.
- To notify Commercial Department component is ready to be return.

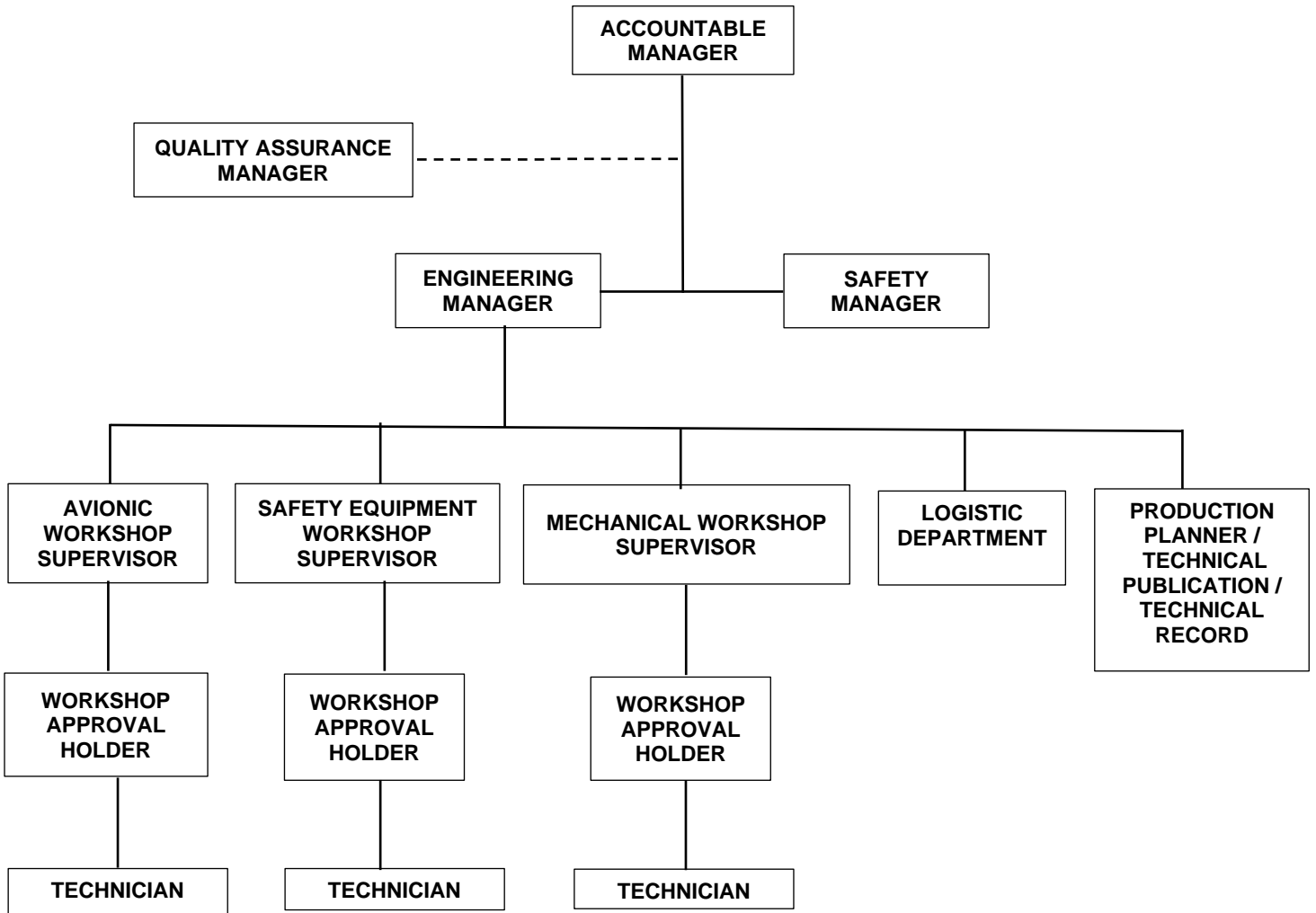
### 1.4.8 Production Planner /Tech Publication / Technical Record

- Advise Commercial department the availability of the component in GAM Capability List and Turn Around Time (TAT) for the component based on the appropriate workshop movement.
- To raise, provide and monitor the Workshop Task Register.
- To raise Work Order as per customer PO.
- To ensure that all the manual for workshop are comply with the latest revision.
- To keep all the original document.
- In case of absence, the regulatory duties and responsibilities will be delegated to the Workshop Supervisor or his delegated personnel.

DOCUMENT REFERENCE:	GAM/WMP	DATE:	30/07/2020
AMENDMENT:	01	PAGE:	Part 1.4 2 of 2

## WORKSHOP MANAGEMENT PROCEDURE

### PART 1.5 WORKSHOP ORGANISATIONAL CHART



DOCUMENT REFERENCE:	GAM/WMP	DATE:	03/03/2020
AMENDMENT:	INITIAL	PAGE:	Part 1.5 1 of 1

## WORKSHOP MANAGEMENT PROCEDURE

---

### **PART 1.6 LIST OF CERTIFYING PERSONNEL**

#### **1.6.1 List of Certifying Personnel**

As stipulated by MOE Part 1.7.2, for list of certifying personnel, refer GAM/Q-001 (List of Approval Holder).

DOCUMENT REFERENCE:	GAM/WMP	DATE:	03/03/2020
AMENDMENT:	INITIAL	PAGE:	Part 1.6 1 of 1



## WORKSHOP MANAGEMENT PROCEDURE

---

### PART 1.7 WORKSHOP MANAGEMENT

#### 1.7.1 Introduction

This section is to address how GAM manages its' workshop capabilities and supporting maintenance activities.

This procedure constitutes Significant Changes, it cannot be practiced without prior approval from QAM

#### 1.7.2 Purpose

This Workshop Procedure is to address how GAM personnel manages its' workshop capabilities and activities on aircraft components (on-wing and off-wing).

This Workshop Management Procedure will provide comprehensive description, instruction and guidance for GAM Workshop to include but not limited to Aircraft Specialized Maintenance, Aircraft Component Maintenance and Parts Recertification.

#### 1.7.3 Scope

This Workshop Management Procedure covers GAM capability expansion and development, management, quality and approvals, processes, certifications and controls within GAM Workshop Approval/System.

#### 1.7.4 Reference

Reference can be made to the following documents:

- a. MCAR 2016
- b. CAAM Airworthiness Notices
- c. GAM Maintenance Organisation Exposition
- d. Workshop Capability Procedure
- e. Engineering Circular
- f. Engineering Procedure Manual

DOCUMENT REFERENCE:	GAM/WMP	DATE:	03/03/2020
AMENDMENT:	INITIAL	PAGE:	Part 1.7 1 of 4

## WORKSHOP MANAGEMENT PROCEDURE

### 1.7.5 Definition

Scope under Workshop Management will be divided into 2 groups which are:

a. Aircraft Components which consist of:

I. Component on aircrafts covered under GAM Aircraft Type Capability CAAM Approval.

- Components from aircrafts maintained by GAM.
- With available approved maintenance data and not requiring specialised technics, training or workshop environment as limited by the Aircraft Maintenance Manual, Component Maintenance Manual, Service Bulletins or Airworthiness Directives.

II. Component Maintenance. (**CATEGORY C** of MOE 3.4 Personnel Approval System)

- Any aircraft component other than detailed in a.I.

III. Fabrication.

- Fabrication for modification and repair under MOE 1.9.7.

IV. Recertification.

- Recertification of aircraft components with known serviceability and traceability status. Refer Part 1.14 for detail.

b. SPECIALISED MAINTENANCE (**CATEGORY D** of MOE 3.4 Personnel Approval System)

Aircraft Specialized Maintenance which consist of but not limited to;

I. *Reserved*

### 1.7.6 Approval Requirement

The table below shows the requirement of approval on capability and approval holders.

Scope Group	Workshop Capability	Approval Holder	Documents Required	MOC
a.I	No	B1 or B2	<ul style="list-style-type: none"> <li>• Workshop Worksheet.</li> </ul>	No
a.II	Yes	C	<ul style="list-style-type: none"> <li>• Workshop Worksheet.</li> <li>• Workshop Process Report (as required)</li> <li>• CAAM FORM 1</li> </ul>	Yes
a.III	No	B1 or B2	<ul style="list-style-type: none"> <li>• Workshop Worksheet</li> </ul>	No
a.IV	No	B1 or B2	<ul style="list-style-type: none"> <li>• Workshop Worksheet</li> <li>• CAAM FORM 1</li> </ul>	No
b.I	Yes	D	<ul style="list-style-type: none"> <li>• Workshop Worksheet.</li> <li>• Workshop Process Report (as required)</li> <li>• CAAM FORM 1</li> </ul>	Yes

DOCUMENT REFERENCE:	GAM/WMP	DATE:	03/03/2020
AMENDMENT:	INITIAL	PAGE:	Part 1.7 2 of 4

## WORKSHOP MANAGEMENT PROCEDURE

---

### 1.7.7 Related Documents

List of documents and functions relevant to the Workshop Procedure as listed:

**a. Management of Change (GAM/Q-011)**

Any changes/addition/deletion to Workshop scope of work and capability will require MOC to be issued. This include additional or deletion of category/rating, expansion or relocation of facility, additional personnel qualification, introduction of new equipment etc. Evaluation process to be performed to ensure regulatory requirements are met and ascertain its capability and its effects.

