

Frequent CARs – ASA-100

Reviewing audits conducted over the last year:

- 165 audits with CARs (27 AA, 45 RA, 88 SA, 5 SPA)
- Total number of findings = 800
- Average number of findings per audit = 4.85
- The largest number of CARs (over 28%) relate to keeping the QM & Supporting Documents current and readily available. This has been a trend since ASA started tracking in 2008.

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1. - 1 C -The quality manual and/or related documents shall be kept current and readily available to employees and to the customer's auditor or designee.
 - No distribution list.
 - Assigned QM copies not recorded on Distribution list.
 - Org chart does not show relationship of QC dept to rest of the organization.
 - Pages do not contain revision date or revision level.
 - Quality documents are not current (QM, TOC, LEP, Stamp control Log).
 - QM not updated with required revisions from previous ASA audits or to include language from ASA LIs (014, 015, 016).
 - Quality docs not available (ATA Spec, ASA-100, AC 00-56, docs referenced on App.B of standard). Or personnel not aware of how to access these docs (ASA / FAA website).
 - Forms or docs referenced in QM not included in manual.

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2. - 1B -These documents shall be readily available to at least first line supervisors responsible for the activities described. The system shall contain all of the elements of the governing specification adopted by the organization and should be described in the manual or supporting documents, e.g., work cards or check sheets, in sufficient detail to be used as operating instructions.
 - Elements of the ASA standard not described in QM or not described in enough details to be used as operating instructions.

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3. - 2A - **Self-Audit/Evaluation:** The distributor shall have in place a self-audit/evaluation program to insure that the ASA-100 Standard has been implemented and that the quality system as adopted continues to meet the company's needs. The program shall provide the necessary feedback for continuous quality improvement. Self-audit/evaluations shall be conducted, at a minimum, on an annual basis. The distributor shall perform the self audit/evaluation in accordance with written procedures or checklists that determine the effectiveness of the quality system. Audit results shall be documented, including identifying who conducted the audit, the frequency of the audit, and corrective action of non-compliance.
- Required annual audit not accomplished.
 - Audit not accomplished within manual requirements' timeline.
 - Ineffective auditing.
 - Checklist not filled out completely (reference to procedures, parts sampled).
 - Checklist used not the one referred to in procedures.

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4. - 4C - All training, both formal (classroom) and on-the-job training (OJT), shall be documented and the records shall be maintained for all employees who underwent training. Training records shall be retained for at least two years after the employee has left employment with the company.
- Training records not maintained for all authorized personnel.
 - All training new and recurrent not documented on training records (don't forget to include OJT).
 - Info missing on record (duration, names, dates).

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5. - 8A - **Material Handling:** Material shall be handled in an appropriate manner and shall be protected from damage and deterioration. Special packaging shall be maintained as necessary. The storage area for aircraft parts should be periodically checked for overall effectiveness of storage and identification methods.
- Inadequate material packaging.
 - Parts info incorrectly or not recorded on inventory list or computer system (location, condition, qty, P/N, S/N, etc.).
 - Material not properly identified (tagged).
 - Warehouse areas not properly marked for identification.

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6. - 5C - The distributor shall maintain a list of their approved suppliers and a quality history for each source.
- No vendors' list maintained.
 - Vendors' list is not current.
 - Vendors' list does not include all approved vendors.
 - No vendor surveys on file when required per manual procedures.

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7. - 5A (LI 100-015) - The distributor shall maintain a procurement system such that materials and components purchased (1) are traceable to a prior source and (2) bear acceptable documentation that conforms to at least one of the receipt requirements listed in Appendix A.
- Incomplete traceability documentation.

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8. - 9A - The distributor shall have a system to adequately identify and control shelf life-limited parts and materials. Out-of-time or outdated parts and materials shall either be segregated from serviceable items, or discarded. The program shall specify a system that will assure that no expired material or part will be issued. This program includes component subassemblies containing shelf life-limited parts.
- Inbound outbound inspections do not include checking for shelf life status of parts.
 - Expired shelf life parts not segregated as required.
 - Shelf life not monitored as required.
 - Inventory checks not completed as required.
 - Reports not generated as required.

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9. - 1A2 - ASA-100 accredited distributors must address each and every element of the ASA-100 standard in its manual. To the extent that some elements in the standard are not applicable to the business, and might otherwise be omitted from the manual, the topic area shall be identified to indicate that the element is not applicable.
- Elements of ASA standard that are not applicable to your business are not identified in QM.

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10. - 1E - For distributors, the quality control manual shall include, but not be limited to a detailed description of:
- **10)** the storage facilities and applicable specifications,

 - QM does not include detailed description of the storage facility with applicable specifications.

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10. - 4D - The distributor shall maintain a roster of the personnel and their alternates authorized to perform inspection functions and identify the inspection function(s) that each person is authorized to perform.
- No roster of inspectors maintained.
 - Roster of inspectors is not current (update when employees leave or new employees are hired) .
 - Roster of inspectors does not include functions that each inspector is authorized to perform.
 - Roster of inspectors does not include all inspectors (alternate, part time, bulk receiving).
 - Inspector is not properly authorized (not on roster, didn't receive required training).