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SECTION 0

0.1 INTRODUCTION The Chief Inspector (CI) is the owner of this Standard Operating Procedure (SOP) and is responsible for its content and distribution. The CI has the authority to revise this SOP with the approval of the company president. All appropriate administrative, management, operations, maintenance, and publications personnel must stay up to date on the material contained in this SOP. All policies, procedures and practices in this SOP, as well as all applicable government regulations detailed in the Federal Acquisition Regulation (FAR) Part 135.


0.1.1 MANUAL CONTROL This SOP details standards for publication, revision and distribution of both manufacturers' and company technical publications, manuals and documents. Each page of this SOP is identified in the header by Title, Issuing Unit, Approved By, Effective Date, Revision Date, Revision Number, Page Number and Publication Number (135.23). Revisions to this SOP are numbered sequentially and identified by the Revision Date and Revision Number. Revisions to this SOP are performed in accordance with the Transmittal Sheet Procedures beginning in Section 5.4 of this SOP and are noted in the Manual Revision Record Sheet and the List of Effective Pages.

SECTION 1 - PURPOSE AND GUIDANCE

This SOP, *Publications – Standard Operation Procedure*, sets forth the policies and procedures for publication, revision and distribution of manufacturers' and company technical publications, manuals and documents. It is one of a set of procedures outlining how the Publications Department (Publications) will manage company documents and publications. Nothing in this SOP shall contradict other company manuals, such as the General Operations Manual (GOM) or the General Maintenance Manual (GMM), applicable Federal regulations (FAR 135), or the operations specifications and certificates of the company.

SECTION 2 - ORGANIZATION

Publications is responsible for performing biannual and annual audits of the primary copy of manufacturers' and company technical publications, manuals and documents in the Publications Library. An assigned Process Owner is responsible for performing biannual and annual audits of certain miscellaneous controlled documents. Publications will record and track all manufacturers' and company technical publications, manuals and documents on a Master Inventory List. Publications will notify the assigned process owner, pilots or mechanics to insert revisions and ensure biannual or annual audit requirements are met (135.21e). At remote locations, the assigned process owner, pilots or mechanics must insert revisions, ensure biannual and annual audit requirements are met, and notify Publications in accordance with the Transmittal Sheet Procedures beginning in Section 5.4 of this SOP. Generally, the assigned Process Owner, pilot or mechanic is responsible for insuring the manufacturers' or company technical publication, manual or document has all revisions and is current prior to use.

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SECTION 3 - PROGRAM ELEMENTS

This SOP was developed with the intent of and compliance with applicable areas of FAR 135.21 / 135.23 / 135.427 including the company GOM & GMM.

SECTION 4 - DEFINITIONS

APPENDIX or ANNEXES: Information or data added to the end of a book or document. Use appendices or annexes for items that will change frequently to avoid constant updates to any technical publication, manual or document. For example: forms, checklists, schedules, holdover tables, etc.

BIANNUAL: Occurring twice a year; every six months.

MANUAL CONTROL: The section of a technical publication, manual or document which is part of the INTRODUCTION. Sometimes it is included in the FORWARD. It must define who is the Process Owner for the publication.

PROCESS OWNER: The individual responsible for the contents, revisions, distribution and availability of technical publications, manuals and documents.

PURPOSE AND GUIDANCE: This section identifies the manufacturer or company, the scope of the policy or procedures contained in the publication, the relevant regulations affected and any other sources of information that may provide guidance. For example: regulations, ACs, HBATs, DOD, GMM, GOM, FAR.


ORGANIZATION: Indicates a group of people with an explicit purpose and written rules to achieve a common goal. It should include the organization name and organizational chart if applicable. The organization's authority, responsibilities and personnel qualifications should be listed. For example, review boards, management teams, etc., if applicable.

PROGRAM ELEMENTS: Lists the ways the publication interfaces with other technical publications, manuals and documents such as the GOM and GMM.

PROGRAM PROCESSES: Identifies departments, personnel, resources, and responsibilities. It may include checklists, bullet lists and spreadsheets and charts.

SOP: A Standard Operating Procedure (SOP) is a document that describes a procedure or set of procedures to perform a given operation or response to an event. An SOP may supplement an existing SOP. An SOP may apply to the whole organization or to only a subset. For example: EHA, External Bases, or a specific section within an organization such as Publications.