This process shall form part of the Management of Change policy adopted by GAM with safety is emphasized as the utmost priority. Every MOC issued on particular workshop capability shall be referenced and recorded in individual WCP Part 2.1.X specific to the capability. MOE 1.9.3 and 1.9.4 refers.

**b. Workshop Management Procedures**

Workshop Management Procedures (WMP) is a document specifying the management of workshop engineering procedures to be adopted by the Engineering section of GAM relating to the management of the Workshop works.

**c. Workshop Capability Procedures**

Workshop Capability Procedure (WCP) contains 2 part which is GAM workshop capability list and workshop procedures for the capability.

WCP Part 1 is document which state the workshop Capability list. Every capability listed in WCP Part 1 shall have its own Workshop Capability Procedure and form a sub-part in WCP Part 2

WCP Part 2 is an individual supporting document to each workshop capability listed in WCP Part 1 which provide detail content of the workshop capability component to be carried out. It contains the reference to the MOC for the capability, component details, list of publication affecting the capability, list of tools, facilities meant for the capability, list of approval holders/certifying personnel and sample of the Workshop Worksheet.

These documents shall be read in conjunction with Workshop Management Procedure (WMP).

**d. Work Order (GAM/E-030)**

Work Order shall be raised by Production Planner after received Customer Purchase Order from Logistic. Work Order shall be distributed to the designated Workshop Supervisor.

**e. Workshop Worksheet (GAM/E-001C)**

Workshop Worksheet is where all task is recorded in detail and certified for individually. It also constitutes the MAINTENANCE RELEASE for the work carried out and details all part replacements and material used to perform the work. Workshop Worksheet shall remain with the Technical Record and not to be extended to the customers.

DOCUMENT REFERENCE:	GAM/WMP	DATE:	03/03/2020
AMENDMENT:	INITIAL	PAGE:	Part 1.7 3 of 4

## WORKSHOP MANAGEMENT PROCEDURE

---

Should by any circumstance that Workshop is instructed not to proceed with the completion of a work on a component/item during maintenance due to Beyond Economical Repair (BER), certification should not be issued. Certification may only be issued on incomplete maintenance work if the component/item undergoing a series of maintenance and the Company is only required to complete the maintenance work as per the Work Order.

**f. Workshop Process Report (GAM/E-029)**

Workshop Process Report shall be issued for workshop tasks belong to Scope Group (a.II) and (b.I).It shall contain the most detailed report for disassembly, inspection, rectification, replacement, repair, modification and assembly processes. It can be treated as a *tear down report* or a *strip down report*. Any findings and observations shall be recorded in the report and photographic proof is strongly recommended to be included in the report. It may also contain technical observation as probable cause to any finding or defect found on the component.

Workshop Process Report shall be completed and certified for by the Workshop Approval Holder. It shall only be provided to customers upon request and must be approved by the Engineering Manager or Quality Assurance Manager prior to delivery to customer. A copy shall be retained in by the Technical Record.

**g. CAAM FORM 1 / ARC (Authorised Release Certificate) (GAM/Q-040)**

CAAM FORM 1 / ARC issued to release a component/item after maintenance work carried out under the CAAM Malaysia Approval. The issuance is dictated by the certification requirement on the Work Order (GAM/E-030) issued to Workshop. Hence not all component/item would require to be issued with a CAAM Form 1 after maintenance work.

Should a CAAM FORM 1 is issued, the original copy shall follow the component and a copy shall be retained with the Technical Record. The procedure of issuance to refer to CAAM AN 29A.

**h. Unserviceable Label (GAM/E-006)**

Shall be issued and attached to component while waiting further instructions to rectify the discovered defects or findings during workshop task.

**i. Serviceable Label (GAM/E-005)**

Serviceable Label shall be issued for workshop tasks belong to Scope Group (a.I) once the workshop task completed and found Satisfactory. Serviceable Label must made reference to the component Workshop Worksheet for recording and traceability.

**j. Request for Once-Off Authorisation (GAM/E-019)**

May be initiated by Workshop Supervisor should there is a need for any deviation from company or OEM procedures and to be submitted to the Quality Assurance Manager. MOE 3.10 refers for complete guide to the procedures.

DOCUMENT REFERENCE:	GAM/WMP	DATE:	03/03/2020
AMENDMENT:	INITIAL	PAGE:	Part 1.7 4 of 4

## WORKSHOP MANAGEMENT PROCEDURE

### PART 1.8 MANAGEMENT OF WORKSHOP CAPABILITY PROCEDURE

#### 1.8.1 Workshop Capability Procedure

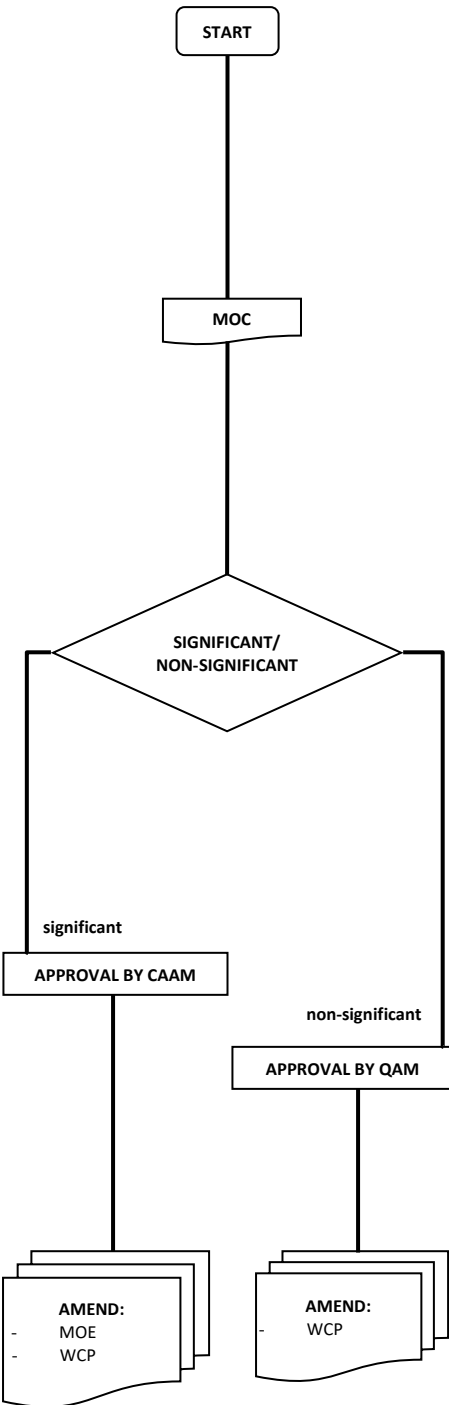
The procedure addressed in this sub-part applies to Workshop Capability Procedure (WCP) document and scope group a.II and b.I of WMP Part 1.7.5.

- a. Adding, Changing and Deletion of Capabilities
  - I. Changes in workshop capability can be raised by anybody in GAM AMO provided that it is sponsored by Workshop Supervisor.
  - II. Proposer will have raise **MOC** accompanied with Publication Amendment Request form in the form of a hardcopy or an email to Workshop Supervisor.
  - III. All MOC must be accompanied by a properly filed WCP Part 2. For an additional scope of existing capability, only the affected revised content of the current WCP Part 2 is needed.
  
- b. Classification of MOC of Workshop Capability Change
  - I. QAM is responsible to classify the requested workshop capability change.
  - II. To be classified as Significant if;
    - i. New addition of component new category C
    - ii. Any new application of category D
    - iii. Involving major changes to existing capability.
    - iv. Involving major changes in facility, personnel and tools requirements.
    - v. Involving new complicated procedure and sophisticated tools/equipment usage.
    - vi. Anytime instructed by CAAM.
    - vii. Others which not classified under Non-Significant.
  - III. To be classified as Non-Significant if;
    - i. Addition of component subcategory with similar process.
    - ii. Involving minor changes to existing capability.
  
