

DUNCAN AVIATION
INDIA (DGCA) REPAIR STATION MOE – APPENDIX

Revision: 3
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APPENDIX XV INDIA (DGCA) SUPPLEMENT

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APPENDIX XV
INDIA SUPPLEMENT

FOR

DUNCAN AVIATION, INC

3701 Aviation Road
Lincoln, NE 68524
FAA CRS# JGVR194F

and

15745 South Airport Road
Battle Creek, MI 49015
FAA CRS#: EBVR450D

DGCA Certificate of Acceptance No.: 5-2097/2011-AI(2)

This Appendix together with the established RSGOM forms the basis of the acceptance by Director General of Civil Aviation, India (DGAC, India) of Duncan Aviation, Inc. as approved maintenance source for India controlled aircraft/aircraft component (Engine/APU).

This Appendix does not form part of the FAA 14 CFR Part 145 RSGOM.

Maintenance carried out in accordance with the above established RSGOM and this Appendix is accepted as being in compliance with Rule 133BA of the Aircraft Rules, 1937 and Civil Aviation Requirements (CAR-145) Approval of Maintenance Organizations (Issue 02, Revision R5).

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List Of Effective Pages

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**Daryl
Braunsroth**

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Reason: I am approving this document
Location: Lincoln, NE
Date: 2022-10-26 08:16:01
Foxit PhantomPDF Version: 9.7.0

Daryl Braunsroth
Chief Inspector International Compliance



Daryl Braunsroth
02/11/2022
DGCA

Amendment Procedure

Revisions to this Supplement shall be originated and distributed by the Quality Manager or his delegate as approved by the Accountable Manager. Revisions to this Supplement shall be approved by the DGCA prior to being released. Any changes to the Duncan Aviation Repair Station General Operating Manual (RSGOM) that affect India products shall be put into this Supplement.

Hard copies of the revisions shall be sent to the DGCA at the following address for approval:
The Director General of Civil Aviation (DGCA)
Technical Centre,
Opposite Safdarjung Airport,
New Delhi - 110003, India

KIND ATTN: Mr. S. Dutta, Director of Airworthiness
Email: daw@dgca.nic.in

Once the Supplement has been approved by the DGCA, it will be released in the Duncan Document Database (D3).

Introduction

Duncan Aviation was established in 1956 by Donald Duncan. It is currently based in Lincoln, Nebraska, USA with two other full-service locations located in Battle Creek, MI and Provo, UT, more than 25 satellite avionics and nine Rapid Response launch offices in the U.S. with approximately 2,200 employees (worldwide).

- The Lincoln, NE facility was established in 1963 at Lincoln Airport. Below are some of the ratings that the Lincoln facility currently maintains:
- Radio - Class 1, 2 & 3.
- Instrument - Class 1, 2, 3 & 4.
- Accessory - Class 1, 2 & 3.
- Powerplant - Limited ratings including TFE731 Engine Heavy/Line capabilities
- Airframe - Class 1, 3 & 4.
- NDT (Ultrasonic, Dye Penetrant, Eddy Current, Magnetic Particle).
- Cessna and Falcon NDT Approved.
- Life vest inspection.
- Learjet (Aeronca) thrust reversers.
- FAA-approved paint process.
- STC, Major Repair and Alterations (MRA) and Parts Manufacturing Approval (PMA) Organization Designated Authorization (ODA).
- PMA PQ3429CE.

Duncan Aviation holds several International Repair Station certifications. Below is a list of those authorizations:

- EASA: Lincoln - EASA.145.4392
- Bermuda approved maintenance organization Lincoln - # BDA/AMO/114 (with 2 approved signatures)
- Brazil approved maintenance organization: Lincoln - CHE 0006-03/ANAC
- China approved maintenance organization: Lincoln - #F00100326.

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- Cayman Islands approved maintenance organization: Lincoln - 042-CAY-AMO-2010
- Mexico approved maintenance organization: Lincoln - CO-029/11
- Argentina approved maintenance organization: Lincoln - 1B-92
- India approved maintenance organization: Lincoln – 5-2097/2011-AI(2)
- Aruba approved maintenance organization: Lincoln DL-ACC-189
- United Arab Emirates approved maintenance organization: Lincoln UAE.145.1227

Duncan Aviation holds many Factory Authorized Service Center agreements below is a list of those agreements:

- Bombardier Challenger (300 and 600 series).
- Bombardier Learjet (All models).
- Cessna Citation (500/550/560/650/680 models).
- Dassault Falcon Jet (All models).
- Embraer Legacy.
- Embraer Phenom 100 and 300.
- Honeywell TFE731 (20/40/50/60) Major.
- Honeywell TFE731 -2/-3/-4/-5 Major.
- Honeywell/General Electric CFE 738 Line.
- General Electric CF34 Major & HSI.
- Pratt & Whitney JT15D, PT6, PW305 & 307A Line.
- Pratt & Whitney 545 HSI.
- Williams Rolls FJ44 Line.
- Honeywell APUs, Line & HSI.
- FAA-certified Hamilton/Sundstrand T62-T Line.

