



1-1-1 Maintenance Provider Work Instruction Document

14 CFR:	121.135(a)(1)	121.135(b)(1-3)	121.135(b)(17)	121.135(b)(20)	121.365(a-c)
14 CFR:	121.369(a)	121.369(b)(1-9)	121.369(c)(1-3)	121.373(a)	121.380(a)(1)
14 CFR:	121.380(a)(2)(i-vii)	121.380(b)(1-2)	121.380(c)(1-3)	121.380(d)	121.703(a)(13-15)
14 CFR:	121.703(a)(17)	121.705(b)	121.709(a)(1-2)	121.709(b)(1)	121.709(b)(2)(i-iv)
14 CFR:	121.709(b)(3)	121.709(c-e)	119.43(b)2(c)	121.1(b)	

I. Introduction

NOTE:

GP&P Vol. VI Maintenance Provider Work Instruction Document (MPID) was taken in its entirety out of GP&P Vol. I Appendix 6, Rev. 203. Except for the addition of QC105a. No substantial changes have been made to this document. Distribution of this document is not required until publication of Rev. 01.

- A. The following instructions describe the means by which Evergreen International Airlines, Inc. (EIA), will accept an aircraft or components. These general rules are to ensure compliance with FAR 119.43, 121.1(b), 121.365, 121.369, 121.373, 121.380, 121.703, 121.705, and 121.709, as applicable.
- B. The instructions contained herein must be followed when Evergreen aircraft, engines or parts are returned to service by the provider regardless as to whether they are called out on an EIA repair order or not. As an approved Maintenance Provider for Evergreen International Airlines, you are required to utilize appropriate manufacturer’s maintenance manuals, Service Bulletins, Service Letters and Airworthiness Directives and EIA Engineering Orders to repair, overhaul or test any component for which you are approved by your FAA issued Air Agency Certificate or attached Operations Specification.
- C. The FAA has issued FAA notice N8900.103 which revises Operations Specifications D091. Significant changes introduced as a result of the Notice include:
 - 1. Mandating issuance of Operations Specifications paragraph D091 for all 14 CFR part 119 certificate holders conducting operations under 14 CFR Part 121.
 - 2. Removal of the term “Substantial Maintenance”.
 - 3. Introduction of the term “Essential Maintenance”.
 - 4. Adding on-site and other surveillance requirements for all maintenance providers.
 - 5. Standardizing air carrier maintenance provider list required by 14 CFR 121.369(a).
- D. The Notice requires the FAA to issue the revised OpSpec D091 within 90 calendar days from 11/25/2009. Prior to issuing the revised OpSpec, the FAA is required to verify that Evergreen has:
 - 1. A process that ensures that all of its maintenance personnel and all of its maintenance providers are kept informed of the provisions of Evergreen’s OpSpec D091.
 - 2. A process that ensures that all of its maintenance personnel and all of its maintenance providers are aware that compliance with provisions of the OpSpec D091 is mandatory.
 - 3. A process that ensures that all of its maintenance providers are aware of provisions of 14 CFR 121.1(b).
- E. In the context of this document the use of tools/test equipment, processes, parts, or repairs that are different from the appropriate technical manual or work document constitutes a deviation even though such tools, processes, parts, or procedure may be approved by the FAA.



- F. This document is divided into 4 sections. Each vendor will instruct their personnel on the contents of this document as it applies to their particular operation. Deviations from these instructions must be approved by the Director Quality Control/Quality Assurance on the forms contained herein on a case by case basis.

II. Fuel Tanks Safety

- A. In response to FAA regulations to address fuel tank safety, manufacturers, TC holders, and STC holders have issued fuel systems AWL (Airworthiness Limitations).
- B. An AWL is a mandatory maintenance action that must be performed to ensure the continued airworthiness of the aircraft. The fuel system AWL are issued to ensure that unsafe conditions are not introduced into the fuel tank system as a result of configuration changes, repairs, alterations, or deficiencies in the maintenance program throughout the operational life of the airplane. An AWL may be a CDCCL or an ALI.
- C. A CDCCL (critical design configuration control limitation) are a means of identifying certain design configuration features of an airplane or a components. CDCCLs are mandatory and cannot be changed or deleted without the approval of the ACO responsible for the aircraft. Strict adherences to configuration, methods, techniques, and practices as prescribed is required to ensure compliance with CDCCL. Any use of parts, methods, techniques, or practices not contained in the applicable CDCCL must be approved by the FAA ACO responsible for the aircraft. Evergreen will obtain any such approval if required.
- D. ALIs (airworthiness limitation item) identify inspection tasks, which must be done to maintain the design level of safety for the operational life of the aircraft. ALIs are mandatory and cannot be changed or deleted without the approval of the ACO responsible for the aircraft. Strict adherences to configuration, methods, techniques, and practices as prescribed is required to ensure compliance with ALI. Any use of parts, methods, techniques, or practices not contained in the applicable ALI must be approved by the FAA ACO responsible for the aircraft. Evergreen will obtain any such approval if required.