MFR: A Memorandum For Record is directory in nature. A MEMO is not.

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SECTION 5 – TECHNICAL PUBLICATIONS, MANUALS & DOCUMENTS

5.1 Manufacturers' Technical Publications - Revision Process

Each technical publication distributed by the manufacturer has a revision number and revision date. The original technical publication has a revision number "original". The manufacturer is responsible for distributing revisions to its technical publications to the company. Publications will notify the assigned process owner, pilot or mechanic of manufacturers' revisions in accordance with the Transmittal Sheet Process, Section 5.4 of this SOP.

5.1.0 Biannual Audit & Label

The assigned process owner, pilot or mechanic will conduct a Biannual Audit of the manufacturers' technical publication to verify that it is in Current Revision Status. The responsible individual will affix a Biannual Label on the inside cover of the manufacturers' technical publication within the month and year the Biannual Audit is completed. This Biannual Audit must be completed six months following an Annual Audit. All other manuals and documents do not require Biannual Audits unless required by the publication author or issuing unit.

5.1.1 Missing and/or Non-Current Revision Status


If there is a page missing or a page not in current revision status, the responsible individual will contact the manufacturer via phone, email or fax to obtain the missing or current page. Until the missing page is received, the responsible individual will denote that it is missing by inserting a red sheet of paper in its place. If the page is not current in revision status, a memo, in the form of an email or fax to the manufacturer, will be added to the beginning of the technical publication. The responsible individual will also notify Publications.

5.1.2 Current Revision Status

Current Revision Status can be verified by internet, email, or fax to the manufacturer of the technical publication and/or by the company Publications Department Library. A Current Revision Status report of all company manuals will be presented to the CI upon request. This report is available to everyone 24 hours a day, 7 days a week via the company employee website; <http://evergreenemployee.sharepoint.net/default.aspx> .

NOTE

If the recipient of the change or revision is furnished a copy in other than printed form, we must insure there is a compatible reading device available to those persons that provides a legible image of the information and instructions, or a system that is able to retrieve the information and instructions (135.21g).

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5.2 Company Manuals and Documents – Revision Process:

Each manual or document distributed by the company has a revision number and revision date. The original manual or document has a revision number “original”. Publications is responsible for distributing revisions of the manual or document to the assigned process owner, pilot or mechanic of the company. Publications will notify the assigned process owner, pilot or mechanic of revisions to company manuals and documents in accordance with the Transmittal Sheet Process (Section 5.4 of this SOP).

5.2.0 Annual Audit & Label

Each controlled manual or document produced by the company will have a Manual Revision Record Sheet (MRR) and an Index or List of Effective Pages (LEP). The Index or LEP for the primary copy of the manual or document will be signed and authorized by the president of the company. The Index or LEP will list a revision number and date for each page. An Annual Audit of the manual or document will be conducted by the company. As part of the audit the assigned process owner, pilot or mechanic will check the LEP against the content of the manual or document assuring it contains all revisions and is complete. If the manual or documents is current, the responsible individual will affix an Annual Label to the inside cover within the month and year it was completed. For each controlled manual or document the Annual Audit is on a flowing basis from the date of last compliance.

5.2.1 Missing and/or Non-Current Revision Status:


If there is a page missing or not in current revision status, the responsible individual will contact the Publications Department Library via phone, email or fax to obtain the missing or current page. Until the missing page is received, the responsible individual will denote that it is missing by inserting a red sheet of paper in its place. If the page is not current in revision status, a memo, in the form of an email or fax to Publications, will be added to the beginning of the manual.

5.2.2 Current Revision Status:

Current Revision Status of company manuals and documents can be verified by internet, email, or fax to y Publications Department Library. A Current Revision Status report of all company manuals will be presented to the CI upon request. This report is available to everyone 24 hours a day, 7 days a week via the company employee website; <http://evergreenemployee.sharepoint.net/default.aspx>

NOTE

If the recipient of the change or revision is furnished a copy in other than printed form, we must insure there is a compatible reading device available to those persons that provides a legible image of the information and instructions, or a system that is able to retrieve the information and instructions (135.21g).

