

# QRS-145

Maintenance for Leonardo Helicopters





APPLICABLE DOCUMENTS

This document *shall* be applied together with the main document (QRS-01 Quality Requirements for Suppliers) and with the other applicable modules.

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# 1 Purpose

The purpose of this document is to collect and transmit the LH requirements for provider of components maintained and maintenance services external to the LH AMO.

# 2 Applicability

This procedure *shall* be applied by the Provider of Maintenance for Leonardo Helicopters.

# 3 Effective date

Issue date

# 4 Acronyms, definitions and abbreviations

## Acronyms

AMO	Approved Maintenance Organisation
CS&S	Customer Support & Services
H/C	Helicopter
LH	Leonardo Helicopters
NDT	Non-Destructive Testing
PTA	Prescrizione Tecnica Applicativa
SQA	Supplier Quality Assurance
SUP	Suspected Unapproved Parts
TA	Technical Agreement

## Definitions

**Provider:** any source of components, material, maintenance services external to LH. Any provider may fall in one of the following category:

- **Contracted:** an Part-145 or AER(EP).P-145 organisation that carries out maintenance under its own approval, receiving a maintenance contract by another approved maintenance organization.
- **Subcontracted:** an organisation, not itself approved Part-145 or AER(EP).P-145 that carries out maintenance (specialised service included: NDT, paint) on aircraft or components and receiving contract by another approved maintenance organization.
  - Subcontracted of maintained parts only for military: an organisation, not itself approved AER(EP).P-145 that carries out maintenance on components in accordance with a Quality Plan/Technical Agreement agreed between the Supplier and the Maintenance Manager of Centro Logistico di Vergiate LH local maintenance.
- **Supplier of maintenance:** an Part-145 or AER(EP).P-145 organisation that carries out maintenance on helicopters or components parts, receiving a maintenance contract by LH CS&S.

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## 5 Requirements

The Provider shall be fully responsible for the implementation and adherence to these requirements within their company.

The Provider shall be responsible for retaining suitable objective evidence that the components and/or services contracted fully conform to the requirements of the LH.

In addition, where a new Approval has been achieved as a result of a new certification (e.g., Part-145 / AER(EP).P-145 / FAA approval) the supplier shall immediately inform LH.

LH reserves the right to accept Providers who does not meet the minimum requirements defined in the QRS-01 Table 1. As consequence the Providers shall be available for any audit when requested by the LH.

LH reserves the right to perform both pre-qualification and post-qualification surveys/audits of supplier facility for the purpose of determining capability and compliance with LH Quality Assurance requirements.

### 5.1 Limitations on the Provider

The Provider shall only maintain components and provide services when all the necessary facilities, equipment, tooling, material, maintenance data are available as required by the contract.

### 5.2 Changes affecting LH approval

A Provider shall send timely written notification to LH SQA in case of changes that can affect the approvals granted by LH, such as (but not limited to) described in QRS-01 par. 9.3.2.

### 5.3 Control of Records

The Supplier shall be responsible for meeting the requirements for records, in terms of:

- minimum retention period required for each type of record, unless differently stated by more restrictive contractual requirements (for Contracted: 3 years from release, for Subcontracted: see Technical Agreement).

The records may include:

- Personnel records;
- Control of monitoring and measuring equipment;
- Maintenance records and any associated maintenance data;
- Records of certifying staff and support staff (only for Contracted).

In case of Contracted, the organization shall retain a copy of all detailed maintenance records and any associated maintenance data for three years from the date on which the aircraft or component to which the work relates was released.

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The records under this point shall be stored in a manner that ensures protection from unauthorized access, damage, alteration, theft and allows reliable traceability of all its activities.

The maintenance record can be either a paper or computer system or any combination of both.

All computer hardware used to ensure backup shall be stored in a different location from that containing the working data in an environment that ensures they remain in good condition. Backup system should be updated within 24 hours of any new entry.

In case the provider terminates its operation, it shall transfer all the retained maintenance records that cover the last 3 years to LH AMO.

### 5.3.1 Prevention of Suspected Unapproved Parts (SUP)

LH requires that its supply chain shall be aware about SUP and implements a process to prevent the risk of receiving SUP.

LH Providers shall implement a pro-active management of SUP within their supply chain.

Examples of SUP or fraudulent activities include, but are not limited to, used components represented as new part from unapproved manufacturers represented as manufactured by the approved source.

SUP shall be identify and stored in a secure location that is under the control of the Providers until a decision is made on the future status of such components.

### 5.3.2 Distribution of PTAs

The distribution of PTAs to the providers is the responsibility of LH according to the methods established by the contract.

In any case the provider shall assure that a clear link of communication is established between provider and LHD to guarantee PTA availability before any release after maintenance.

## 5.4 Specific Requirements for Contracted Organisations

1. Validity of the approval of the contracted.
2. Approved capability list /scope of work compliant with work order.
3. In case of level 1 finding or expired level 2 findings, issued by Internal auditing or Authority, LH organization shall be informed immediately.

## 5.5 Specific Requirements for Subcontracted

1. The "Procurement" manages the general agreement with the subcontracted in accordance with the LH company procedures listed inside QRS-01.