More information on Duncan Aviation can be found on the web page:
<http://www.duncanaviation.aero/homepage.php>

This Supplement in conjunction with the Duncan Aviation RSGOM defines the organization and procedures upon which the India DGCA approval has been granted.

It is accepted that the AMO's procedures do not override the necessity of complying with any additional requirements of the India DGCA that are notified to this organization from time to time.

It is understood that the certificate will be valid while the DGCA is satisfied that the procedures are being followed and work standards maintained. It is further understood that the DGCA reserves the right to revoke the certificate if it considers the procedures are not followed or standards not upheld.

The Duncan Aviation Safety policy can be found in internal process SAF-0600 located in the Duncan Document Database (D3).

The Quality policy is located in the RSGOM, Quality Control Manual page QC-01-01.

PART 1: MANAGEMENT

1.1 Corporate Commitment by the Accountable Manager

This Supplement and the Duncan Aviation Repair Station General Operating Manual (RSGOM)

define the organization and procedures to meet the conditions as required by Rule 133BA of the Aircraft Rules, 1937 and to comply with the requirements of CAR Section 2 Series E Part XI as amended. These procedures are approved by the undersigned and must be complied with, as applicable, when work orders are being progressed by Duncan Aviation under the terms of the DGCA approval.

It is accepted that these procedures do not override the necessity of complying with any new or amended regulation published by DGCA from time to time where these new or amended regulations are in conflict with these procedures.

It is understood that DGCA shall approve this organization as long as DGCA is satisfied that the procedures are being followed and work standards maintained. It is further understood that DGCA reserves the right to suspend, limit or revoke the approval of the organization if DGCA has evidence that the procedures are not followed or standards not upheld.

Accountable Manager
Duncan Aviation, Inc.

1.2 Safety and Quality Policy

Duncan Aviation, Inc.'s objective is to provide a safe and healthful environment for team members, vendors and customers, protect the public and preserve Duncan Aviation's assets and property. This is outlined in SAF-0600 Corporate Safety Policies and Procedures located in the D3.

1.3 Management Personnel.

Duncan Aviation, Inc.'s Management Personnel listed below shall have a DGCA Form 4 completed and submitted to the DGCA for approval. When there is a change in a Post Holder, a new form will be completed and submitted to the DGCA for approval. A review of the Post Holders listed below shall be made prior to renewal to ensure they are current and approved by the DGCA.

- Accountable Manager: Mike Minchow
- Quality Manager: Mike Mertens
- Maintenance Manager: Jeremy Rangel
- Chief Inspector: Paul Lewandowski
- Engine Overhaul Manager: Scott Stoki
- Material Services Manager: Paul Oneth

1.4 Duties and Responsibilities of the Management Personnel.

- A. Accountable Manager: The duties and responsibilities of the Accountable Manager are found in the Duncan Aviation Job Description Chief Operating Officer. These are stored electronically in the D3.
- B. Quality Manager: The duties and responsibilities of the Quality Manager are found in the Duncan Aviation Job Description for Manager, Regulatory Compliance. These are stored electronically in

the D3.

- C. Base Maintenance Manager: The duties and responsibilities of the Base Maintenance Manager are found in the Duncan Aviation Job Description for Manager-Airframe. These are stored electronically in the D3.
- D. Chief Inspector: The duties and responsibilities of the Chief Inspector are found in the Duncan Aviation Job Description for Chief Inspector. These are stored electronically in the D3.
- E. Engine Overhaul Manager: The duties and responsibilities of the Engine Overhaul Manager are found in the Duncan Aviation Job Description for Manager-Engine Overhaul. These are stored electronically in the D3.
- F. Material Services Manager: The duties and responsibilities of the Material Services Manager are found in the Duncan Aviation Job Description for Manager-Material Services. These are stored electronically in the D3.

1.5 Management Organizational Chart.

The management organizational chart can be found in the Duncan Aviation RSGOM, Page RS-01-02.