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5.3 Aircraft Book Boxes:

The assigned process owner, pilot or mechanic will give Publications the aircraft's book-box by for audit upon arrival at the home station at contract end or upon arrival of new and transferred aircraft. The technical publications, manuals and documents within the book-box will be inspected for the following:

1. Biannual Checks
2. Annual Checks
3. Condition of manuals and book-box

The book-box will then be labeled with its status and placed in storage for quarantine until the next contract. Before it is released to the next contract, the technical publications, manuals and documents must be reviewed and updated in accordance with Biannual and/or Annual Audit processes. Boxes will be numbered and tracked by Publications. Publications will create a file to hold revisions until it is time to break quarantine.

5.4 Transmittal Sheet Process


A transmittal sheet lists all revisions included in an update to a technical publication, manual or document. Each Aircraft or Base may have its own transmittal sheet if it conforms with the standard Manual Revision Transmittal Sheet FORM 145.

Publications will issue a transmittal sheet when it has a package consisting of revisions to a technical publication, manual or document. Publications will direct the transmittal sheet to the assigned process owner, pilot or mechanic responsible for executing the revisions. Publications will keep a copy of the transmittal sheet in the Pending Transmittal Sheet Binder. Upon receiving the transmittal sheet package, the process owner, pilot or mechanic will add or replace pages as indicated by the instructions on the transmittal sheet. When completed, the responsible individual will sign and date the transmittal sheet and return it to Publications. Publications will then take the copy of the transmittal sheet out of the Pending Transmittal Sheet Binder, and it will put the signed and dated transmittal sheet in the Completed Transmittal Sheet Binder.

NOTE

Each employee of Evergreen to whom a manual or other Miscellaneous Document are furnished shall keep it up to date with the changes and additions furnished to them (135.21e).

If the recipient of the change or revision is furnished a copy in other than printed form, we must insure there is a compatible reading device available to those persons that provides a legible image of the information and instructions, or a system that is able to retrieve the information and instructions (135.21g).


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5.4.1 Transmittal Sheet Format:

Transmittal sheets may vary in form because of differences between manufacturers and bases of operation. Various forms of transmittal sheets may be used if they conform to the minimum requirements set forth in this SOP. Company controlled technical publications, manuals and documents must use Manual Revision Transmittal Sheet Form EH-145 (Annex 5). Transmittal sheets from manufacturers and remote bases of operation that are not on Form EH-145 must include the following information:

- **Title** – Transmittal Sheet
- **Origin** – The location of the originating manufacturer, office or base.
- **Destination** – The location of the end destination and name of the assigned process owner, pilot or mechanic.
- **Date** – The date the transmittal sheet is issued.
- **Details of Revisions:** Must include the name of the manufacturer, title of the publication being revised, model, revision number and revision date, and pages being revised.
- **Received by** – An assigned space for the responsible individual to print and sign once the revisions are complete.
- **Received Date** – An assigned space for the responsible individual to date the transmittal sheet once revisions are complete.

Publications keeps two binders to keep track of transmittal sheets: the Pending Transmittal Sheet Binder and the Completed Transmittal Sheet Binder. Regardless of origin, a copy of the original, unsigned transmittal sheet must be sent to Publications to be inserted into the Pending Transmittal Sheets Binder. Once the responsible individual has completed the revision of the technical publication, manual or document, he/she must sign and date the transmittal sheet. The completed transmittal sheet must then be sent back to Publications. Upon receipt of the signed transmittal sheet, Publications will update the Manual Revision Record Sheet Form EH-144, remove the copy of the transmittal sheet from the Pending Transmittal Sheet Binder, and add the completed and signed transmittal sheet to the Completed Transmittal Sheet Binder. The Completed Transmittal Sheet Binder is archived yearly, from January to December. A new binder is created at the start of each new year. Archived binders are for "Reference

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5.4.2 Transmittal Sheets and Revision Packages


Publications routes all transmittal sheets and revision packages with tracking numbers. All U.S. destinations (except Drift River) are sent using Priority or Express Mail. Revisions for Drift River are sent via email or picked up through company mail slots.

For international destinations, Shipping / Receiving (Parts) will determine the best routing method. However, if the destination is Afghanistan or Panama, use FedEx. If the destination is Sudan or Philippines, use DHL.