- c. Major changes to existing capability refer to additional components that required new / different facility, equipment or personnel requirement  
*E.g.: additional of Lead Acid Battery to existing Capability of Battery Maintenance which previously only cover Ni-Cad Battery*
- d. Minor changes to existing capability refer to the additional component that are not affecting the current facility, tools and personnel requirement.
- e. Quality Assurance Manager responsible to present to CAAM the capability changes in accordance with CAAM requirements (AN 6501).
- d. Once approval sought, to advise EM to reflect changes to WCP to issue appropriate approval to personnel by QA department.
- e. Engineering Manager shall issue the amendments to the WCP and officiate the approved changes. EM may also prepare amendment to MOE together with the submission of changes in capability to CAAM

DOCUMENT REFERENCE:	GAM/WMP	DATE:	03/03/2020
AMENDMENT:	INITIAL	PAGE:	Part 1.8 1 of 2

## WORKSHOP MANAGEMENT PROCEDURE

### WORKSHOP CAPABILITY CHANGE FLOW

FLOW PROCESS	DESCRIPTION	RESPONSIBLE PERSON	DOC. REF.
	<p>A requirement for a new workshop capability or an addition / deletion to existing workshop capability.</p>	Anyone	Nil.
	<p>Raise new MOC.</p> <p>Prepare all requirement in terms of facility, tools, qualified personnel, maintenance data, training.</p> <p>Prepare a relevant WCP Part 1 and 'X' (depending on the capability rating). For an additional scope of existing capability, only revised or additional changes to the content of the current WCP Part 'X' is needed.</p> <p>Conduct HIRARC.</p> <p>Furnish all the said requirements and close the gap after obtained approval from the management and update the MOC if required.</p>	<p>Workshop / Engineering Personnel.</p> <p>EM and Management</p> <p>Safety Department</p>	<ul style="list-style-type: none"> <li>• MOC Procedure (QAN-001)</li> <li>• MOC Form (GAM/Q-011)</li> <li>• Publication Amendment Request</li> <li>• WMP 1.8</li> </ul>
	<p><b>Significant if;</b></p> <ol style="list-style-type: none"> <li>New addition of component new category C</li> <li>Any new application of category D</li> <li>Changes in facility location</li> <li>Anytime instructed by CAAM.</li> <li>Others which not classified under Non-Significant.</li> </ol> <p><b>Non-Significant if;</b></p> <ol style="list-style-type: none"> <li>Involving minor changes to existing capability within the same category (rating).</li> </ol>	QAM shall classify the MOC.	<ul style="list-style-type: none"> <li>• MOC</li> <li>• MOE Part 1.8 and/or 1.9</li> <li>• WCP Part 1.1</li> <li>• WCP Part 2</li> </ul>
	<p>Presentation to CAAM the capability changes in accordance with CAAM requirements.</p> <p>Preparation of amendment to MOE and WCP Part 2 for the submission of changes in capability to CAAM.</p>	<p>QAM</p> <p>EM</p>	<ul style="list-style-type: none"> <li>• MOC.</li> <li>• MOE Part 1.8 and/or 1.9</li> <li>• WCP Part 1.1</li> <li>• WCP Part 2</li> </ul>
	<p>Approval of non-significant changes to workshop capability.</p> <p>Preparation of amendment WCP Part 2 for the submission of changes in capability to CAAM.</p>	<p>QAM</p> <p>EM</p>	<ul style="list-style-type: none"> <li>• MOC.</li> <li>• WCP Part 1.1</li> <li>• WCP Part 2</li> </ul>
	<p>Issuance of the amendments to the MOE and officiate the approved changes.</p> <p>Issuance of the amendments to the WMP and WCP and officiate the approved changes.</p>	<p>QAM</p> <p>EM and Technical Publication.</p>	<ul style="list-style-type: none"> <li>• MOE Part 1.8 and/or 1.9</li> <li>• WCP Part 1.1</li> <li>• WCP Part 2</li> </ul>

DOCUMENT REFERENCE:	GAM/WMP	DATE:	03/03/2020
AMENDMENT:	INITIAL	PAGE:	Part 1.8 2 of 2



## WORKSHOP MANAGEMENT PROCEDURE

### PART 1.9 WORKSHOP DOCUMENT GENERATION

#### 1.9.1 Workshop Document Generation and Control

- a. Upon receipt of Work Order from Production Planner, Workshop Supervisor shall raise Workshop Worksheet, Workshop Process Report, and CAAM FORM 1. This same Workshop Task running number shall be used in the documents issued for the workshop task ie:

Type of Document	Group Requirement	Register Number
		Ref. to Document Type
Workshop Worksheet	a.I, a.II, a.III, a.IV, b.I	WW-W/XXX-FF
Workshop Process Report ( <i>as req'd</i> )	a.II, b.I	WPR-W/XXX
CAAM FORM 1 ( <i>as req'd</i> )	a.II, b.I	W/XXX
<b>Note:</b> XXX – Workshop task running Number  FF – Sub running number. Only exist when component assembly required more than 1 worksheet for it to be performed. E.g: Float assembly which consist of 2 worksheets for FWD and AFT float.		

- b. Workshop Worksheet, Workshop Process Report and CAAM Form 1 shall bear the same running number with different reference to document type.
- c. Requirements for Workshop Document for each scope group is as explained in the table above. Issuance of CAAM FORM 1 and Workshop Process Report for the workshop task shall depend on the requirement raised by Work Order. If the component was meant for GAM internal use, the Workshop Worksheet shall suffice for Aircraft Type Rated Approval Holder to issue Serviceable Label.
- d. Workshop Worksheet (GAM/E-001C)
- i. Upon application of Workshop Capability, each Workshop Capability Procedures Part 2 should include a sample of the Workshop Worksheet for the particular capability being requested.
  - ii. As approved maintenance data for the workshop task may change from time to time, it is the responsibility of the Approval Holder as the certifying personnel to ensure the task performed was in accordance with the latest approved maintenance data and get reflected in the Workshop Worksheet being issued.
  - iii. As such, the Approval Holder certifying for the task shall inform the Workshop Supervisor and Workshop Supervisor shall amend the Workshop Worksheet to reflect the latest maintenance data.
  - iv. The worksheet shall be generated by copying the required task from approved latest maintenance document and transferred word for word to the worksheet or by quoting applicable instruction.
  - v. For Workshop Worksheet issued for Scope Group (a.I), (a.III), and (a.IV) the Workshop Worksheet shall be prepared as per normal aircraft maintenance format acceptable by the B1 or B2 Approval Holder.
  - vi. The instructions, references and referred documents have to be listed in detail in the Workshop Worksheet.

DOCUMENT REFERENCE:	GAM/WMP	DATE:	30/07/2020
AMENDMENT:	01	PAGE:	Part 1.9 1 of 2

## WORKSHOP MANAGEMENT PROCEDURE

---

- vii. Generation of Workshop Worksheet shall also include General and Safety Instruction and Reminder which shall be highlighted at the beginning of the Workshop Worksheet if applicable.
  - viii. For High Risk procedure to always start the procedure with “Warning” sign to highlight any danger or “Caution Sign” to highlight the detail of following instructions. Normal or Additional requirement can be notified as “For Information Purposes Only” sign.
  - ix. Any amendment to the worksheet shall be notified to the QAM before usage.
- e. Workshop Process Report (GAM/E-029)
- i. A detailed report of a workshop task to be completed and issued by the Approval Holder.
  - ii. Workshop Process Report shall be issued for workshop tasks belong to Scope Group (a.II) and (b.I).
  - iii. The form is self-explanatory. The C or D Approval Holder shall be the signatory for the issuance of the report. Should a request be made by the customer, a copy shall be extended to the customer with the approval of the Engineering Manager or the Quality Assurance Manager for the release.
- f. CAAM FORM 1 / ARC (Authorized Release Certificate) (GAM/Q-040)
- i. CAAM FORM 1 by which the issuance is dictated by the certification requirement on the Work Order issued to Workshop. Hence not all component/item would require to be issued with a CAAM FORM 1 after maintenance work.
  - ii. Should a CAAM FORM 1 is issued, the original copy shall follow the component and a copy shall be retained with the Technical Record. The procedure of issuance refers to CAAM AN 29A.
  - iii. CAAM AN 29A refers for a template of CAAM FORM 1 guideline for the adaptation of the use of the blocks and inclusion of the logo of the Company.
- g. Serviceable Label (GAM/E-005)
- i. Serviceable Label shall be issued for workshop tasks belong to Scope Group (a.I) upon completion of the workshop task.
  - ii. Serviceable Label must made reference to the component Workshop Worksheet for recording and traceability.
- h. Component Log Card
- i. Components accompanied with Component Log Card shall have the Log Cards updated by the approval holder releasing the component.
  - ii. Reference shall be made to the OEM on the procedure to update the Log Cards and reference shall be made to the Workshop Worksheet.
  - iii. Entries shall be signed, dated and stamped with the approval stamp.