1.6 List of Certifying Staff.

All Duncan Aviation personnel with return to service authority are certificated under the Federal Aviation Regulations (FAR) Part 65 as per the requirements of FAR Part 145.157, and meet the requirements of CAR-145 for certifying staff. GIP-0110 Quality Inspector Accountability Process describes the standard method of accountability for obtaining and maintaining the Inspector authorities.

1.7 Manpower Resources.

The disposition of Technical personnel records is available in the Duncan Aviation RSGOM, Page PP-03-01.

1.8 General Description of Facility.

Description of the facility of Duncan Aviation, located in Lincoln, Nebraska is found in the Duncan Aviation RSGOM, Page RS-04-01 through RS-04-08.

1.9 Organizations Intended Scope of Work.

- A. Duncan Aviation will perform work on the ratings as specified in the schedule of approval and as per the scope of the work detailed in the capability list for which it is approved.
- B. The maintenance checks carried out on the aircraft will be as per operators Approved Maintenance Program (AMP) using current applicable maintenance data provided by the operator.
- C. When a need arises to perform work away from the Duncan Aviation, Inc. facility in Lincoln, NE, the FAA accepted Repair Station Manual "Work Performed Away From Station" page RS-07-01 shall be followed.
 - Prior to performing Work Away, the facility will be audited to ensure compliance with the

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India CAR145 MOE and the Duncan Aviation, Inc. Lincoln Quality system and approved by it's Quality Manager.

- The work performed must be carried out under the Duncan Aviation, Inc. Lincoln Quality system.

D. The capability list for India is found on the Duncan Webpage: (<https://www.duncanaviation.aero/resources/certificates#core-aircraft>) and maintained in accordance with BP0034 which is found in the Duncan Aviation, Inc. Duncan Document Database (D3).

Lincoln, NE Scope of Work

Class	Rating	Limitations	Base	Line
Aircraft	A1 Aeroplane Above 5700 KG	<ol style="list-style-type: none"> Dassault Falcon: 7X, 8X, 900 & 2000 Series; Maintenance, Preventive Maintenance and Alterations Bombardier Challenger: (CL 600-2B16), (BD-100-1A10), Global 5000 (BD 7900-1A10/1A11); Maintenance, Preventive Maintenance and Alterations Cessna: 525A/B/C, 56XL/560 XLS; Maintenance, Preventive Maintenance and Alterations Embraer: EMB-135ER/LR/BJ, EMB-500-505; Maintenance, Preventive Maintenance and Alterations Gulfstream: G-IV/G0IV-SP; Maintenance, Preventive Maintenance and Alterations Hawker Beechcraft: 800XP/ 850XP; Maintenance, Preventive Maintenance and Alterations Learjet: 40/45XR; Maintenance, Preventive Maintenance and Alterations 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>No</p> <p>No</p> <p>No</p> <p>No</p> <p>No</p> <p>No</p> <p>No</p>
Engines	B1 Turbine	<ol style="list-style-type: none"> CFE Company: CFE 738; Maintenance, Preventive Maintenance, and Alterations; Excluding Overhaul Pratt & Whitney: PW307A, PW308C, PW535 Series, PW617F-E/ JT Series: Maintenance, Preventive Maintenance, and Alterations; Excluding Overhaul GE: CF-34 Series; Maintenance, Preventive Maintenance, and Alterations; Excluding Overhaul Rolls Royce: AE3007, BR700-710 Series; Maintenance, Preventive Maintenance, and Alterations; Excluding Overhaul Williams International: FJ 44 Series; Maintenance, Preventive Maintenance, and Alterations; Excluding Overhaul Honeywell: TFE 731 Series: Compressor Zone Inspection, Maintenance, Preventive Maintenance, and Alterations Honeywell: AS907 Series: Maintenance, Preventive Maintenance, and Alterations; Excluding Overhaul 		

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Component s Other than Complete Engines or APUs	C1, C2, C3, C4, C5, C6, C7, C8, C9, C12, C13, C14, C15, C17, C18, C20	See India Capability List found on the Duncan Aviation, Inc. Web page: https://www.duncanaviation.aero/resources/certificates#core-aircraft Repair, Modification, Overhaul, Inspection/Test
Specialized Services	D1 Non-Destructive Testing	1. Magnetic Particle Inspection 2. Eddy Current Inspection 3. Ultrasonic Inspection 4. Fluorescent Dye Penetrant Inspection