III. Responsibility and Authority

- A. The Director Quality Control/Quality Assurance is responsible for this process and has authority to establish and modify policy and procedures in this document.
- B. The Vendor Personnel is responsible to comply with the applicable sections of this document when performing work on Company aircraft, engines, appliances and components.

IV. Section I

- A. Line Maintenance Providers
 1. All work must be accomplished per the appropriate and relevant technical manual and/or Evergreen's work document without any deviations unless the deviation has been approved by Evergreen's Engineering in writing before the work is accomplished. Form QC 150 may be used to apply for deviation.
 2. All maintenance personnel performing work on EIA aircraft must ensure that the log entries describe all work performed and reference the technical data used to accomplish the work. Questions concerning EIA requirements can be answered by consulting EIA GP&P Vol. I Chapter 5-5-1, Flight Log” or by contacting the EIA Technical Center at (503) 472-0011, Ext. 4648.
 3. Work designated as RII per GP&P Vol. I Chapter 2-5-1, “Required Inspection Items (RII)”, must be inspected and signed by a person properly qualified and authorized by EIA per the requirements of GP&P Vol I Chapter 5-5-6, “Required Inspection Items Training / Authorization”.
 4. Airworthiness Release must be signed by a person properly qualified and authorized by EIA per the requirements of EIA’s GP&P.



5. Persons authorized to release EIA aircraft must first ensure that all the conditions for the issue of an airworthiness release have been met in accordance with FAR 121.709. The following format is required for the correct completion of an airworthiness release on the aircraft log.
 6. US Air Carriers or US Repair Stations personnel who have been authorized by EIA to release EIA aircraft will enter their name, date and A&P number in the block provided on the log page.
 7. Foreign FAA Repair Stations personnel authorized by EIA may, under their company's foreign FAA repair station certification, complete the airworthiness release block by entering their name, date and the repair station number.
 8. Maintenance agencies that are not approved by the FAA under 14 CFR Part 145 must maintain an approved periodic testing and recalibration of precision tools and test equipment program.
- B. Work Accomplished by Repair Station on Line Aircraft
1. From time to time the Company may utilize the services of FAA Repair Stations to accomplish maintenance and/or repair. These items could be an engine repair, such as gearbox change or hub change, a NDI inspection or other specialized inspection. Work completed by the repair station under these circumstances is accomplished under the authority of the repair station's certificate. Details of work accomplished must be recorded on the repair station's work order. If Company documents such as EO, EC/RA or Workcards are required, the repair station personnel sign the appropriate steps accomplished. Upon completion of work, the repair station must provide a completed work order documenting work accomplished and a 14 CFR Part 43 Maintenance Release. Evergreen's on-site Maintenance Representative, or a contract vendor's person authorized by Evergreen, shall make any flight log entry as required.

V. Section II

- A. Heavy Check Essential Maintenance Providers
1. All work must be accomplished per the appropriate and relevant technical manual and/or Evergreen's work document without any deviations unless the deviation has been approved by Evergreen's Engineering in writing before the work is accomplished. Form QC 150 may be used to apply for deviation.
 2. Inspection Workcard instructions must be followed. If a Workcard is discovered to be inaccurate or in error, it must be corrected by EIA Engineering. The on-site maintenance representative does not have the authority to amend or deviate from Workcard instructions without EIA Engineering Dept's written approval.
 3. Tools required to determine the airworthiness of a part or component must conform to the appropriate maintenance manual or Evergreen's work document. Alternate tools may be used if allowed by the appropriate maintenance manual or Evergreen's work document. Except for ALI and CDCCL tasks, when alternate tools are used, the repair station must have a process to verify that the alternate tool/test equipment will perform the intended function. Alternate tools cannot be used for ALI and CDCCL tasks unless the alternate tools have been approved in writing by Evergreen's engineering department before the work is accomplished. Form QC 150 may be used to request approval of an alternate tool.