DOCUMENT REFERENCE:	GAM/WMP	DATE:	30/07/2020
AMENDMENT:	01	PAGE:	Part 1.9 2 of 2

## WORKSHOP MANAGEMENT PROCEDURE

### PART 1.10 WORKSHOP PROCESS FLOW

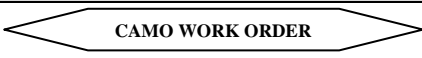
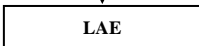

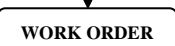
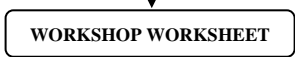
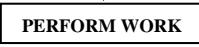


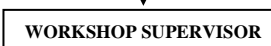
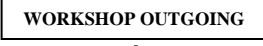
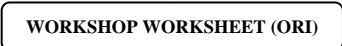

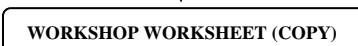

#### 1.10 Workshop Process Flow – General

- a. Acceptance of Workshop Activities/Components
  - i. Register incoming item in the Workshop Task Register and issued with a reference number.
  - ii. To place in the designated “**INCOMING**” area, preliminary acceptance check shall be carried out.
  - iii. *Workshop Worksheet, Workshop Process Report* (as required) and CAAM Form 1 (as required) shall be raised and issued with reference numbers accordingly.
  - iv. Any discrepancies, defects or findings which are regarded as not as per what is required by the relevant Work Order shall be forwarded to Workshop Supervisor.
  - v. Workshop Supervisor shall extend the report to the Commercial to inform the customer for further instruction. Component to be labelled in accordance with the outcome of the report.
  - vi. While waiting for further instructions, an additional ‘**UNSERVICEABLE**’ label shall be issued and attached to the item signifying the defects or findings discovered. Item to be placed in the designated “**QUARANTINE**” area.
  - vii. If the component was allowed to proceed to the maintenance stage, while waiting for its’ turn, the item shall be placed at the designated “**HOLDING**” area.
- b. Workshop Maintenance Process
  - i. All components must be accompanied with the respective Workshop Worksheet or new one to be raised.
  - ii. Workshop Technician performing the workshop task shall sign in the Technician column and the Approval Holder shall sign the Approval Holder column once he/she is satisfied with the work has been carried out in accordance with approved documents and to the standard required by the MOE.
  - iii. Upon completion of the workshop task, Approval Holder shall ensure all applicable signature columns in the Workshop Worksheet are signed for and stamped. All details and measurement to be recorded are filled up, all parts used for the workshop task are recorded and supported by their release certificate. *Workshop Process Report* (as required) duly completed and signed for. *CAAM FORM 1* (as required) is completed and signed for i.a.w CAAM requirement. Component Log Card shall be updated in relation to the work carried out and the component hours the maintenance was carried out and dated.
  - iv. All applicable documents shall be attached to the component and place to “**OUTGOING**”.
  - v. For unserviceable component, it is to be accompanied with ‘**UNSERVICEABLE**’ label and placed to “**OUTGOING**” prior return to store.
  - vi. All components to be sent to store as soon as possible and recorded in the “**OUTGOING**” record book for the departure from the workshop process.

DOCUMENT REFERENCE:	GAM/WMP	DATE:	03/03/2020
AMENDMENT:	INITIAL	PAGE:	Part 1.10 1 of 5

## WORKSHOP MANAGEMENT PROCEDURE

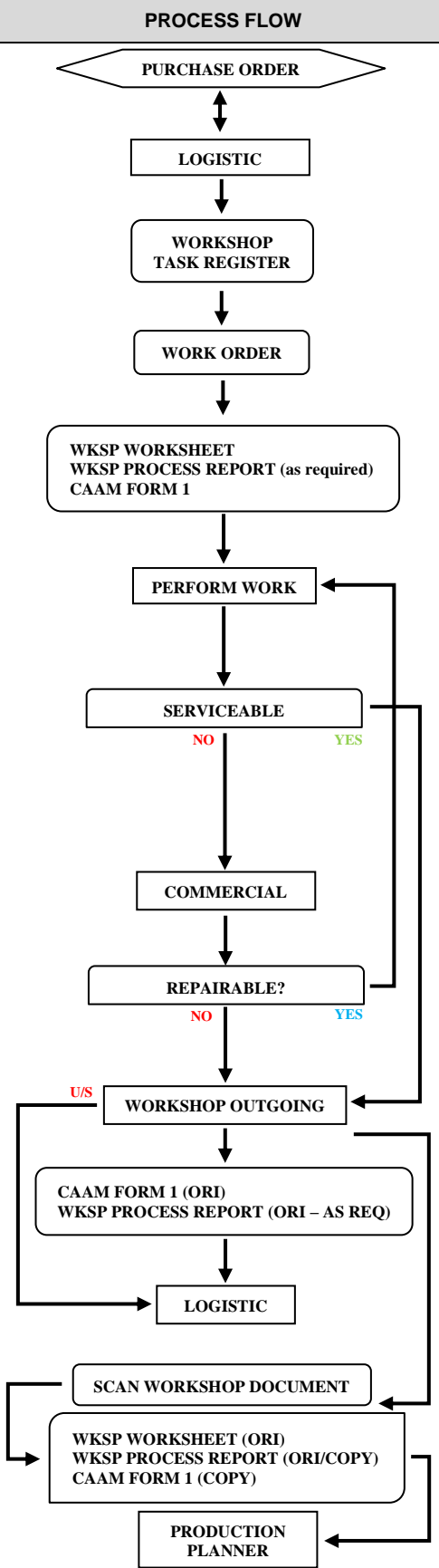
### WORKSHOP PROCESS FLOW SCOPE GROUP a.I

PROCESS FLOW	DESCRIPTION	RESPONSIBLE PERSON	DOC. REF.
	<ul style="list-style-type: none"> <li>• Issuance of CAMO Work Order signifying maintenance requirement on the component.</li> </ul>	GAM CAMO	CAMO Work Order
	<ul style="list-style-type: none"> <li>• Notify Production Planner the incoming workshop task and enquire the availability of the workshop.</li> <li>• CAMO Work Order shall be forwarded to Production Planner.</li> <li>• Once workshop is available, remove component from aircraft and issue Unserviceable Label.</li> <li>• Transfer component from aircraft to workshop.</li> </ul>	Aircraft Type Rated Approval Holder  Production Planner	Unserviceable Label (GAM/E-006)
	<ul style="list-style-type: none"> <li>• Register the component in Workshop Task Register and issued the workshop reference number.</li> <li>• Raise Work Order for the workshop task and notify Workshop Supervisor.</li> <li>• Issue Workshop Documents i.a.w WMP sub-part 1.7.5 accordingly:               <ul style="list-style-type: none"> <li>○ Group a.I</li> <li>- Workshop Worksheet</li> </ul> </li> </ul>	Production Planner  Workshop Supervisor	WKSP Task Register (GAM/E-033) Work Order (GAME-030) WKSP Worksheet (GAM/E-001C)
			
			
	<ul style="list-style-type: none"> <li>• Aircraft Type Rated Approval Holder shall ensure Workshop Worksheet raised i.a.w latest maintenance data.</li> <li>• Perform work i.a.w approved maintenance data.</li> </ul>	Aircraft Type Rated Approval Holder	WKSP Worksheet (GAM/E-001C)
	<ul style="list-style-type: none"> <li>• Testing of component/work and to ensure result as per requirement of maintenance data.</li> <li>• Record result in Workshop Worksheet</li> <li>• Serviceable component to be transferred to Workshop Outgoing area.</li> </ul>	Aircraft Type Rated Approval Holder	WKSP Worksheet (GAM/E-001C)
	<ul style="list-style-type: none"> <li>• For unsatisfactory result, Unserviceable Label shall be issued and transfer to Workshop Quarantine Area.</li> <li>• Workshop Supervisor shall be informed.</li> <li>• If the component is repairable, Aircraft Type Rated Approval Holder to acquire approval from Workshop Supervisor for approval to proceed with further investigation and repair.</li> <li>• If component considered as BER. Component must be properly labelled and with completed documents shall be transferred to Workshop Outgoing area.</li> </ul>	Aircraft Type Rated Approval Holder  Workshop Supervisor	Unserviceable Label (GAM/E-006)
			
	<ul style="list-style-type: none"> <li>• All components properly labelled and with completed documents shall be transferred to Workshop Outgoing area.</li> <li>• Component Log Card to be updated.</li> <li>• Aircraft Type Rated Approval Holder shall issue Serviceable Label for the component.</li> <li>• Completed documents shall be scanned and properly distributed, attached to the component and the ones to be sent to Production Planner.</li> </ul>	Aircraft Type Rated Approval Holder  Workshop Supervisor	WKSP Worksheet (GAM/E-001C) Component Log Card Serviceable Label (GAM/E-005) Unserviceable Label (GAM/E-006)
			
			
	<ul style="list-style-type: none"> <li>• Production Planner to ensure documents are completed i.a.w MOE and WMP.</li> <li>• Records to be kept i.a.w the MOE and all the scanned copy of the document will be kept by Workshop Supervisor.</li> </ul>	Production Planner  Workshop Supervisor	MOE PART 2.
			