Battle Creek, MI Scope of Work

Class	Rating	Limitations	Base	Line
Aircraft	A1 Aeroplane Above 5700 KG	1. Dassault Falcon: 2000 series fitted with CFE738 and PW308C engines: Maintenance, Preventive Maintenance and Alterations up to and including a "C" check.	Yes	No
Components Other than Complete Engines or APUs	C6,	Interiors for Dassault Falcon 2000 Series: Repair, Modification, Overhaul, Inspection/Test		

1.10 Notification Procedure to DGCA Regarding Changes.

Duncan Aviation will notify the DGCA with regards to any changes in the organization's activities, location or key management personnel. Any changes will be submitted to the Chief Inspector, International Airworthiness (or Delegate). It will then be reported to the DGCA in writing:

- Name of Organization
- Main Location
- Additional locations
- The Accountable Manger, Base Maintenance Manager and Quality Manager
- Facilities, equipment, tools, material, work scope, and certifying staff that could affect the approval.

1.11 Exposition Amendment Procedures.

This Supplement will be amended, as necessary, by the Quality Manager, or their delegate with concurrence of the Accountable Manager. The amended Supplement will then be forwarded to the DGCA for their approval.

PART 2: MAINTENANCE PROCEDURES

2.1 Supplier Evaluation and Subcontract Control Procedures.

Duncan Aviation accomplishes supplier evaluation and subcontract control in accordance with company procedure GIP-0208, Vendor Approval/Maintenance Process. The list of approved

Vendors/Subcontractors is maintained by the Quality department. All Vendors and Subcontractors

are assigned a vendor code which identifies the type of function they are approved to perform for Duncan Aviation. Vendor audit frequency is also noted in company procedure GIP-0208.

2.2 Acceptance/Inspection of Components and Materials from Outside Vendors.

Duncan Aviation utilizes a Receiving Inspection process for accepting components and materials from outside vendors and customers. All components and materials, whether acquired from a vendor or customer, must pass through the Materials department and be inspected by a Shipping and Receiving Auditor (SRA). The component/material is checked for proper paperwork and physical condition. If found satisfactory, the item can be issued to the production department requiring it. Rejected items are quarantined and returned to the vendor or customer.

The procedure for qualifying SRA Inspectors is located in the Duncan Aviation Policy and Procedures Manual; page PP-29-01, "SRA Stamps", located in the RSGOM.

The Duncan Aviation procedure for accepting and inspecting items obtained from an outside contractor is found in company procedure REC-0010, Receiving Audits.

2.3 Storage, Tagging and Release of Aircraft Components and Materials to Maintenance Shops.

All parts/components/materials enter into the facility through the Materials Department and go through acceptance via a shipping and receiving audit. Items that are not ready to be issued to the maintenance production departments are stored in appropriate climate controlled areas. Duncan Aviation identification tags are affixed to each item or bulk items. These tags are bar coded and aid in not only identifying the item but also locating it in the materials electronic system and issuing it to maintenance.

When a part is needed by production, it is ordered through the electronic work order system. Parts that are unserviceable due to damage or beyond life limits are tagged unserviceable and returned to the Materials Department for quarantine until such time they are physically disabled and disposed of. The use of Duncan Aviation Tags is located in the Policy and Procedures Manual, page PP-25-01, "Tags/Stickers used by the Repair Station", contained in the Duncan Aviation RSGOM.

2.4 Acceptance of Tools and Equipment.

Duncan Aviation ensures that all required manufacturer tooling and/or equipment is available to technicians. All company owned tools and equipment are individually identified by permanent means and entered into the Tool Room electronic tracking system. Tools are issued and signed out to the work order of the aircraft it is being used on, as well as to the individual technician that is using it. Alternate tools will only be utilized that have been produced under the Duncan Aviation procedure GIP-0901, Selection of Equivalent Tooling and Equipment.

2.5 Calibration of Tools and Equipment.

All company owned tools are tracked in the tool room electronic tracking system. All Duncan Aviation maintenance personnel tools, that require calibration, are also tracked in the electronic tracking system. The beginning of each month, a tracking report is run and all tools due calibration by the end of that month are flagged. Tool room personnel removed Duncan owned tools and send out for calibration. Maintenance personnel that have tools due calibration, are informed via email as well as through their supervisor.

Calibrated tools that are beyond their calibration date, or are out of tolerance and cannot be repaired, are to be removed from the facility. The procedures for calibration of tools and equipment are found in the Quality Control Manual, page QC-08-01, "Control and Calibration of Precision Tools and Test Equipment", located in the RSGOM.