5.4.3 Transmittal Sheets Procedures

1. The process owner, pilot or mechanic must account for all revisions sent:
 - a. Verify all revisions have been received by making a check mark on the transmittal sheet either to the left or right of each revision.
 - b. After all revisions are accounted for, sign (received by) and date the bottom of the page.
 - c. Fax or scan and email the signed transmittal sheet(s) to Publications at fax #503-434-4213 or 4212 or Publications@EHA.com. Ensure the signed transmittal sheets get back to Publications within two weeks of receipt.
2. Each process owner, pilot or mechanic must keep a copy of the transmittal sheet on-site in a binder, serving as an Index for Transmittal Sheets.
3. Transmittal sheets must be sorted. First sort by location, then by aircraft model. For example, in the Index for Transmittal Sheets keep all transmittal sheets for Eielson AFB together, and keep transmittal sheets for all aircraft based there (Bell 212, N398EH, N59633) together. This system provides easy access to technical publications, manuals and documents for Biannual and Annual Audits.

ANC Transmittal Sheets: The Chief Inspector will need to review all Service Bulletins, Alert SB's, and Service Letters for ANC. On the transmittal sheet enter a place for the Chief Inspector to initial and date.

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4. Each process owner, pilot or mechanic has 5 business days from the date of receipt to complete the revision process and return the signed and dated transmittal sheet to Publications. If a process owner, pilot or mechanic has not returned the signed transmittal sheets after this time, Publications will contact him/her to find out the status. If Publications cannot contact the responsible individual, Publications will notify the Chief Inspector or DOM to ensure the revisions are inserted. Publications will note on the pending transmittal sheet that the CI or DOM has been notified.

5.4.4 Time Limits for the Revision Transmittal Sheets:

1. Publications has 3 business days to send revisions with a transmittal sheet to the process owner, pilot or mechanic at the aircraft or base.
2. The Process Owner, Pilot or Mechanic on-site has the following time limits from receipt to insert the revisions and fax or email the signed transmittal sheet to the Publications:
Domestic: 5 Business Days International: 10 Business Days
3. Past-Due Transmittal Sheets: If Publications has not received a signed transmittal sheet 30 days after the revision was sent, the Chief Inspector will be notified, and a note will be added to the pending transmittal sheet.

5.5 Publications Security and Sign Out Procedure


The Publications Department Library is locked after normal business hours. Afterhours access can be obtained through the Operations Control Center. All material in the Publications Department Library are controlled documents and require sign-out on the Library Check Out List posted by the library exit.

5.6 Master Inventory List

The Master inventory List is maintained by Publications. It is an excel spreadsheet that identifies the controlled technical publications, manuals and documents by name, serial number (or book number), the responsible person/office, location, revision number, revision date, biannual audit date, annual audit date, and current revision status. Discrepancies found during audits may be noted and tracked on a separate page.

NOTE

Publications must file a discrepancy report if a discrepancy is found during an audit. The discrepancy report must include the date, a description of the discrepancy found, what action was taken to resolve it, and the follow-up date when the discrepancy is resolved. File a copy of the discrepancy report in the Discrepancy Binder and follow-up on its status accordingly.

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5.7 Department Audits:

Publications must conduct an annual self-audit. The Audit is to be administered one year, plus or minus 30 days, from the date of previous audit. The audit will be performed using the Publications Audit Checklist (Annex 2) of this SOP.


Publications will conduct an annual audit for all company produced manuals and documents. Publications will provide all work centers with a checklist for an annual self-audit. The checklist will be tailored to the work center and become part of the Work Center Procedures Manual upon its next revision.

SECTION 6 - COMPANY CONTROLLED MANUALS AND DOCUMENTS

6.1 Company Controlled Manuals and Documents

All company-controlled manuals and documents require Annual Audits with a List of Effective Pages (LEP) to be current. The following is a sample list of some company-controlled documents manuals and documents:

- General Maintenance Manual
- General Operations Manual
- Aviation Fuel Vendor List Manual
- Standard Operating Procedures
- Safety Management System
- Safety Policy & Procedures Manuals
- Emergency Response Plan
- Operational Risk Management Program
- Internal Audit Program
- Company Produced Maintenance & Inspection Programs
- Company Produced Continuous Airworthiness Maintenance Programs
- Aviation Repair Station Manuals
- Minimum Equipment List
- Operations Training Manual
- Maintenance Training Manual
- Procedures Manual

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6.2 General Format

Company produced manuals and documents will have the following design and format:

- Cover Page (author design optional)
- Table of Contents
- Manual Identification and Location Form EH-143 (Copy to Publications)
- List of Effected Pages
- Manual Revision Record Sheet EH-144
- Required Header Content
- Required Format
- Required Fonts & Logo's
- Required Manual Codification (when it can be tied to another manual)

The company produced and controlled manuals or documents will identify any policy direction that is mandated by an agency outside the company, such as Federal Regulations, Department of Transportation directives, or any other outside policy directed by the company president. These policies will be identified by references within the manuals or documents. Company produced and controlled manuals or documents will include compliance procedures.