DOCUMENT REFERENCE:	GAM/WMP	DATE:	03/03/2020
AMENDMENT:	INITIAL	PAGE:	Part 1.10 2 of 5

## WORKSHOP MANAGEMENT PROCEDURE

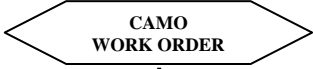







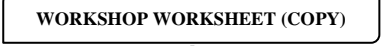

### WORKSHOP PROCESS FLOW SCOPE GROUP a.II and b.I

PROCESS FLOW	DESCRIPTION	RESPONSIBLE PERSON	DOC. REF.
	<ul style="list-style-type: none"> <li>• Issuance of Purchase Order signifying minimum maintenance requirement on the component by customer.</li> </ul>	Commercial	<ul style="list-style-type: none"> <li>▪ Customer Purchase Order</li> </ul>
	<ul style="list-style-type: none"> <li>• Received component and check for any document attached with it.</li> <li>• Inspect and alert customer if there any damage to the component.</li> <li>• Inform Production Planner that the component is in store.</li> <li>• Customer PO shall be forwarded to Production Planner.</li> </ul>	Store Personnel Logistic Production Planner	<ul style="list-style-type: none"> <li>▪ Store Unserviceable Register</li> </ul>
	<ul style="list-style-type: none"> <li>• Registered the component in Workshop Task Register and issue the workshop reference number.</li> <li>• Raised Work Order for the workshop task and notify Workshop Supervisor.</li> <li>• Issue Workshop Documents i.a.w WMP sub-part 1.7.5 accordingly:               <ul style="list-style-type: none"> <li>o Group a.II and b.I</li> <li>- Workshop Worksheet</li> <li>- Workshop Process Report (as required)</li> <li>- CAAM FORM 1</li> </ul> </li> </ul>	Production Planner Workshop Supervisor Workshop Approval Holder	<ul style="list-style-type: none"> <li>▪ WKSP Task Register (GAM/E-033)</li> <li>▪ Work Order (GAM/E-030)</li> <li>▪ WKSP Worksheet (GAM/E-001C)</li> <li>▪ WKSP Process Report (GAM/E-029)</li> <li>▪ CAAM FORM 1 (GAM/Q-040)</li> </ul>
	<ul style="list-style-type: none"> <li>• Workshop Approval Holder shall ensure Workshop Worksheet raised i.a.w latest maintenance data.</li> <li>• Perform work i.a.w approved maintenance data as required by Work Order.</li> </ul>	Workshop Approval Holder	<ul style="list-style-type: none"> <li>▪ WKSP Worksheet (GAM/E-001C)</li> </ul>
	<ul style="list-style-type: none"> <li>• Testing of component/work and to ensure result as per requirement of maintenance data.</li> <li>• Record result in Workshop Worksheet and Workshop Process Report (as required)</li> <li>• Serviceable component to be transferred to Workshop Outgoing area.</li> </ul>	Workshop Approval Holder	<ul style="list-style-type: none"> <li>▪ WKSP Worksheet (GAM/E-001C)</li> <li>▪ WKSP Process Report (GAM/E-029)</li> </ul>
	<ul style="list-style-type: none"> <li>• For unsatisfactory result, Unserviceable Label shall be issued and transfer to Workshop Quarantine Area.</li> <li>• Workshop Supervisor shall be informed and in turn notify Production Planner and Commercial.</li> </ul>	Workshop Approval Holder Workshop Supervisor	<ul style="list-style-type: none"> <li>▪ Unserviceable Label (GAM/E-006)</li> </ul>
	<ul style="list-style-type: none"> <li>• Commercial to inform customer the result and advise customer if component considered BER.</li> <li>• Commercial to acquire approval from customer for approval to proceed with further investigation and repair followed by new work scope.</li> <li>• If component considered as BER. Component must be properly labelled and with completed documents shall be transferred to Workshop Outgoing area.</li> </ul>	Commercial	<ul style="list-style-type: none"> <li>▪ New quote to customer.</li> <li>▪ Amend work scope on Purchase Order.</li> </ul>
	<ul style="list-style-type: none"> <li>• All components properly labelled and with completed documents shall be transferred to Workshop Outgoing area.</li> <li>• Component Log Card to be updated.</li> <li>• Completed documents shall be properly distributed, attached to the component and the ones to be sent to Production Planner.</li> </ul>	Workshop Supervisor Approval Holder	<ul style="list-style-type: none"> <li>▪ WKSP Worksheet (GAM/E-001C)</li> <li>▪ WKSP Process Report (GAM/E-029)</li> <li>▪ CAAM FORM 1 (GAM/Q-040)</li> <li>▪ Unserviceable Label (GAM/E-006)</li> <li>▪ Component Log Card</li> </ul>
	<ul style="list-style-type: none"> <li>• Store personnel shall receive the component and attaching documents for inspection.</li> <li>• To inform Commercial the component status and prepare the component to be return to customer.</li> </ul>	Logistic Commercial	<ul style="list-style-type: none"> <li>• Delivery Order</li> </ul>
	<ul style="list-style-type: none"> <li>• Production Planner to ensure documents are completed i.a.w MOE and WMP.</li> <li>• Records to be kept i.a.w the MOE and all the scanned copy of the document will be kept by Workshop Supervisor.</li> </ul>	Production Planner Workshop Supervisor	<ul style="list-style-type: none"> <li>• MOE PART 2.</li> </ul>

DOCUMENT REFERENCE:	GAM/WMP	DATE:	03/03/2020
AMENDMENT:	INITIAL	PAGE:	Part 1.10 3 of 5

## WORKSHOP MANAGEMENT PROCEDURE

### WORKSHOP PROCESS FLOW SCOPE GROUP a.III









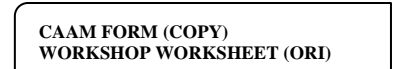


PROCESS FLOW	DESCRIPTION	RESPONSIBLE PERSON	DOC. REF.
 ↓	<ul style="list-style-type: none"> <li>• Issuance of CAMO Work Order signifying task required to be performed.</li> </ul>	GAM CAMO	▪ Nil
 ↓	<ul style="list-style-type: none"> <li>• AMO Production Planner to notify Aircraft Type Rated Approval Holder the incoming task.</li> </ul>	AMO Production Planner Aircraft Type Rated Approval Holder	▪ Nil
 ↓	<ul style="list-style-type: none"> <li>• Issue Workshop Documents i.a.w WMP sub-part 1.7.5 accordingly:               <ul style="list-style-type: none"> <li>○ Group a.III</li> <li>- Workshop Worksheet</li> </ul> </li> </ul>	Aircraft Type Rated Approval Holder	▪ WKSP Worksheet (GAM/E-001C)
 ↓	<ul style="list-style-type: none"> <li>• Aircraft Type Rated Approval Holder shall ensure Workshop Worksheet raised i.a.w latest maintenance data.</li> <li>• Perform work i.a.w approved maintenance data.</li> </ul>	Aircraft Type Rated Approval Holder	▪ WKSP Worksheet (GAM/E-001C)
 ↓	<ul style="list-style-type: none"> <li>• Testing of work and to ensure result as per requirement of maintenance data.</li> <li>• Record result in Workshop Worksheet.</li> </ul>	Aircraft Type Rated Approval Holder	▪ WKSP Worksheet (GAM/E-001C)
 ↓	<ul style="list-style-type: none"> <li>• All items properly labelled.</li> <li>• Liaised with Workshop Production Planner to register the task in Workshop Task Register for the issuance of workshop reference number.</li> </ul>	Aircraft Type Rated Approval Holder	▪ WKSP Worksheet (GAM/E-001C)
 ↓	<ul style="list-style-type: none"> <li>• Registered the task in Workshop Task Register and issued the workshop reference number.</li> <li>• Aircraft Type Rated Approval Holder shall fill up the workshop reference number inside the Workshop Worksheet.</li> <li>• Completed documents shall be properly distributed, attached to the item and the ones to be sent to Production Planner.</li> <li>• Production Planner to ensure documents are completed i.a.w MOE and WMP</li> <li>• Records to be kept i.a.w the MOE and all the scanned copy of the document will be kept by Workshop Production Planner.</li> </ul>	Workshop Production Planner Aircraft Type Rated Approval Holder	<ul style="list-style-type: none"> <li>▪ WKSP Task Register (GAM/E-033)</li> <li>▪ WKSP Worksheet (GAM/E-001C)</li> <li>▪ MOE PART 2.</li> </ul>
 ↓			
 ↓			
 ↓			