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2. The Maintenance Manager and its counterpart need to agree on a clear work order/contract. For the content the LH AMO needs to take into account the applicable technical requirements.
3. The Maintenance Manager perform the assessment of the subcontractor. The assessment is performed with the support of its own expertise to determine whether the subcontractor meets the necessary standards, in example in terms of personal training, facilities, management of tool and equipment, data to carry out maintenance.
4. The Subcontracted issues the "Technical Agreement", which must contain the reference to the signed work order/contract by the Maintenance Manager and his counterpart as specified below:

- **ATC1. Validity of the contract**

*-The validity must be specified unambiguously.*

- **ATC2. Training on the internal procedures to external staff**

*-The contract must specify unambiguously how and who is in charge to manage organisation's staff; assessment, responsibilities, personal records, training (initial and continuation), fill and sign the documents/job cards, etc. (included armonisation with LH AMO SMS)*

- **ATC3. Points of contact**

*-The contract must specify unambiguously the points of contact for each side; name, function, contact and activities.*

- **ATC4. Scope of work**

*-The type of activities to be performed by the subcontractor must be specified unambiguously (tasks, list of P/N and processes shall be clearly stated).*

- **ATC5. Locations identified for the performance of activities/certificates held**

*-The facility where activities will be performed must be specified unambiguously.*

*-The certificate held by the organisation, if any, at the place where activities will be performed should be referred to in the contract.*

*-Equipment and tools.*

- **ATC6. Subcontracting**

*Not allowed*

- **ATC7. Maintenance programme**

*Under LH AMO responsibility only*

- **ATC8. Monitoring**

*The terms of the contract must include a provision allowing the LH AMO to perform surveillance (including audits) of the organisation. The contract must specify how the results of the surveillance are taken into account by the organisation.*

- **ATC9. Competent authority involvement**

*The contract must allow to the involved Authority inspectors access to the organisation's facility.*

- **ATC10. Maintenance data**

*The contract should specify the maintenance data and any other manual required for the fulfilment of the contract, and how these data and manuals are made available and kept current.*

- **ATC11. Incoming conditions**

*The contract must specify in which condition the components should be made available from LH to the organisation; packaging, tagging, etc*

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- **ATC12. Airworthiness directives and service bulletins/modifications**

The contract should specify the information related to the status of the ADs and the status of SB.

- **ATC13. Hours and cycles control**

Under LH AMO responsibility only

- **ATC14. Life-limited parts and time-controlled components**

-The contract should specify how to exchange whether information that the about the removal/installation of the life-limited parts and time-controlled components.

-Under LH AMO responsibility only

- **ATC15. Supply of parts**

-The contract must specify whether a particular type of material, tools or component is supplied by the LH or by organisation, which type of documentation is applicable.

-The contract must specify who is responsible to maintain and calibrate the applicable tools and related documentation.

- **ATC16. Scheduled maintenance/Unscheduled maintenance/Defect rectification**

-The contract must specify the support documentation to be given to the organization.

-The contract must specify who is responsible to issue/control the applicable documentation to perform the job.

-The contract must also specify to which level the organisation may rectify a defect without reference to the LH.

- **ATC17. Deferred tasks**

- The contract must specify the organization can't defer task without approval by LH.

- **ATC18. Deviation from the maintenance schedule**

- Under LH AMO responsibility only

- **ATC19. Maintenance check flight (MCF)**

- Under LH AMO responsibility only

- **ATC20. Bench test**

- The contract should specify the acceptability criterion and whether a representative of the LH should witness a component undergoing test.

- **ATC21. Release documentation**

- The contract must specify the organization personnel authorized to fill/close/sign the work instructions (work order/job cards).

- **ATC22. Release to service documentation**

- The contract should, however, specify which support forms have to be used (aircraft technical log, maintenance organization's release format, etc.) and the documentation.

- Under LH AMO responsibility only

- **ATC23. Return of the components**

- The contract must specify in which condition the components should be delivered from organization to LH; packaging, tagging, etc.

- The contract should specify how to manage scrapped parts, unserviceable tools, etc.

- **ATC24. Maintenance record-keeping**

- LH is responsible to retain all maintenance records included work order, job cards, part supplied documentation, consumables documentations etc.

- **ATC25. Exchange of information**

- Each time exchange of information between the LH and the subcontractor is necessary, the contract must specify what information should be provided and when (i.e. in which case or at what frequency), how, by whom and to whom it has to be transmitted. This shall include occurrence reporting data for LH AMO SMS



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- **ATC26. Meetings**

*-The contract must include the provision for a certain number of meetings to be held between LH and the subcontractor.*

- **Contract review**

*Before the contract is enforced, it is very important that the technical personnel of both parties, that are involved in the fulfilment of the contract, meet in order to be sure that every point leads to a common understanding of the duties of both parties*

- **Work scope planning meeting**

*Work scope planning meetings may be organized so that the tasks to be performed may be commonly agreed.*

- **Technical meeting**

*Scheduled meetings may be organized in order to review on a regular basis technical matters, etc.*

- **Compliance and performance meeting**

*Surveillance meetings may be organized in order to examine matters raised by the LH AMO monitoring and to agree upon necessary corrective actions.*

### 5.5.1 Specific Requirements for supplier of maintained part only for military

Supplier must check the Quality Requirements (Q.R.) indicated into the Purchase Order for each item. In particular the codes HM for supplier of Centro Logistico di Vergiate will be indicated in any Purchase Order and a Technical Agreement (see 5.5 bullet 4) shall be signed before the acceptance of the Purchase Order.

## 5.6 Specific Requirements for Supplier of maintenance

1. Validity of the approval of the contracted.
2. Approved capability list /scope of work compliant with work order.
3. In case of level 1 finding or expired level 2 findings, issued by Internal auditing or Authority, LH organization shall be informed immediately.

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