Company produced and controlled manuals and documents will be written for the end user. All manuals and documents created by the company will be stored and managed on electronic media. The end user should be reasonably assured that by following these procedures the following will be accomplished.

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6.3 Headers & Footers

Each page of company produced documents will have a Header. A footer will be required at the discretion of the document author. Each header will contain the Evergreen logo top left, followed by Issuing Unit, Approved By, Effective Date, Revision Date, Revision Number, Page of Pages, Document Number (codification), and the Title (centered). Use the header on this page as the example. Authors may elect to have a different set up if the specific items covered in this section are on each page.

A cover page is encouraged but optional and does not require a header or footer. Authors may create a cover page, but at a minimum it must contain the Evergreen logo on the top of the page, document title in Evergreen Font, and a manual name and number listed at the bottom of the page. If a binder is used, the cover page is inserted in the cover. The binding will have the manual name and number whenever possible.


6.4 Manual Codification (Company Produced Documents)

A broad subject matter will be assigned a number, eg., Fuel Quality stems from Chapter 19 of the GOM. This can be translated into FQ-019. Another example is Aircraft Maintenance Logbook procedures are found in Chapter 4 of the GMM. This SOP can be numbered AML-004. Other miscellaneous produced documents may already have an appropriate and approved numbering system and may not require additional codification.

6.5 Format

Each company produced manual or document will be divided into subject matter logically combined. Each chapter or paragraph, as appropriate, will be divided into sections having subject matter specialized and identified in the table of contents. These sections will be identified in the manual or document by titles using upper case letters, bold letters, or both, in Arial font. All other text will be written in Arial 12 font. Whenever feasible, Evergreen will use the numbering scheme (ISO 2145) as defined in the below examples;

- Arabic numerals (1, 2, 3, ...) are preferred.
- The main divisions are numbered continuously starting from 1.
- Each main division (first level) can be divided further into subdivisions (second level), which are continuously numbered. This can be continued for further levels of subdivision.
- A period placed between numbers that designate subdivisions of different levels. No period is placed after the number that designates the final subdivision.
- A number 0 (zero) can be assigned to the first division of each level if it forms an introduction, preface, foreword, or the like.

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Example:

Contents of a company produced document should look like this:
SECTION 0 – MANUAL CONTROL, INTRODUCTION OR FORWARD
SECTION 1 – PURPOSE AND GUIDANCE
SECTION 2 – DEFINITIONS
SECTION 3 – ORGANIZATION
SECTION 4 – PROGRAM ELEMENTS
SECTION 5 – PROGRAM PROCESSES
 5.1 - COUNTING TECHNIQUES
 5.1.1 - COUNTING APPLES
 5.1.2 - COUNTING ORANGES
SECTION 6 – RELATED PROGRAM PROCESSES
 6.1. - RELATED WORK
 6.1.1 - BEAN COUNTING
 6.1.2 - SHEEP COUNTING
APPENDIX or ANNEXES

NOTE


Detailed paragraph numbering may not be required due to the scope of the document.
Sections 1 through 5 of the above example are required for all company produced manuals or documents. The author of a document may require each Program Process have sections 1 through 5 identified.

6.6 Manual Identification and Location Form EH-143

Form EH-143 (Annex 3) will be utilized to provide a listing of all company produced operational, administrative, and maintenance manuals, SOP's, and controlled documents issued to company personnel or offices. Identification, location, and revision status of these manuals will be the overall responsibility of the process owner, pilot or mechanic and is managed by Publications. Publications and the process owner will keep a copy of the EH-143. Manuals will be identified as Master (Publications Copy), Copy 1 (process owner copy), and additionally sequenced manuals (for example "Copy 2") to whom the process owner designates. The General Maintenance Manual (GMM) has additional detailed procedures and form examples.