DOCUMENT REFERENCE:	GAM/WMP	DATE:	03/03/2020
AMENDMENT:	INITIAL	PAGE:	Part 1.10 4 of 5



## WORKSHOP MANAGEMENT PROCEDURE

### WORKSHOP PROCESS FLOW SCOPE GROUP a.IV

PROCESS FLOW	DESCRIPTION	RESPONSIBLE PERSON	DOC. REF.
 <b>PURCHASE ORDER</b>	<ul style="list-style-type: none"> <li>Issuance of Purchase Order signifying minimum maintenance requirement on the component by customer</li> </ul>	Commercial	<ul style="list-style-type: none"> <li>Customer Purchase Order</li> </ul>
 <b>AMO PRODUCTION PLANNER</b>	<ul style="list-style-type: none"> <li>AMO Production Planner to notify Aircraft Type Rated Approval Holder the incoming task.</li> </ul>	AMO Production Planner  Aircraft Type Rated Approval Holder	<ul style="list-style-type: none"> <li>Nil</li> </ul>
 <b>AIRCRAFT TYPE RATED APPROVAL HOLDER</b>	Issue Workshop Documents i.a.w WMP sub-part 1.7.5 accordingly: <ul style="list-style-type: none"> <li>Group a.IV - Workshop Worksheet</li> </ul>	Aircraft Type Rated Approval Holder	<ul style="list-style-type: none"> <li>WKSP Worksheet (GAM/E-001C)</li> </ul>
 <b>WORKSHOP WORKSHEET</b>	<ul style="list-style-type: none"> <li>Aircraft Type Rated Approval Holder shall ensure Workshop Worksheet raised i.a.w latest maintenance data.</li> <li>Perform work i.a.w approved maintenance data.</li> </ul>	Aircraft Type Rated Approval Holder	<ul style="list-style-type: none"> <li>WKSP Worksheet (GAM/E-001C)</li> </ul>
 <b>PERFORM WORK</b>	<ul style="list-style-type: none"> <li>Testing of work and to ensure result as per requirement of maintenance data.</li> <li>Record result in Workshop Worksheet.</li> </ul>	Aircraft Type Rated Approval Holder	<ul style="list-style-type: none"> <li>WKSP Worksheet (GAM/E-001C)</li> </ul>
 <b>WORKSHOP TASK REGISTER</b>	<ul style="list-style-type: none"> <li>All items properly labelled.</li> <li>Liaised with Workshop Production Planner to register the task in Workshop Task Register for the issuance of workshop reference number.</li> </ul>	Aircraft Type Rated Approval Holder	<ul style="list-style-type: none"> <li>WKSP Worksheet (GAM/E-001C)</li> </ul>
 <b>CAAM FORM 1 (ORI)</b>	<ul style="list-style-type: none"> <li>Registered the task in Workshop Task Register and issued the workshop reference number.</li> <li>Aircraft Type Rated Approval Holder shall fill up the workshop reference number inside the Workshop Worksheet.</li> <li>Issued CAAM FORM 1 for the component.</li> <li>Completed documents shall be properly distributed, attached to the item and the ones to be sent to Production Planner.</li> <li>Production Planner to ensure documents are completed i.a.w MOE and WMP</li> <li>Aircraft Type Rated Approval Holder shall notify AMO Production Planner for the completion of task.</li> <li>Records to be kept i.a.w the MOE and all the scanned copy of the document will be kept by Workshop Production Planner.</li> </ul>	Workshop Production Planner  Aircraft Type Rated Approval Holder  AMO Production Planner	<ul style="list-style-type: none"> <li>WKSP Task Register (GAM/E-033)</li> <li>WKSP Worksheet (GAM/E-001C)</li> <li>CAAM FORM 1 (GAM/Q-040)</li> <li>MOE PART 2.</li> </ul>
 <b>SCAN WORKSHOP DOCUMENT</b>			
 <b>CAAM FORM (COPY) WORKSHOP WORKSHEET (ORI)</b>			
 <b>WORKSHOP PRODUCTION PLANNER</b>			
 <b>LOGISTIC</b>	<ul style="list-style-type: none"> <li>Store personnel shall receive the component and attaching documents for inspection.</li> <li>To inform Commercial the component status and prepare the component to be return to customer</li> </ul>	Logistic  Commercial	<ul style="list-style-type: none"> <li>Delivery Order</li> </ul>

DOCUMENT REFERENCE:	GAM/WMP	DATE:	03/03/2020
AMENDMENT:	INITIAL	PAGE:	Part 1.10 5 of 5

## WORKSHOP MANAGEMENT PROCEDURE

---

### **PART 1.11 CONTROL OF TOOLING, FACILITY, PARTS SUPPLY AND MAINTENANCE DATA CAPABILITIES LIMITATIONS**

#### **1.11.1 Capability Limitations**

To support aircraft maintenance activity, GAM shall have adequate approved facility supported with all necessary tools, equipment, workforce, documentations, approved maintenance programs for an aircraft type and components as specified in the MOE Part 1.9.

Variations shall exist from time to time which may affect the limitations and capabilities of carrying out maintenance on aircrafts and components listed in MOE Part 1.9.

GAM is committed to arrange the following items below before the particular maintenance is recommenced:

- The necessary tooling is made readily available (re-calibrated or purchased)
- Qualified personnel are available (trained or employed)
- All necessary equipment is (re-) obtained.
- Maintenance programs and documentation are checked for currency and applicability and updated as necessary.
- The facilities are suitable for the maintenance to be performed or possibly adjusted to the latest requirements.

#### **1.11.2 Control of Tools and Test Set**

- a. Shall be in accordance with MOE Part 2.4, Part 2.5 and Part 2.6.
- b. Tools and equipment which are essential to the workshop capability shall be listed in each Workshop Capability Procedures Part 2. Any changes shall warrant for the capability for a review.

#### **1.11.3 Control of Facility and Environment Intended for Workshop Activity.**

- a. The approved facility for a particular Workshop Capability shall be listed in the MOE Part 1.8.
- b. The minimum requirement and the details of facility including the lay out shall be laid down in the Workshop Capability Procedures Part 2. Any changes shall warrant for the capability for a review and for an amendment. Any unavailability of the listed facility shall invalidate the capability until they can be made available again.
- c. Certain workshop capability may not require a fixed facility but a minimum requirement on the facility and environment to perform the task may be laid down in the Workshop Capability Procedures Part 2. As such, any facility that meets the requirement shall be regarded as approved to perform the workshop task.

#### **1.11.4 Control of Certifying Personnel**

- a. The certifying personnel for a particular workshop capability shall be the Approval Holders of the Company or the Authorised Personnel by CAAM.
- b. A list of certifying personnel shall be controlled by the Quality Assurance Manager and a copy shall be extended to the Workshop Supervisor.

DOCUMENT REFERENCE:	GAM/WMP	DATE:	03/03/2020
AMENDMENT:	INITIAL	PAGE:	Part 1.11 1 of 2



## WORKSHOP MANAGEMENT PROCEDURE

---

- c. As for individual workshop capability, the list of Approval Holders for the capability shall be listed in the Workshop Capability Procedures Part 2.
- d. Any changes shall warrant for the capability for a review and for an amendment of the Workshop Capability Procedures Part 2.
- e. The Workshop Technicians are subjected to yearly *competency assessments*.
- f. Minimum requirement for training of Approval Holders and Workshop Technicians shall also be laid down in the Workshop Capability Procedures Part 2.

### 1.11.5 Control of Parts Supply and Vendor

- a. New parts or material, applied or embodied on the component being serviced as part of workshop task due to replacement, repair or any other means should be obtained in accordance with MOE Part 2.1.
- b. Workshop Supervisor and Approval Holder should ensure that the new parts to be embodied to the component have sufficient means of certificate / data in accordance to MOE Part 2.1.2.

### 1.11.6 Control of Maintenance Data

- a. Control of maintenance data shall be i.a.w MOE Part 2.8.
- b. Workshop Supervisor and Approval Holder certifying for the Workshop task shall ensure only the updated and controlled maintenance data is referred to and transferred to the Workshop Worksheet.
- c. The amendment status of the maintenance data referred to must be mentioned in the Workshop Worksheet and Workshop Process Report.

DOCUMENT REFERENCE:	GAM/WMP	DATE:	03/03/2020
AMENDMENT:	INITIAL	PAGE:	Part 1.11 2 of 2

## WORKSHOP MANAGEMENT PROCEDURE

---

### PART 1.12 PROCEDURE OF DISCREPANCIES / REJECTED WORKSHOP ACTIVITIES / COMPONENTS AND MAINTENANCE ERROR

#### 1.12.1. Discrepancies Workshop Process

- a. To elaborate the discrepancies or defects in the Workshop Process Report. Defects shall be recorded in the Workshop Worksheet.
- b. Discrepancies/Rejected Workshop Activities/Components found during acceptance and during maintenance process, depending on nature of the discrepancies, the person in charge to the respective workshop may have to inform the customer to get approval to proceed.
- c. Faulty component beyond local repair to be tagged with '**UNSERVICEABLE**' label and return to store with its' Workshop Worksheet and Workshop Process Report. All the tasks carried out until the item was declared as unserviceable shall be signed for on the Workshop Worksheet. However, the MAINTENANCE RELEASE statement on the Workshop Worksheet shall be cancelled.
- d. Discrepancies/Rejected Workshop Activities/Components found post maintenance and after release are to be investigated. Workshop Supervisor to report to Engineering Manager and Quality Assurance Manager the result of the investigation after Quality Assurance Manager conducted his own assessment.
- e. All occurrences concerning workshop activity to refer to MOE Part 2.18. Any findings concerning 'Bogus Part' encountered during the process shall warrant for an Mandatory Occurrence Report to be raised.

#### 1.12.2. Procedure to Detect and Rectify Maintenance Error

- a. All workshop personnel in maintenance shall report to Engineering Manager conditions that could seriously hazard the aircraft components or person working in the area. Any maintenance error must be stopped immediately irrespective of commercial or personal interest, and workshop personnel shall obey procedure lay down in the MOE Part 2.25.