2.6 Use of Tooling and Equipment by Staff (Including Alternate Tools).

Manufacturer tooling is stored in and monitored by the Tool Room. Needed tools and equipment are signed out from the Tool Room to the aircraft, and returned at the end of its use in accordance with GSE-0010 Tool Crib Check In/Check Out Procedure. Tool Room personnel, and production technicians alike, are all responsible for ensuring the items issued are in working order, properly calibrated (if required) and there are no obvious defects that would affect the function of the item. The tool or equipment is inspected prior to issuing out, and re-inspected when it is returned. Any defects noted will result in placing the item out of service until it is repaired, re-calibrated and found to again be serviceable.

Any tools or equipment requiring special training is reported to the Training Department. The specialized training course is then developed and implemented. Completed training is recorded in the individual technician's training records as described in the RSGOM Training Manual.

2.7 Cleanliness Standards of Maintenance Facilities.

The Duncan Aviation Facilities Department is responsible for the overall maintenance and cleanliness of all facilities. Disposal of waste material is also the responsibility of the Facilities Department. Any handling of hazardous materials (HAZMAT) is performed by personnel that have been through the appropriate HAZMAT material handling training course(s) within the Duncan Aviation FAA approved Training Program. All Duncan Aviation personnel are responsible for preventing Foreign Object Damage (FOD) to aircraft and/or equipment.

2.8 Maintenance, Instructions and Relationship to Aircraft/Aircraft Component Manufacturer's Instructions Including Updating and Availability to Personnel.

The procedures for all technical data, control and update, revisions, uncontrolled copies, customer provided data, availability to maintenance personnel is found in the Quality Control Manual, page QC-06-01, "Technical Data", located in the Duncan Aviation RSGOM.

2.9 Repair Procedure.

Repairs shall be accomplished in accordance with the appropriate manufacturer repair manual or other manufacturer approved data. In the event that repairs cannot be accomplished using the appropriate manufacturer data, the data to be used must have prior approval from the DGCA.

2.10 Aircraft Maintenance Program Compliance.

Duncan Aviation shall ensure that it complies with all aspects of an Operator's AMP. All required training on the Operator's Maintenance Program shall be coordinated prior to any work being performed. Duncan Aviation does not develop or maintain any aircraft maintenance programs.

2.11 Airworthiness Directives.

When part of the contracted work scope, a requirement of an inspection program or at the Operator's

request, Duncan Aviation shall research and accomplish all applicable DGCA and State of Design Airworthiness Directives (AD). Research shall be accomplished through the internet or through subscription service. When researched, if an Airworthiness Directive is found to be applicable and due, the Operator is informed and the AD is entered into the work order system. Accomplishment of the AD and its future applicability status will be clearly indicated in the aircraft records. Duncan Aviation shall not knowingly give an India registered aircraft a return to service that has an outstanding applicable Airworthiness Directive(s).

2.12 Optional Modification Procedure.

Any significant (major) modifications to aircraft will only be accomplished in accordance with DGCA, AAC 1 of 2017 "Procedure for approval of Modification and Repair" and their approved CAME.

2.13 Maintenance Documentation In Use and Completion of Same.

The Duncan Aviation process for maintenance documentation in use and its completion is found in the Policy and Procedures manual, page PP-28-01, "Work Order, General", located in the RSGOM.

2.14 Technical Record Control.

Customer aircraft records are inventoried and checked in to the control of the Quality department. All aircraft records are kept in storage cabinets that are constantly locked. Access to aircraft records is only through the Quality department. Any aircraft records needing to be accessed must be signed out and then returned by the end of the day. Duncan Aviation utilizes an electronic work order system for record keeping purposes. All aircraft return to service and work order records are kept in this system. Further guidance is located in the Duncan Aviation Repair Station Manual, page RS-11-01, "Required Records", and page RS-13-01, "Electronic Recordkeeping System".

2.15 Rectification of Defects Arising During Base Maintenance.

The rectification of defects during base maintenance is set forth in the Duncan Aviation Quality Control Manual; page QC-09-01, "Corrective Actions", located in the RSGOM.

2.16 Release to Service Procedure.

An aircraft that has satisfactorily completed the scheduled/unscheduled maintenance work in accordance with applicable maintenance data, a Certificate of Release to Service (CRS) in respect of the aircraft shall be issued by appropriately qualified personnel (Certifying Staff). When extensive maintenance is carried out on the aircraft, single CRS may be issued with a unique cross reference to the work package containing full details of maintenance carried out. The CRS can be found in the D3.