6.7 Manual Revision Record Sheet Form EH-144

Form EH-144 (Annex 4) will be inserted in the front of all company produced operational, administrative, and maintenance manuals, SOP's, and controlled documents issued to company personnel or offices to reflect the revision status of that manual. It will be the responsibility of the process owner, pilot or mechanic inserting a revision into the manual to complete Form EH-144. The GMM has additional detailed procedures and form examples.

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ANNEX 1 WEBSITE INSTRUCTIONS FOR PUBLICATIONS & REVISION STATUS

ABSC- AIRCRAFT BRAKING SYSTEMS CORPORATION
 WEBSITE: http://www.aircraftbraking.com/PUB_Index.php
 -Enter in *ATA Number* and click the *Search* Button
 Any Questions contact: Carlon Toss, Tech Pubs
 Phone# 330-796-440 or Fax# 330-796-8240


AERAZUR (AS350)
 To verify current in revision status contact: Mr. Lauvant Beurquet, Tech. Pubs.
 Email: lbeurquet@zodiac.com

AERONAUTICAL ACCESSORIES INC
 To verify current in revision status contact: Mrs. Matoka, Tech. Pubs.
 Phone# 1-800-251-7094 Ext. 2038
 Fax# 1-423-538-8469
 Email: sales@aero-access.com

ALPINE AERO TECH
 WEBSITE: http://www.alpineaerotech.com/Aerotech_Contact_Us.htm
 To verify current revision status call: Phone# 250-769-6344 Or Fax# 250-769-6306
 Email: eng@alpineaerotech.com

AMERICAN EUROCOPTER REVISION STATUS
 WEBSITE: <http://techclub.eurocoptersusa.com/Tech>
 *The examples listed are all EHA model-types
 Select a model: *Example: -105 Revision Status (BO105)
 -117 Revision Status (BK117)
 -350 Revision Status (AS350)
 -330 Revision Status (330J Puma)
 Eurocopter has a T.I.P.I website to view and download Service Bulletins and Letters.
 ID Number: m.paukan.115 Password: paueve235
 Any questions contact: Gerri Robinson or Courtney
 Phone# 972-641-3670 or Fax# 972-641-3468
 Email: gerri.robinson@eurocoptersusa.com

APICAL INDUSTRIES (AS350 FLOATS)
 To verify current revision status contact: Phone# 760-724-5300 or Fax# 760-758-9612
 Email: abeutler@apicalind.com
 Or: mgonzalez@apicalind.com

	Title:				Number:
	P U B L I C A T I O N S S T A N D A R D O P E R A T I N G P R O C E D U R E				PUBS-001
Issuing Unit:	Approved by:	Effective Date:	Revision Date:	Revision #	Page 19 of 35
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AVIADESIGN INC. Hydraulic Landing Gear Retraction System

WEBSITE: <http://www.aviaproducts.com/frame.htm>

- Select **HYDRAULIC LANDING GEAR RETRACT SYSTEM** from the left of screen.
- Select **View maintenance manual (Adobe Acrobat PDF Format) – File Size 1MB**
- Verify that this document is **Maintenance Manual: M-8101**, then print.

BF GOODRICH AEROSPACE

WEBSITE: http://images.goodrich.com/pdf_archive/html/gr_a.html

On the left of screen there are options of search, Example: **Ref. Document#, ATA Number**

BELL HELICOPTERS TEXTRON PUBLICATIONS STATUS

WEBSITE: <http://bellhelicopter.textron.com/en/support>

On the right-hand side: -Under the **Quick Support** option,

-Select the **Commercial Publications** arrow,

-Select the **Model Type:**

-Example: 205A1, 206A/B, 206BJRIL, 206L3, 212, 214ST

*The examples listed are all EHA model-types

Note: If you are looking for **BELL ALL Models**, look at the bottom of each model type under miscellaneous.

Note: Double check with Bell to verify the website is current, they say they update the website once a month- towards the end of the month. They have not always updated the website in a timely manner.

Any questions contact: Marion Zinn Phone# 817-280-2584 or Fax# 817-280-6466


Email: mzinn@bellhelicopters.com

CASA

CASA does not have a website to verify manuals are current in revision status. They mail a Revision Status list when they update their manuals.