NOTE:

If the appropriate aircraft or component maintenance manual allows the use of equivalent tool, such tool may be used provided the Repair Station has a process to evaluate and document how equivalency was determined.



4. FAA approved Repair Station or Canadians AMOs must use tools calibrated under their approved/accepted calibration program unless otherwise stated in the Repair Order or workscope.
5. Provider must use their approved/accepted contractor or providers list unless otherwise stated on the RO, workscope, or another document issued by Evergreen.
6. Provider must use their approved/accepted shelf life programs unless otherwise stated on the RO, workscope, or another document issued by Evergreen.
7. Parts which are replaced as a result of Routine Workcard instructions must be properly tagged, certifying the work performed meets the part replacement instructions of the Workcard.
 - a. *Example:* If a “C” check Workcard requires replacement of a component with an “overhauled” unit, records certifying the unit as overhauled must accompany the part. A record may be a FAR 145 serviceable tag or 8130-3 FAA Certification of Airworthiness (GP&P Vol I Chapter 2-3-1, Figure 2-3-1-1).
8. The tag must be attached to the Routine Check Workcard. The substitution or use of PMA parts is strictly prohibited without the prior written approval (EO, ECRA) from the EIA Engineering Department.

NOTE:

As used in this context, a PMA part that requires specific EIA Engineering approval is one that is NOT already listed in the EIA IPC, EIA MM, EIA Supplemental MM, EIA EO, EIA EC/RA or OEM CMM/OHM.

9. All Engineering Orders, Engineering Change and Repair Orders and N Check Workcards must be completed in accordance with the instructions printed for each item. Repairs accomplished due to findings must be performed in accordance with the requirements of the EIA Workcard instructions. When terminating action to a repetitive action N Check items is accomplished, it must be performed using approved data that conforms to the requirements of the Engineering Order issued by EIA for that purpose. Deviations to any Workcard or EO instructions must be in accordance with instructions obtained from EIA Engineering using an approved alternate means of compliance. *There are no exceptions.*
10. EIA will only accept the following records for components installed during a heavy check/engine shop visit:
 - a. Units repaired and certified using a serviceable tag issued by a FAR 145 repair station listed on the check vendor or EIA’s approved vendors listing.
 - b. Units certified using the FAA serviceable tag, Form 8130-3 from the same source as in **Paragraph V. A.**
 - c. Parts received from a U.S. FAR 121 air carrier including the records as described in item a, b & c above, in this section.

NOTE:

JAA Form is not acceptable unless approved by the EIA Quality Assurance Department.

11. Heavy check Maintenance Providers must comply with **Paragraph VI.** component/part certification rules when they receive components/parts or use their back shops to repair or overhaul EIA components/parts.
12. Upon completion of the work, the vendor must prepare a list of all major repairs and major alterations accomplished during the check. This report must provide the following information:



- a. For Major Alteration
 - i. A brief description of the alteration.
 - ii. The FAA approved data used to accomplish it. Alterations must be covered by an EIA EO/ECRA.
 - iii. A reference to work order, Routine or Nonroutine Workcard number under which the work was performed.
- b. For Major Repairs
 - i. A brief description of the defect.
 - ii. A brief description of the repair and the FAA approved data used to accomplish this repair per GP&P Vol I Chapter 5-4-1, "Engineering Order".
 - iii. A reference to work order, Routine or Nonroutine Workcard number under which the repair was accomplished. *Major repairs are SDR items. Submission of SDRs in accordance with GP&P Vol I Chapter 5-1-2, "Service Difficulty Report", would meet this requirement.*
- c. This report must be sent to the Director Quality Control/Quality Assurance or the Chief Inspector at the McMinnville, Oregon office, prior to departure of the aircraft.
- d. Corrosion Prevention & Control Program
 - i. Vendor must produce corrosion report upon completion of aircraft check.
 - ii. This corrosion report must be provided to Company on-site Quality Representative before aircraft departure from the check facility.
 - iii. The corrosion report must contain the following information as a minimum.
 - (a) Nonroutine numbers
 - (b) Description of the finding
 - (c) Card number that generated the finding
 - (d) Corrective action i.e. ECRA number or SRM repair (xx-xx-xx)