An aircraft component, which has been maintained while off the aircraft, shall require the issuance of a CA Form 1 Certificate of Release to Service for such maintenance. On installation of the component on an aircraft, a Certificate of Release to Service in respect of the aircraft shall be required certifying its proper installation. A certificate of Release to Service is necessary before flight, at the completion of any defect rectification, while the aircraft operates flight services between schedule maintenance.

Additionally, the DGCA approval certificate number shall be stated on the aircraft CRS. The CRS shall also contain the following statement required by CAR AMC 145.A.50(b):

“Certifies that the work specified, except as otherwise specified, was carried out in accordance with CAR 145 and in respect to that work the aircraft/aircraft component is considered ready for release to service.”

2.17 Records of DGCA Approved Operator (Customer).

Records of DGCA approved operators will be safe guarded by Duncan Aviation at the time the aircraft arrives. These records will be inventoried and checked into the Records Department and secured during the extent of the aircraft's visit. If records are required to be removed, they will be checked out from the Records Department and checked back in when returned. When the aircraft departs, the records will again be inventoried against the arrival inventory checklist. The records will then be signed out for aircraft departure. Reference Duncan Aviation internal process TRK- 0001.

2.18 Reporting of Defects to DGCA Approved Operator/Manufacturer.

In the event that a major defect is noted, the Quality Manager shall notify the DGCA within 72 hours of discovering the defect. Each report should contain at least the following information per the guidelines found in CAR-145; GM 145.A.60(c):

- (i) Organization name and approval reference.
- (ii) Information necessary to identify the subject aircraft and / or component.
- (iii) Date and time relative to any life or overhaul limitation in terms of flying hours/cycles/landings etc. as appropriate.
- (iv) Details of the condition as required by 145.A.60 (b).
- (v) Any other relevant information found during the evaluation or rectification of the condition.

2.19 Return of Defective Components to Store.

Duncan Aviation procedure for the return of defective aircraft store is found in the Policy and Procedures Manual, page PP-14-01, “Identification and Disposition of Rejected Aircraft Parts”, located in the RSGOM.

2.20 Defective Components to Outside Contractors.

Duncan Aviation procedure for sending defective components to outside contractors is found in company procedure document SHP-0030, “Packaging Orders to be Shipped”. The subject is also covered in the Policy and Procedures Manual, page PP-15-01, “Handling, Preservation, Packaging and Delivery of Components, Parts and Materials”.

2.21 Control of Computer Maintenance Record Systems.

The control of the electronic maintenance records system is set forth in the Duncan Aviation Repair Station Manual, page RS-12-01, “Computer System Description” and page RS-13-01, “Electronic Recordkeeping System”, located in the RSGOM.

2.22 Control of Man Hour Planning Versus Scheduled Maintenance Work.

The control of man-hour planning versus scheduled maintenance is detailed in Scheduling Best Practices BP0004 thru BP0009.

2.23 Control of Critical Tasks

Duncan Aviation Quality system is responsible for the control of critical tasks. Critical tasks are designated as any maintenance task item that could adversely affect safety of flight if a failure

occurred. These items are in addition to the designated RII items found in the Duncan Aviation Policy and Procedure Manual; page PP-10-01, "Required Inspection Items", located in the RSGOM. RII items are considered independent inspections and shall be carried out by two appropriately trained QI Inspectors, one of which must be RII rated.

2.24 Reference to Specific Maintenance Procedures.

Duncan Aviation outlines aircraft engine run and taxiing procedures in company procedure document DGP-7100, "Aircraft Engine Run and Taxi Program".

Aircraft towing procedures are located in company procedure document DGP-0090, "Towing Aircraft and Hangar Stacking".

2.25 Procedures to Detect And Rectify Maintenance Errors.

All maintenance performed is inspected by a Qualified Inspector (QI) and indicated in the work order by the Inspector signing off the work with their inspector stamp number (accomplished electronically). Any errors found in the maintenance performed are brought to the attention of the technician who performed the work or their supervisor. The deficient work may also be flagged in the electronic work order system with a note written describing the error and what needs to be done. The work must be corrected before the item can be signed off in the work order by the Inspector.

2.26 Shift/Task Handover Procedures.

The shift/task handover procedure is found in the Duncan Aviation Policy and Procedure manual, page PP-04-01, "Continuity of Inspection and Maintenance Responsibility", located in the RSGOM.