Any Questions Contact: Violeta Nagy, Tech. Pubs., Phone # 251-338-0828 or Fax # 251-338-0800

Email: vnagy@eadscasana.com

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CONCORDE

WEBSITE: <http://www.concordebattery.com/>

Select *Instructions for Continued Airworthiness* (Left of screen under *Aircraft Batteries*)
This screen gives a listing of manuals. We have *Drawing 5-0142 & 5-0164*. This screen also gives you the option of viewing and printing the manual.

ECUREUIL Helicopters (AS350 Hydraulic Drive Twin Assem.)

Contact American EUROCOPTER, Linda Vo@ email: linda.vo@eurocopterus.com

GARRETT

Go to the Honeywell website and enter the ATA Number (Example: 72-TE-03)

GE AIRCRAFT ENGINES

WEBSITE: <http://www.geae.com/services/technicalpublications/manuals.html>

-Scroll down to the bottom of the page,
-Under *CT& Turboshaft*, select *Engine Manuals Index*, and print pages Any questions contact: Robert H. Schultz, Tech. Support
Phone# 513-552-3272 or Fax# 513-552-3329
Email: rob.schultz@ae.ge.com

GOODRICH CORPORATION

To verify current revision status contact: Phone# 909-569-0333
Email: marina.zamora@goodrich.com


HARTZELL PROPELLER INC.

WEBSITE: <http://www.hartzellprop.com/index2.htm>

Log-in: Cynthia.hill@evergreenhelicopters.com, Password: 9601

-Select *Product Support* from the left side of the screen
-Select *Recent Service Documents* from the left of the screen, under *Product Support*
-Select *Click Here* from: *To view the current revision status of all Hartzell Manuals and Service Documents indices* (this is the first option on the screen)

To verify current revision status contact: John Popel, Tech Pubs
Phone# 937-778-4379 or Fax# 937-778-4321

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HONEYWELL PUBLICATIONS STATUS

WEBSITE: <http://pubs.cas.honeywell.com>

Log-in: Username: techpubsanc , Password: eha@AK!! (case sensitive)

*Note: By logging on, you will be able to view or print a PDF document if needed On the left hand side: -Select **PUBLICATION SEARCH**,

-In the **ATA Number** field enter the manual or report #

-Click the **Search** button

Note: By finding the revision status thru **PUBLICATION SEARCH** - (as compared to the **PUB INDICES**) it will give you a listing of all the ***temporary revisions** required. They also update the **PUBLICATION SEARCH** as soon as a new revision comes out- compared to yearly with **PUB INDICES**.

*Keep in mind: some **temporary revisions** listed are superseded by newer tr's. Any questions call Honeywell.

Service Bulletins, Letters& OILS (Operating Info. Letters) Indexes are only available online:

-Select **PUBLICATION SEARCH**,

-Select the **Advanced Search** button,

-Under the **Pub Type** field select SB, SL, SIL, or OIL

-Under the **Product Family** field select: *Examples listed are all EHA models

Propulsion Turbofan = TFE 731 Or Propulsion Turboprop = TPE 331 Or Propulsion Turboshaft = T53

-Under the **Model Series** field select: TFE 731-2, TPE 331-10, or T53


-Under the **Model/Unit** field select: TFE 731-2-2B, TPE 331-10R-511C, or T513B

-Then click the **Search** button

Note: By finding the SB's, SL's & SIL's thru **PUBLICATION SEARCH** - (as compared to the **PUB INDICES**) it will give you an up-to-date listing. **PUB INDICES** updates yearly.

Any questions contact: Jeff Tormanen, Tech Pubs Phone# 602-365-2493 or Fax# 602-365-5577

Email: Jeffrey.tormanen@honeywell.com

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KARAMATICS/ KAFLEX (BELL DRIVESHAFT)

To verify current revision status contact: Chris Paige, Sale Rep.
Phone# 860-243-6104 or Fax# 860-243-7993

Email: chrispaige-kam@kaman.com I find it easiest to email

manual information and revision status.

LEARJET BOMBARDIER PUBLICATIONS STATUS

WEBSITE: www.cic.bombardier.com

-Click the *Customer Login* button, **Username:** MPaukan32, **Password:** Alaska (case sensitive).

-Under the *General Publications and Technical Manuals* field select *Technical Manual Status & Temporary Revisions*.

-Select the *Learjet 35A* arrow.