VI. Section III

A. Component Repair Provider Instructions

1. Work accomplished on EIA components must conform to the manufacturer's maintenance manual requirements or as directed by work instructions on the EIA repair order. Instructions may include references to an EIA EO. Parts identified as CDCCL items must be repaired and/or overhauled in accordance with CMM with the revision level as shown on Evergreen's repair order or Repair Order without any deviations unless the deviation is approved in writing prior to the work being accomplished.

CAUTION:

In the context of this document the use of tools/test equipment, processes, parts, or repairs that are deferent from the appropriate technical manual or work document constitutes a deviation even though such tools, processes, parts, or procedure may be approved by the FAA.

2. Deviations from the manufacturer's manual or EIA's instructions must be approved in accordance with **Paragraph VII.** of this Document.



3. Tools required to determine the airworthiness of a part or component must conform to the appropriate maintenance manual or Evergreen's work document. Except for CDCCL tasks, alternate tools may be used if allowed by the appropriate maintenance manual or Evergreen's work document. When alternate tools are used, the repair station must have a process to verify that the alternate tool/test equipment will perform the intended function. Alternate tools cannot be used for CDCCL tasks unless the alternate tools have been approved in writing by Evergreen's engineering department before the work is accomplished. Form QC 150 may be used to request approval of an alternate tool.

NOTE:

If the appropriate aircraft or component maintenance manual allows the use of equivalent tool, such tool may be used provided the Repair Station has a process to evaluate and document how equivalency was determined.

4. FAA approved Repair Station or Canadians AMOs must use tools calibrated under their approved/accepted calibration program unless otherwise stated in the Repair Order or another document issued by Evergreen.
5. Provider must use their approved/accepted contractor or vendors list unless otherwise stated on the RO or another document issued by Evergreen.
6. Provider must use their approved/accepted shelf life programs unless otherwise stated on the RO, or another document issued by Evergreen.
7. Documentation must include evidence that verification checks of all applicable ADs that apply to the component were made. If an AD was applicable, all work must be accomplished in accordance with the requirements of the AD. The AD may be accomplished using instructions issued by Evergreen Engineering for that purpose or by use of the manufacturer's service bulletin.
8. The provider will notify EIA if an AD is due. Accomplishment of the AD will be documented on the component work order including who accomplished the work and referencing the approved data used, i.e., service bulletin, EIA Engineering Order, etc.
9. The provider's serviceable tag must be accompanied with the following documentation:

CAUTION:

For CDCCL items, the return to service document (FAA for 8130-3 or EASA Form One with dual release, etc.) must show the manual used to accomplish the repair or overhaul and the revision level of the manual.

- a. Component Repair Provider Teardown Report including the following:
 - i. Minimum required information:
 - (a) Provider name
 - (b) Part name
 - (c) Part number
 - (d) Serial number
 - (e) Aircraft tail number
 - (f) Reason for removal
 - (g) Was reason for removal verified
 - (h) Other defects noted



- (i) Details for work accomplished. For CDCCL items, the return to service document (FAA for 8130-3 or EASA Form One with dual release, etc.) must show the manual used to accomplish the repair or overhaul and the revision level of the manual.
 - (j) Components found defective
 - (k) ADs accomplished
 - (l) Company EOs accomplished
 - (m) Type of work accomplished (overhaul, repaired, modified, warranty, calibrated)
 - (n) Company repair order number
 - (o) Provider repair order number
 - (p) Date
 - ii. Additional desirable information:
 - (a) Service bulletin status
 - (b) Service bulletin accomplished
 - (c) Modification level
 - (d) Repair order instructions
 - (e) Position
 - b. Work order documents showing what work was performed will include:
 - i. Teardown information
 - ii. Inspections, dimensional checks and tolerances if applicable
 - iii. Bench checks accomplished to include buy backs where applicable
- NOTE:**
All work must reference the applicable manual to which the work conforms. Work described as “overhauled” must meet the definition of overhaul as described in FAR 43.2.
- c. Records of all major repairs and major alterations accomplished on the units to include approved data used, references to EIA unit EOs, FAA 8110-3s, etc.
 - d. Records of ADs complied with including “method of compliance.”
- NOTE:**
Method of compliance should reference the specific portions of the applicable AD which was accomplished, or approved data referenced by the AD to include service bulletins or EIA Engineering Orders which incorporate the AD compliance instructions.
- e. Records of all new, continued time or exchanged life limited components purchased and installed traceable back to new and showing the history of that component.
10. Parts received for repair must be inspected on receipt for shipping damage. Evidence of damage must be reported to EIA Materiel Dept., or the maintenance representative (if on site), a description of the suspected cause of the damage, i.e., inadequate packing, container substandard, no ATA container, etc., should be documented in writing with photographic evidence. Failure to report shipping damage as described herein will result in denial of payment for damage repair.



