

# QUALITY SYSTEM QUESTIONNAIRE RESPONSE

GA Telesis Component Repair Group Southeast, LLC  
Certified FAA Part 145 Repair Station

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Attention: Quality Management

Subject: Quality System Information

Dear customer,

Due to the large amount of customer surveys received at GA Telesis Component Repair Group Southeast (CRGSE) on a daily basis, we at have developed a “Quality System Questionnaire Response”. We desire to thoroughly answer your questions and provide your business with an indication of the quality system utilized by our Repair Station. We hope this “Quality System Questionnaire Response” helps in providing the information needed for your records.

If, however, you find that more information is needed, please do not hesitate to contact us.

The following link allows you to view many of our Certifications listed under QUALITY MANAGEMENT MRO Services – Component, on the GA TELESIS website.

<http://www.gatelesis.com/news/downloads/>

Best regards,

*Roxana Perez*

Quality Assurance Analyst

[roxanap@gatelesis.com](mailto:roxanap@gatelesis.com)

# GA Telesis Component Repair Group

## Southeast

### Quality System Self-Audit Questionnaire

<b>GENERAL INFORMATION</b>	
Company Name: GA Telesis Component Repair Group Southeast, LLC	
Address: 3950 NW 28 <sup>th</sup> Street, Miami, Florida 33142 USA	
Phone No: 305.871.3383	Fax No: 305.871.3397
Website: <a href="http://www.gatelesis.com">www.gatelesis.com</a>	
FAA Air Agency Certificate Number: TR2R197L	
Ratings: Accessory Class: 1 Mechanical, 2 Electrical, 3 Electronic; Limited Radio (Capability List)	
EASA Certificate Number: EASA.145.4362	
Principal Service/Product: Maintenance and alterations of aircraft components from Pneumatic, Electro-Mechanical, Power Generation, Hydraulic and Electronic systems	
<b>ORGANIZATION</b>	
Quality Contact 1: Agustin Garcia	Title: Director of Quality
Email: <a href="mailto:Agarcia@gatelesis.com">Agarcia@gatelesis.com</a>	Phone: 305.871.3383 ext. 1885
Number of Quality Personnel: 6	Number of Production Personnel: 38
Quality Contact 2: Juan P. Mendez	Title: Quality Control Manager
Email: <a href="mailto:jmendez@gatelesis.com">jmendez@gatelesis.com</a>	Phone: 305.871.3383 ext. 1824
<b>SURVEY COMPLETED BY</b>	
Name/Title: Roxana Perez, Quality Assurance Analyst	Audit Date: June 07, 2018
<b>Company Approvals/Certificates attached</b>	
✓ FAA Air Agency Certificate Number: TR2R197L (United States)	
✓ FAA Operations Specifications Number: TR2R197L (United States)	
✓ EASA U.S. Certificate and Re-Authorization Letter Number: EASA.145.4362 (Europe)	
✓ ISO 9001:2015 + AS9110C Number: GACO-003-11-17-1 (International)	
✓ CAAC CCAR 145 Number F00100020 (China)	
✓ CAAT ADOA 145 Number 275/2545 (Thailand)	
✓ CAAV VAR 145 Number VN-864NN-CAAV (Vietnam)	
<b>Additional Relevant Information</b>	
United States Employer Identification Number (EIN): 26-2480778	
Dunn & Bradstreet (DUNS) Number: 847 906 450	
Cage Code: 1K9U8	NAICS Code: 488190
SIC Code: 3728	
Facility Total Square Footage: 57,696	