2.27 Procedures for Notification of Maintenance Data Inconsistencies to the Type Certificate Holder.

When inconsistencies or errors are noted within original equipment manufacturer (OEM) or type certificate holder data, a Duncan Aviation technical representative will make every attempt to report these deficiencies and request clarification or correct instructions to continue work as necessary. Duncan Aviation does not currently have a specific formal process to accomplish this reporting.

2.28 Production Planning Procedure.

The maintenance production and planning will be accomplished in accordance the BP0004 through BP0009. A planning meeting will be held with all parties involved for the maintenance event prior to input of the India registered aircraft.

PART L2: ADDITIONAL LINE MAINTENANCE PROCEDURE (Not Applicable)

NOT APPLICABLE

PART 3: QUALITY SYSTEM PROCEDURES

3.1 Quality Audit of Organization Procedures.

The schedule for all audit activity is developed and maintained by the Audit Programs Manager, and may be altered as long as all required audits are completed annually. The internal audit schedule is based on a risk analysis performed annually by the Audit Department, with input from department managers and the Audit Review Committee. An audit report will be generated at the conclusion of

each compliance audit, and will be presented to the Manager and Vice President of the applicable department. This report will contain any findings or concerns discovered during the audit. Procedures for completing the risk analysis and developing the audit schedule are contained in procedure GIP-0020.

3.2 Quality Audit of Aircraft.

Sampling quality audits of aircraft and/or components are conducted by Qualified Inspectors with RII authority. Items requiring RII inspection have already been inspected by a Qualified Inspector and signed off. The RII Inspection is a third visual inspection of the work performed, and the associated recording of that work in the work order system, thus, it is considered a sampling quality audit. The description for the audit system is in the Policy and Procedures manual, page PP-19-01, "Audits", located in the Duncan Aviation RSGOM.

3.3 Quality Audit Remedial Action Procedure.

GIP-0020 Audit Procedure, Internal will be used for each finding identified during quality audits. Verification will be completed by the assigned auditor or designee to ensure effective implementation of the corrective/preventive action. If a follow-up reveals an ineffective corrective/preventive action, a new Event Report will be issued referencing the original Event Report.

3.4 Certifying Staff Qualification and Training Procedures.

Duncan Aviation Certifying staff personnel are certificated by the Federal Aviation Administration in accordance with FAR Part 65. Model specific aircraft training is accomplished through factory approved training schools that meet the requirements of FAR Part 147. Duncan Aviation Certifying Staff hold Qualified Inspector (QI) authority. The qualifying and training of Qualified Inspectors is found in the Quality Control Manual, page QC-05-01, "Inspection personnel" and QC-05-02, "Inspection Authorities Table". All required training and recurrent training is accomplished by the Duncan Aviation Training department. Further qualification standards are outlined in Duncan Aviation procedure GIP-0110, "Quality Inspector Accountability Process".

Training record files are kept with the Professional Development Training department and a copy of training records are kept with the employment summaries of each individual.

3.5 Certifying Staff Records.

Duncan Aviation Certifying staff personnel are certificated by the Federal Aviation Administration in accordance with FAR Part 65 utilizing Part 147 training. Model specific aircraft training is accomplished through factory approved training schools. Duncan Aviation Certifying Staff hold Qualified Inspector (QI) authority. The qualifying and training of Qualified Inspectors is found in the Quality Control Manual, page QC-05-01, "Inspection personnel" and QC-05-02, "Inspection Authorities Table". All required training and recurrent training is accomplished by the Duncan Aviation Training department. Further qualification standards are outlined in Duncan Aviation procedure GIP-0110, "Quality Inspector Accountability Process".

3.6 Quality Audit Personnel.

The Duncan Aviation Audit department is an independent department within the company. The Audit department Manager and auditors are not connected to any other department, thus allowing full autonomy when performing internal department audits. The Audit department personnel are selected

and qualified with respect to the specific position qualifications as outlined in the Job Description.

3.7 Qualifying Inspectors.

Duncan Aviation utilizes experienced personnel as Qualified Inspectors for its Quality System. The process for qualifying and designating these Inspectors is found in company procedure GIP-0110, Quality Inspector Accountability. Further details are also found in the Quality Control Manual, page QC-05-01, "Inspection Personnel", located in the RSGOM.

3.8 Qualifying Mechanics

Duncan Aviation hires maintenance technicians that are certificated under the Federal Aviation Regulations (FAR) Part 65. All technicians are under the training requirements as set forth in the Duncan Aviation Training Program approved by the Federal Aviation Administration. Technicians are continually assessed in their performance, qualifications and training by their supervisory and management personnel.