11. All parts used for repair shall be properly certified using methods contained in ATA Spec 106 (or equivalent) and conform to the type design of the component. Where parts are used which have been repaired as a sub assembly to the component, the certification of that unit's serviceability must be included with the component assembly work order records.
12. The substitution or use of PMA parts is strictly prohibited without prior written approval (EO, ECRA) from the EIA Engineering Department.

NOTE:

As used in this context, a PMA part that requires specific EIA Engineering approval is one that is NOT already listed in the EIA IPC, EIA MM, EIA Supplemental MM, EIA EO, EIA EC/RA or OEM CMM/OHM.

13. EIA produced parts may only be repaired using EIA's specifications and standards. No parts produced by EIA may be used by any airline but EIA and are considered proprietary in nature.
14. Large assemblies consisting of individually hard-timed parts must have all overhaul documentation enclosed for each part in addition to the record required for the assembly itself.
 - a. *Example:* Body landing gear links, trunnion assy., drag strut, etc., which are hard time units, require individual overhaul certification to include the work order information as described in item 9.

VII. Section IV

A. Records Disposition

1. The Component Provider will provide all documentation required by [Paragraph VI](#) with each component shipped.

B. Deviations

1. No specification can encompass all situations nor foresee difficulties concerning compliance with the instructions in this document. The provider may apply for a deviation or relief from certain requirements if it can be shown that the deviation will not result in the violation of EIA's maintenance program requirements.
2. Request for deviation should be made using the Deviation Request/Authorization, Form QC 150 (GP&P Vol I Chapter 1-1-1, Figure 1-1-1-2).
3. The deviation will be placed on file in the providers record to show that the authorization has been approved. Approval must come from EIA Director Quality Control/Quality Assurance. Depending on the deviation, additional approval may come from EIA's Engineering Dept. or the Vice President Maintenance. No deviations are authorized outside of this method. The provider will maintain the deviation authorization on file while it is on the EIA authorized provider list.

C. Records Standards

NOTE:

The N/A and PCW policy listed below is only applicable to Evergreen generated documents such as Evergreen EO and Evergreen workcard. Component providers may mark their internal document in accordance with their established procedure provided an N/A will not result in a deviation from the manufacturer's technical manual.



1. *N/A entries* – In cases where a maintenance item has been deemed “not applicable,” the item may be “N/A’ed” in the following manner after being authorized by EIA:
 - a. The term N/A will be printed in the sign-off block.
 - b. The reason the item is not applicable will be printed next to the block.
 - c. The person(s) employee number will be entered next to their name.
2. *PCW Entries* – In cases where an item is found to be previously complied with, the work must be signed off in the following manner:
 - a. The method used to determine that the work was previously accomplished will be described on either the Routine Workcard or on a separate nonroutine.
 - b. The person making the entry will then sign their name and enter their employee number to the statement.
3. N/A or PCW entries that affect AD compliance must have the concurrence of the EIA Engineering Dept.
4. Pencil will not be used to record the work performed on any work order as a general rule. Documents completed in pencil are not considered a permanent record. (Work documents for Skydrol based components may utilize pencil entries for work documented on the bench to ensure that the entry is not destroyed by hydraulic fluid.)
5. Liquid paper or corrective tape will not be used to correct any document errors. Simply line through the item and note that the item was entered in error. Initial the error.
6. When EIA EOs are required to be accomplished, a signed and completed EO will accompany the work package sent to EIA records.