<b>Certifications</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
1.	Obtain and review a copy of the current FAA Air Agency Certificate, Operations Specifications and EASA approval documents. Are they accurate?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	If the Repair Station has limited ratings, does the vendor have a capabilities listing that satisfies the standard?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	Has the repair station designated an employee as the "Accountable Manager"?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	Does the repair station employ a minimum of three (3) persons?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	Does the roster (Do the rosters) identify all management, supervisory and inspection personnel?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.	Does the roster (Do the rosters) identify all personnel authorized for return-to-service?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.	Does the repair station have an employment summary for all personnel listed on the repair station roster(s)?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.	Do the Repair Station's supervisory personnel satisfy the requirements of 14CFR145.153?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.	Do the Repair Station's inspection personnel satisfy the requirements of 14 CFR 145.155?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.	Do the Repair Station's return-to-service personnel satisfy the requirements of 14CFR145.157?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.	Does the repair station have an FAA Approved and active anti-drug and alcohol misuse prevention program (A449and/or Registration?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Quality Program</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
12.	Does the organization have an FAA accepted Repair Station (or equivalent) Manual and does it meet the requirements of the 14CFR 145.207, 145.209?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13.	Does the repair station have an FAA/NAA accepted Quality Control (or equivalent) Manual and does it meet the requirements of the 14 CFR 145.211(a) (c)?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.	Does the Quality Control Manual include references, where applicable, to manufacturer's inspection standards? C.A.S.E.[3C]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.	Does the Quality Control Manual include samples of and instructions for completing maintenance and inspection forms, or reference a separate forms manual?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16.	Does the Repair Station maintain a list of sub-contracted maintenance functions and agencies which includes type of certificate and rating(s), if any, held by each agency?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17.	Does the vendor ensure that sub-contractor quality meets customer specifications and legal requirements?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18.	Does the vendor have a contract allowing the FAA to inspect non-certificated sub-contractors?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Quality Program (contd.)		YES	NO	N/A
19.	Does the vendor have a procedure to obtain and subsequently retain, for a minimum of three (3) years from date of work, proof that their U.S. based sub-contracted maintenance/preventive maintenance providers, at all tiers (certificated and non-certificated), have an FAA approved and active anti-drug and alcohol misuse prevention program (A449 and/or Registration).	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20.	Does the Repair Station have a procedure for reporting defects or Unairworthy conditions to the customer and the FAA/NAA? NOTE: EASA reporting time could be different and also requires notification be sent to the aircraft manufacturer.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21.	Is there proper separation of maintenance and inspection responsibilities for vendors that perform required inspections (RII)?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
22.	Does the vendor have an acceptable receiving inspection system which includes verification of identifying data?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23.	Does the vendor have an acceptable system for controlling stamps for both inspection and production personnel?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24.	Does the vendor have a work turnover procedure?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25.	Does the vendor have a duty time limitation requirement?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26.	Does the vendor have controls in place to prevent foreign object damage to (or contamination of) all aviation products in any area where articles are stored or worked?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27.	Is the security system reviewed periodically by management or an outside vendor?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28.	Does the vendor identify specific individuals, by title, as responsible for the following programs:			
	a) Technical Data?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b) Shelf Life?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c) Calibrated tooling?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	d) Scrap Parts?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29.	Is there a back-up person identified by title for all the above programs?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30.	Does the vendor maintain, for a minimum of 36 months, a file of audit findings and corrective actions from audits for which a VEL was signed? Is the file accessible to the auditor? C.A.S.E. [3H]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Training Manual 14 CFR Part 145.163, 145.209</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
31.	Does the vendor have a documented training program?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32.	Is formal OJT Training documented?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33.	Are training records for mechanics, inspectors and supervisors retained for a minimum of two (2) years after the person leaves the company?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34.	If the vendor is identified as a Hazmat employer per 49 CFR Part 171.8, do they have an approved Hazmat training program that meets the requirements of 49 CFR Part 172 subpart H?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Technical Data Program- 14CFR145.109, 145.201, 145.211, 14CFR43.13(a)</b>				
		<b>YES</b>	<b>NO</b>	<b>N/A</b>
35.	Does the vendor have procedures to: [13F]	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	a) Obtain customer specifications?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b) Incorporate customer specifications into their work processes and to ensure any subcontractor used also incorporates those specifications with adequate documentation?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c) Verify that customer specifications were incorporated?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	d) Obtain approval for deviating, if necessary, from customer specifications?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	e) Have adequate checks, inspections, and tests to ensure work was performed to customer specifications?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36.	Does the vendor have a documented system to ensure technical data is current?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37.	Does the vendor have records of manual revisions?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38.	Does the vendor have a system to control working copies of manuals to ensure they are revised with the masters?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
39.	Are there established approved procedures controlling revisions in manuals deviating from OEM specifications (e.g. EO, EA, Air Carrier Data, etc.)?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
40.	If the vendor has ODA authority, does it have a system for receiving customer approval prior to use of the data?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
41.	Does the vendor have an approved ODA manual and roster?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Shelf Life Program-Reference 14CFR 43.13</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
42.	Does the vendor have a documented shelf life program?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
43.	Does the program list parts and materials that have shelf life limits?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
44.	Is there an adequate system to assure that no item will be issued or used past its expiration date?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Calibration Program CFR145.109, 145.211</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
45.	Does vendor have a document tool calibration program?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
46.	Does the program identify the calibration frequencies, limitations, and applicable tolerances or specifications?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
47.	Does the calibration program require test and inspection equipment/ tools to be traceable to a standard acceptable to the FAA/NAA (e.g., The National Institute of Standards and Technology (NIST))?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
48.	Does the calibration program require records to be kept for a minimum of two (2) years or two (2) calibration cycles?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
49.	Is there a system to identify each tool in the program, its calibration frequency and its calibration due date?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50.	Does vendor have a procedure for identifying, controlling and/or preventing out-of-service and due-for-calibration tools & equipment from being used?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51.	Does the vendor have a procedure to control the calibration of personal tools?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Internal Audit Program- 14CFR145.211(c), EASA Supplement 14</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
52.	Does the vendor have an internal audit and surveillance function?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
53.	Does the internal audit function ensure compliance with customer specifications?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
54.	Does the internal audit program assure appropriate corrective action?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Scrap Parts Program-Ref. 14CFR Part 43.10, Part 21.303, FAA Order 8120.11</b>		<b>YES</b>	<b>NO</b>	<b>N/A</b>
55.	Does the vendor have a documented procedure for controlling scrapped parts?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
56.	Does the scrap program assure that scrapped parts are either returned to the customer or mutilated beyond repair?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
57.	Does the vendor maintain a record of scrapped life limited parts of two years?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
58.	Does the record include the P/N and S/N of the part and the date scrapped?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Records</b>				
59.	Does the vendor's record keeping system and retention time meet 14 CFR part 145.219 requirements?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>