3.9 Aircraft or Component Maintenance Tasks Exemption Process Control.

- A. Any deviation from an aircraft maintenance program or specified maintenance task in the period/frequency at which it is scheduled to be accomplished constitutes a maintenance task exemption.
- B. Under these circumstances, permission may be sought by the operator for defining the maintenance task for a specified number of hours or number of days.
- C. For any requirement which Duncan Aviation cannot meet, exemption shall be sought from the DGCA.

3.10 Concession Control for Deviation from Organization's Procedures.

Duncan Aviation procedures that are in place shall not be generally deviated from. Any requests for deviations from a company procedure are handled on a case by case basis with prior approval of the DGCA.

3.11 Qualification Procedure for Specialized Activities Such as NDT, Welding, Etc.

Duncan Aviation Non-Destructive Testing (NDT) personnel are qualified to the National Aerospace Standard NAS 410, Current Revision. The procedure for certification is found in the Policy and Procedures manual, page PP-16-01, "Non-Destructive Testing", located in the RSGOM.

3.12 Control of Manufacturer's and Other Maintenance Working Teams.

The Duncan Aviation procedure for control of manufacturer and other maintenance working teams is located in the Policy and Procedures manual, page PP-11-01, "Subcontracted Services (Personnel)", located in the RSGOM.

3.13 Human Factors Training Procedures.

Human Factors training and recurrent training is accomplished under the FAA approved, Duncan Aviation Training Program located in the Training Manual in the RSGOM and the EASA Appendix of the RSGOM. Human Factors training is repeated every two years. The Human Factors training course is continually updated to present new and continually applicable guidance to reflect any new challenges facing aviation personnel.

3.14 Competence Assessment of Personnel.

3.15 Training Procedures for On-The-Job Training per Section 6 of Appendix-III to CAR 66.

3.16 Procedure for the issue of the recommendation to DGCA for the issues of a CAR 66 license in accordance with 66.B.105.

PART 4: CONTRACTED OPERATORS

4.1 Maintenance Activity

- A. Maintenance Activity is provided to the contracted operators of India within the scope of approval granted by the DGCA to Duncan Aviation.
- B. The list of operators for whom maintenance is contracted along with a brief description of the scope of work will be maintained by the Quality Manager or their delegate and will be transmitted to the DGCA from time to time.

4.2 Continuing Airworthiness

- A. Operators continuing Airworthiness Manager is responsible for the airworthiness of their aircraft and aircraft components.
- B. Operators are responsible to provide all AD's and Mandatory Modification/Instructions applicable to their aircraft and aircraft components.

4.3 Aircraft Documents

- A. The Operator is responsible to provide all aircraft documents including all log books, etc.
- B. Continuing Airworthiness Manager (CAM) is responsible for issuance of Work Orders, etc. on operator's aircraft. On the basis of the customer's work order of the CAM, Duncan Aviation will generate a Service Plan per BP0008 of the D3.

PART 5: MISCELLANEOUS

5.1 Sample Of Documents.

The list of documents is mentioned below:

Name of Document	Content
Repair Station General Operating Manual (RSGOM)	Policy Manual (PP-XX-XX) Repair Station Manual (RS-XX-XX) Quality Control Manual (QC-XX-XX) Training Manual (TM-XX-XX) Appendix Manual

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Duncan Document Database (D3)	SAF-0600	Corporate Safety Policies and Procedures
	GIP-0208	Vendor Approval/Maintenance Process
	REC-0010	Receiving Audits
	GIP-0901	Selection of Equivalent Tooling and Equipment
	GSE-0010	Tool Crib Check In/Check Out Procedure
	TRK-0001	Records and Research Logbook Inventory, Control and Protection
	SHP-0030	Packaging Orders to be Shipped
	BP0004	Scheduling-Hangar Stacking
	BP0005	Scheduling-Pending List Management
	BP0006	Scheduling-Project Assignments
	BP0007	Scheduling-Drop-In, Road Trip and Send In/Out Projects
	BP0008	Scheduling-Service Plan Processing
	BP0009	Scheduling-Schedule Development
	DGP-0090	Towing Aircraft and Hangar Stacking
	GIP-0110	Quality Inspector Accountability Process

5.2 List of Sub-Contractors as per CAR-145.75(b).

Duncan Aviation maintains a large list of approved sub-contractors and vendors that is maintained in the Duncan Aviation AS400 for Windows data system.

5.3 List of Line Maintenance Locations as per CAR-145.75(d). (Not Applicable)

Not Applicable

5.4 List of CAR-145 Organization (Not Applicable)

Not Applicable