DOCUMENT REFERENCE:	GAM/WMP	DATE:	03/03/2020
AMENDMENT:	INITIAL	PAGE:	Part 1.12 1 of 1

## WORKSHOP MANAGEMENT PROCEDURE

---

### PART 1.13 WORKSHOP PERSONNEL APPROVAL SYSTEM

#### 1.13.1. Workshop Personnel Approval System

- a. Workshop Approval Processes will start with application using form GAM/Q-012 latest revision.
- b. There are 2 types of certifications.
  - i. Certification using workshop approval by which the certification is carried out by the Company Approval Holder holding approval for the component and specialized maintenance Category C or Category D.
  - ii. Certification on components from aircrafts covered under type listed in MOE Part 1.9 or maintenance, fabrication (under repair and modification) and re-certifications of parts for an aircraft contracted to GAM shall be certified by a B1 or B2 Approval Holders on type.
- c. Issuance and control approval system shall be i.a.w MOE Part 3.4 latest revision.
- d. Any deviations from company or OEM procedures are to be submitted to the Quality Assurance Manager. Should the deviation involve company procedures and affecting regulatory requirement, an approval from CAAM is required i.a.w MOE Part 3.10
- e. For component re-certification, rated B1 or B2 Approval Holders for the type may certify for the said component.

DOCUMENT REFERENCE:	GAM/WMP	DATE:	03/03/2020
AMENDMENT:	INITIAL	PAGE:	Part 1.13 1 of 1

## WORKSHOP MANAGEMENT PROCEDURE

---

### PART 1.14 PROCEDURE OF RECERTIFICATION COMPONENT / PART USING WORKSHOP WORKSHEET

#### 1.14.1 Component / Part Recertification Process

- a. For the purpose of this procedure PART 1.14.1, the term “items” includes all components, parts and accessories.
- b. This procedure is to recertify items which is removed from aircraft which its serviceability status is known or to be determined which then to be returned into store with serviceable label.
- c. It is essential to obtain a clear evidence that the items are serviceable before return to store.
- d. The serviceability status of the items must be justified and recorded in Workshop Worksheet as a form of evidence.
- e. Items where applicable to be recertified therefore be subjected to competent assessment and inspection in the light of adequate knowledge of the circumstances of the condition of aircraft, subsequent storage and transport conditions and with evidence of previous service operation history obtained from valid airworthiness records (i.e log card) for traceability purpose before return to store as serviceable can be considered.
- f. Recertified items which is removed from aircraft must ascertain its serviceability status by appropriate adequate means but not limited to:
  - i. Perform functional check on aircraft (remove from aircraft as serviceable)
  - ii. Detail examination and physical condition visual check
  - iii. Bench test (if required).
  - iv. Other adequate and appropriate of test or inspection.
- g. Inspection, testing or means to ensure the serviceability of the items should be certify by appropriate rated LAE.
- h. For items which its status is known as serviceable, Workshop Worksheet shall contain the traceability of its operation history, registration of aircraft served (if applicable), serviceability status and task, inspection or test conducted to ascertain the serviceability of the item
- i. If the item is found to be unserviceable, it must be return to store with unserviceable label.
- j. Once Workshop Worksheet is completed with sufficient detail, the items with Workshop Worksheet to be submitted to Store for acceptance.
- k. Any findings concerning ‘Bogus Part’ encountered during the process shall warrant for Mandatory Occurrence Report to be raised.

DOCUMENT REFERENCE:	GAM/WMP	DATE:	03/03/2020
AMENDMENT:	INITIAL	PAGE:	Part 1.14 1 of 1

## WORKSHOP MANAGEMENT PROCEDURE

---

### PART 1.15 TECHNICAL RECORDING AND RETENTION

#### 1.15.1 Procedure

Maintenance recording shall be in the form of:

- |                            |                        |
|----------------------------|------------------------|
| 1. Workshop Worksheet      | : Part 1.15 Appendix A |
| 2. CAMM ARC/AAT            | : Part 1.15 Appendix B |
| 3. Workshop Process Report | : Part 1.15 Appendix C |

#### 1.15.2 Retention of Records

Shall be i.a.w MOE Part 2.14.5 latest revision.

DOCUMENT REFERENCE:	GAM/WMP	DATE:	03/03/2020
AMENDMENT:	INITIAL	PAGE:	Part 1.14 1 of 1

CUSTOMER		AIRCRAFT REG	CSN*	WORKSHOP WORKSHEET NO: <b>A</b> WW-W/XXX-FF WORK ORDER REF: <b>B</b>
BASE/FACILITY:		AICRAFT S/N	CSO*	
DATE IN:		TSN*		
DATE OUT:		TSO*		
		*IF APPLICABLE		SHEET: 1 OF 1
Reason for raising: <b>C</b>			Raised by and date: <b>D</b>	Other requirements/information:
Item	Description			Technician *Approval Holder Date

<b>Component detail:</b>				
<b>E</b>				
Description		P/N	S/N	D.O.M
<b>WARNING:</b>				
<b>F</b>				
<b>CAUTION:</b>				
<b>G</b>				
<b>1.0</b>				
	<b>H</b>	<b>I</b>	<b>J</b>	<b>K</b>
<b>2.0</b>				
<b>3.0</b>				

**L**

\*The work recorded above has been carried out in accordance with the requirements of the Malaysian Civil Aviation Regulation for the time being in force and in that respect the aircraft / equipment is considered fit for release to service.

\*The work recorded above has been carried out in accordance with the requirements of the \_\_\_\_\_ for the time being in force and in that respect the aircraft / equipment is considered fit for release to service.

\*TICK WHERE APPLICABLE

PARTS LABELED & RETURNED	D.D. RAISED	DUPLICATE INSP.	GROUND RUN	FLIGHT TEST	TORQUE CHK.	ADDITIONAL WORKSHEET	MONITORED DEFECT	PLANNING FORCAST	DIARY UPDATE	STATUS UPDATE	D.D. STATUS	AIRCRAFT LOG BOOK	ENGINE LOG BOOK	PROPELLER LOG BOOK	LOG CARD	OEM/COMP LOG CARD	MOD RECORD BOOK
--------------------------	-------------	-----------------	------------	-------------	-------------	----------------------	------------------	------------------	--------------	---------------	-------------	-------------------	-----------------	--------------------	----------	-------------------	-----------------

Legend	Note
<b>A</b>	Workshop worksheet reference number issued by Workshop Supervisor. XXX - Workshop task running number FF - Sub-assembly task number if required, otherwise not shown
<b>B</b>	Work Order reference number issued by Production Planner.
<b>C</b>	Reason for raising; based on the work order detailed in the Work Order of task required to perform. Reference to maintenance data and its revision status must be recorded in this column.
<b>D</b>	The person issuing/raising the Workshop Worksheet and the date raised.
<b>E</b>	The details of the component the work is being performed.
<b>F</b>	Section for WARNING, CAUTION and NOTES
<b>G</b>	Title of the task
<b>H</b>	Details of task performed on the component, transferred from an approved maintenance data of the latest revision. All results from the measurement and test must be recorded in this column.
<b>I</b>	The signature of the technician performing the particular task or the approval holder if the person performing the task and the inspector are of the same person.
<b>J</b>	The signature of the inspector certifying for the task performed by the technician, must also be the appropriate approval holder. Each signature must be accompanied by the inspector's approval stamp issued by the Company.
<b>K</b>	The date the inspector certified the task.
<b>L</b>	CAAM Release Statement for the maintenance performed on the component. Should the work being performed on the component being halted due to <i>Beyond Economical Repair (BER)</i> or upon customer request, the statement must be stricken off.

1. Approving competent Authority / Country <b>MALAYSIA</b>	2. Civil Aviation Authority Malaysia <b>AUTHORISED RELEASE CERTIFICATE CAAM FORM 1</b>	3. Form Tracking Number
---	---	-------------------------

4. Approved Organisation Name and Address   Suite 11-14, Helicopter Centre, Malaysia International Aerospace Centre Sultan Abdul Aziz Shah Airport, 47200 Subang, Selangor, Malaysia	5. Work Order/ Contract/ Invoice
---	----------------------------------

6. Item	7. Description	8. Part No.	9. Eligibility	10. Qty	11. Serial/ Batch No.	12. Status/ Work

13. Remarks

14. Certifies that the item identified above were manufactured in conformity to:  <input checked="" type="checkbox"/> Approved design data and are in condition for safe operation. <input type="checkbox"/> Non-approved design data specified in block 13.	19. <input type="checkbox"/> MCAR Reg. 30; Release to Service <input type="checkbox"/> Other Regulation specified in block 13  Certifies that unless otherwise specified in Block 13, the work identified in block 12 and described in block 13, was accomplished in accordance with JAR-45 and in respect to that work the items are considered ready for release to service.
---	--

15. Authorised Signature	16. Approval/ Authorisation Number	20. Authorised Signature	21. Certificate/ Approval Ref. No.
--------------------------	------------------------------------	--------------------------	------------------------------------

17. Name	18. Date (dd/mm/yy)	22. Name	23. Date (dd/mm/yy)
----------	---------------------	----------	---------------------

**User/Installer Responsibilities**

- It is important to understand that the existence of this Document alone does not automatically constitute authority to install the part/component/assembly
- Where the user/installer works in accordance with the national regulations of an Airworthiness Authority different from the Airworthiness Authority specified in block [2] it is essential that the user/installer ensures that his/her Airworthiness Authority accepts parts/components/assemblies from the Airworthiness Authority specified in block [2]
- Statements 14 and 19 do not constitute installation certification. In all cases the aircraft maintenance record must contain an installation certification issued in accordance with the national regulations by the user/installer before the aircraft may be flown.