D. Training

1. In addition to training requirements outlined below, FAA approved repair stations must use their FAA approved training program.
2. Line and Check providers must ensure that their personnel are trained and proficient in using the procedures described in the EIA General Policies and Procedures and Maintenance Inspection Program Manuals for the aircraft type it services. These manuals and the aircraft maintenance manuals will be provided for each aircraft during the maintenance visit.
3. The maintenance contractor is responsible for training its personnel on the EIA maintenance program and ensuring that the program requirements are followed. EIA may perform the necessary training on site or supply the contractor with the material for its training department to use for developing an in house training syllabus.
4. Prior to commencing work at a heavy check provider, provider inspection and supervisory personnel assigned to work on EIA’s aircraft will undergo training. Upon completion of the training, the contractor will submit a list of personnel who have successfully completed the program familiarization course. Those personnel may be authorized to perform airworthy release or RII functions as required on EIA aircraft. Training will be accomplished IAW EIA’s Training Manual. Line and Check vendors will notify EIA of personnel authorized by EIA to perform Airworthy Release or RII functions of stamp changes so EIA can update provider authorization list with new stamp number.

E. NDI

1. Performance of NDI inspections will be accomplished in accordance with EIA inspection instructions or manufacturer’s manual as required. Inspectors must be properly certified for the work they are performing in accordance with an acceptable industry standard equivalent to ATA Spec. 105.



2. Equipment used for NDI inspections must conform to EIA's inspection requirements and/or that of the manufacturer, as applicable. No substitutions of equipment may be made without the concurrence of the aircraft/engine manufacturer or EIA Engineering. Reference standards must be certified to meet the specifications outlined by the manufacturer's manual. Certification must be made by the contractor's Quality Assurance Dept. or the manufacturer of the standard.
3. Contractors performing NDI on the line will do so under supervision of an EIA maintenance representative who will be responsible for ensuring that the work was accomplished IAW EIA's instructions. The EIA representative will perform an airworthiness release when the aircraft is ready.

F. Liabilities and Responsibilities

1. Failure to meet the requirements outlined in this document may result in removal from Evergreen's Maintenance Provider List.
2. This document must be maintained by each EIA vendor to whom it is issued. Personnel who perform work on EIA equipment must be familiar with its requirements. The document must be produced upon demand of any EIA representative. The vendor will notify EIA as to how it complies with this document and will get authorization in writing for any deviation from the requirements contained herein. The instructions for applying for a deviation are contained in **Paragraph VII**.



VIII. Forms

A. Acknowledgment of Provider Work, Form QC 149



ACKNOWLEDGMENT

- 1 – As a provider that performs maintenance on Evergreen International Airlines, Inc., aircraft, engines, appliances or components thereof, I/we understand and agree to follow all requirements as applicable to the work performed as stated on the Maintenance Provider Instruction Document (MPID) and EIA maintenance instructions.
- 2 – We will ship copies of all original records for EIA hard time components to Evergreen International Airlines at the time of part delivery.
- 3 – I/we acknowledge that my company has, or will develop a system which assures the transfer of data and information to Evergreen International Airlines pertinent to the effective operation of its Continuing Analysis and Surveillance Programs.

PROVIDER’S AUTHORIZED REPRESENTATIVE

Name: _____

Title: _____

Company: _____

Address: _____

Signature _____ Date: _____

Upon receipt of the Maintenance Provider Instruction Document, please read, sign and return this acknowledgment using the most expedient method to:

Manager Quality Assurance
Evergreen International Airlines, Inc.
3850 Three Mile Lane
McMinnville, OR 971128-9496


Acknowledgment may be faxed to (503) 472-1369

Form QC 149
Rev 07/10

Figure 1-1-1-1: Acknowledgment of Provider Work, Form QC 149



B. Deviation Request/Authorization, Form QC 150

 EVERGREEN INTERNATIONAL AIRLINES, INC.

DEVIATION REQUEST/AUTHORIZATION

Provider Name: _____ Date: _____

Repair Station No.: _____

Requested By: _____ Title: _____

Deviation Requested: _____

Reason For The Request: _____

Deviation Approved/Disproved: _____ Date: _____

Remarks: _____

Additional Approvals: _____ Title: _____
_____ Title: _____

Additional Instructions: _____

FORM QC 150
Rev. 07/10

Figure 1-1-1-2: Deviation Request/Authorization, Form QC 150