LEGEND OR BLOCK	NOTE
Block 1	This block may be pre-printed MALAYSIA
Block 2	The first line in this block should be Civil Aviation Authority Malaysia. This should be followed by the identification – AUTHORISED RELEASE CERTIFICATE/AIRWORTHINESS APPROVAL TAG.
Block 3	A unique Certificate control number for traceability purposes, generated by Workshop Supervisor to produce the number.
Block 4	The full name and address and logo of the Company as the CAAM Part 145 releasing the item(s) covered by this Certificate.
Block 5	Its purpose is to reference Work Order / contract or customer purchase order such that traceability system can be established.
Block 6	This block is provided for the convenience to permit easy cross-reference to the 'Remarks' Block 13, by the use of item numbers. Completion is not mandatory. Where a number of items are to be released on the Certificate, it is permissible to use a separate listing cross-referring Certificate and list to each other.
Block 7	The name or description of the item should be given. Preference should be given to use of the illustrated items Catalogue (IPC) designation.
Block 8	State the Item Part Number. Preference should be given to use of the IPC number designation. Alternate Part Number may also be stated.
Block 9	<p>Used to indicate the Type-Approved applications for which the released items are eligible for installation. The following entries are permitted. The specific or series aircraft, propeller, or engine model or a reference to a friendly available catalogue or manual which contains such information, for example AS350, AS355 or AS355/AS350.</p> <p>'Various', if known to be eligible for installation on more than one model of 'Type Approved product' unless the originator wishes to restrict usage to be a particular model installation when it should so state.</p> <p>'Unknown', if eligibility is unknown. This category being primarily for use by maintenance organisations.</p> <p>Note: Any information in Block 9 does not constitute authority to fit the item to a particular aircraft, engine or propeller. The User/Installer should confirm via documents such as the Items Catalogue, Service Bulletins, etc. that the item is eligible for the particular installation.</p>
Block 10	State the quantity of the items being released.
Block 11	State the item Serial Number or Batch Number if applicable. If neither applicable, state 'N/A'.
Block 12	<p>The following words in quotation marks, with their definitions, indicate the status of the item being released. One or a combination of these words should be stated in this block.</p> <p><b>Table of Standard Words for New Items</b></p> <p><b>'OVERHAULED'</b> The restoration of a used item by inspection, test and replacement in conformity with an approved standard (*) to extend the operational life.</p> <p><b>'INSPECTED/TESTED'</b> The examination of an item, to establish conformity with an approved standard (*).</p> <p><b>'MODIFIED'</b> The alteration of an item in conformity with an approved standard (*).</p> <p><b>'REPAIRED'</b> The restoration of an items in conformity with an approved standard (*).</p> <p><b>'RETREADED'</b> The restoration of a used tyre in conformity with an approved standard (*).</p> <p><b>'REASSEMBLED'</b> The reassembly of an item in conformity with an approved standard (*) Example: A propeller after transportation.</p> <p>Note 1: This provision should only be used in respect of items which were originally fully assembled by the manufacturer.</p> <p>Note 2: The above statements should be supported by reference to the approved data/manual/specification. Such information shall be identified in Block 13</p>

Block 13	<p>It is mandatory to state any information in this block either direct or by reference to supporting documentation, that identifies particular data or limitations relating to the items being released that are necessary for the User/ Installer to make the final airworthiness determination of the item. The information shall be clear, complete and provided in a form and manner which is adequate for the purpose of making such a determination.</p> <p>Each statement must be clearly identified as to which item it relates. If there is no statement, state 'None'.</p> <p>Examples of conditions which would necessitate statements in Block 13 are;</p> <ul style="list-style-type: none"> <li>• The identity and issue of maintenance documentation used as the approved standard.</li> <li>• Airworthiness Directives carried out and/ or found carried out, as appropriate.</li> <li>• Repairs carried out and/ or found carried out as appropriate.</li> <li>• Modifications carried out and/ or found carried out, as appropriate.</li> <li>• Replacement parts installed and/ or parts found installed, as appropriate.</li> <li>• Life limited parts history.</li> <li>• Deviations from the customer work order</li> <li>• Identify of national regulations if not JAR-145.</li> </ul>
Block 14 Block 15 Block 16 Block 17 Block 18	Must not be used for maintenance tasks.
Block 19	<p>Contains the required MCAR Reg. 30 Release to Service statement for all maintenance by JAR-145 approved maintenance organizations. When non JAR-145 maintenance is being released, block 13 should specify the particular national regulation. In any case the appropriate box should be 'ticked' to validated the release. The certification statement 'except as otherwise specified in block 13' is intended to address the following situations;</p> <ol style="list-style-type: none"> <li>a) The case where the maintenance could not be completed.</li> <li>b) The case where the maintenance deviated from the standard required by JAR-145.</li> <li>c) The case where the maintenance was carried out in accordance with a non JAR145 requirement.</li> </ol> <p>Whichever case or combination of cases should be specified in block 13.</p>
Block 20	For the signature of the certifying staff authorized by the Company.
Block 21	The approved maintenance organisation reference number given by CAAM.
Block 22	The printed name of the Block 20 signatory and the company approval number.
Block 23	The date of signing the Block 19 release to service (dd/mm/yy). The month should appear in letters e.g. Jan, Feb, Mar etc. The release to service should be signed at the "completion of maintenance".

**WORKSHOP PROCESS REPORT**

(A)	<b>Report Number</b>	: WPR-W/XXX	<b>Quantity</b>	:	.....
	<b>Customer</b>	: .....	<b>Date of mfg. *</b>	:	.....
	<b>Aircraft Type*</b>	: .....	<b>Work Order ref</b>	:	.....
	<b>Registration*</b>	: .....	<b>Total Part hrs</b>	:	.....
	<b>Base/Facility</b>	: .....	<b>Part TSN</b>	:	.....
	<b>Customer PO*</b>	: .....	<b>Part TSO</b>	:	.....
	<b>Part Number</b>	: .....	<b>Part Cycles</b>	:	.....
	<b>Part Description</b>	: .....	<b>Eng. N1 / N2 *</b>	:	.....
	<b>Part Serial No. *</b>	: .....	<b>Date rec'd</b>	:	.....

*\*As applicable*

**Reason for removal:**

(B)

**Amendments/modification status - Incoming:**

(C)

**Certification requested:**

(D)

**Repair required:**

(E)

**Receiving Remarks**

(F)

**Strip down/inspection remarks:**

(G)

*\*attach picture as required*

**Findings and defects:**

(H)

**Technical observation as probable cause to findings:**

(I)



**(U) Issued by Authorised Personnel/Approval Holder:**

*Name:*

*Signature:*

*Approval:*

*Date:*

**(V) Authorisation for release to customer by Engineering Manager or Quality Assurance Manager:**

*Name:*

*Signature:*

*Stamp:*

*Date:*

## FORM EXPLANATION

LEGEND	NOTE
A	The details of the component the work is being performed on and the customer purchase order reference if applicable
B	Reason of removal as stated in the appending unserviceable label from the customer or maintenance personnel. This shall be the basis of the work required and defect; if applicable; must be confirmed first before proceeding to rectification
C	The status of modification of the component (if applicable) which can be ascertained from the modification recorded in the component log card or the data plate attached to the item
D	Type of certification as requested by the end-user as mentioned in the Work Order i.e: CAAM FORM 1.
E	Repair or any maintenance work required by work order/ purchase order/ <i>Technical Directive</i>
F	Receiving remarks are the result of the acceptance inspection on the item once received at the workshop. Remarks may be supported by photos etc.
G	Summary of general report and findings observed during the tear down/ strip down process
H	Defects and findings discovered during the process in details as well as confirmation or reported defect by the end user as claimed in the work order/ Purchase Orders/ Technical Directives
I	Simple technical evaluation to probable causes that may contribute to the defects and findings observed in (H)
J	Records of work performed on the item which may include airworthiness directives, service bulletins and rectification to defects recorded earlier
K	Significance observed during the reassembly proses, if any. Any difficulties encountered during the process
L	Final inspection remarks include test results
M	Complete list of final outgoing modification status, service bulletins or airworthiness directives previously and recently complied on the item
N	List of maintenance data and its revision status used for the maintenance work
O	New TSO at outgoing
P	Corresponding Workshop Card reference
Q	Corresponding DCAM ARC/AAT issued if applicable
R	Appending documents with the report ie. Additional photos etc.
S	Additional notes if applicable
T	Record of parts used
U	Name, signature, approval stamp and date of report issuer (approval holder certifying the Workshop Worksheet)
V	Name, signature, official stamp and date of Engineering Manager or Quality Assurance Manager as an approval for the Workshop Process Report to be released to customer/end user.