-This will give you a listing of manuals to choose from. Select the manual that applies to you, this will give a listing of current revision status and temporary revisions. This also allows you to view and print TR's.

Note: Learjet Publications Status is updated monthly (except July & December). They are very good at updating and will send you a copy of the **Publications Status in the InfoService Newsletter**.

Any questions Contact: Randy Williams, Tech Pubs

Phone# 316-946-2725 or Fax# 316-946-2580 Email: randy.williams@aero.bombardier.com

M.B.B HELICOPTER CORPORATION

WEBSITE: <http://pubs.cas.honetwell.com>

Log-in: Username: MPaukan, Password: 1234EHA

*Note: By logging on, you will be able to view or print a PDF document if needed On the left hand side: -Select **PUBLICATION SEARCH**,

-In the **ATA Number** field enter the manual or report #

-Click the **Search** button

MD HELICOPTERS

WEBSITE: <http://www.mdhelicopters.com> Log-

in: Username: cchill, Password: early1


Any questions contact: Chris, Tech. Pubs. Phone# 480-346-6510

MID-CONTINENT INSTRUMENTS

WEBSITE: <http://www.mcico.com/index.html>

To verify current revision status contact: Phone# 316-630-0101 or Fax# 316-630-0723

Email: info1@mcico.com

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NEPA- NATIONAL FIRE PROTECTION ASSOCIATION

WEBSITE: <http://www.nfpa.org/>

-Under **Search** enter NFPA 10, then click the **Go** button.

Any questions call: 1-800-344-3555

PRATT & WHITTNEY (CANADA) PUBLICATIONS STATUS REPORT

GENERAL WEBSITE: http://www.pwc.ca/en/3_0/3_0_0_0.asp Customer Log-in: Username: IN04427, Password: EVERG16

*password changes periodically, increasing the last number. The next password will be EVERG17, then 18, ect.

*Note: By logging in you will be able to view or print SB's, SPB's, SI's, IS's, Tool SB's

P&WC MM & IPC: WEBSITE: www.pwc.ca/en/pdf/status.pdf

This website will provide a listing of ALL Learjet Bombardier Models.

Instead of printing all 20(+/-) pages, select pages 2, 3 & 5 (Learjet 35A- PT6T & PT6A Models)

Click **Print**, Under **Print Range** select **Current Page**, and click **OK**.

P&WC SIL's: WEBSITE: www.pwc.ca/en/pdf/Sil_Index.pdf

This website will provide a listing of ALL Learjet Bombardier Models.

Instead of printing all 75(+/-) pages, select the Model desired under **Bookmark**.

Click **Print**, Under **Print Range** select **Pages from**, enter pages necessary, and click **OK**.

P&WC Service Bulletins: WEBSITE: www.pwc.ca/en/3_0/3_0_6/3_0_6_5_8.asp

-Scroll down to the bottom of the page, (in the blue screen) **Engine Family** select PT6T or PT6A

-Click the **Search** button

P&WC SPB's: WEBSITE: www.pwc.ca/en/3_0/3_0_6/3_0_6_9.asp

-Scroll down to the bottom of the page, (in the blue screen) **Engine Family** select PT6T or PT6A

-Click the **Search** button

Any questions contact: Andrew MacCaul, Tech Pubs US Accounts

Phone# 450-647-2707

Email: andrew.maccaul@pwc.ca

RAYTHEON BEACHCRAFT (KING AIR) 200- KOTZEBUE

WEBSITE: http://www.racpubs.com/index_home.asp

-Under **Search**, make sure the **Current** option is selected

-Enter the **Part Number** and click the **Search** Button

SERVICE BULLETINS WEBSITE: <https://www.racpubs.com/login.asp?source=sbl>

Username: mpaukan@evergreenak.com, Password: N134WJ


*Note: By logging in you will be able to view or print Service Bulletins

Most current **LOG OF SUPPLEMENTS** are available @ <http://pubs.raytheonaircraft.com>

Any questions contact: Raytheon, Tech Pubs

1-800-240-2959

Email: reps@rac.ray.com

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ROLLS-ROYCE

WEBSITE: <http://www.aeromanager.com/public/index.jsp>

-Select **Public notice board**

-Scroll down to the bottom of the page and select the 2nd to last option

**RB211/Trent/BR700/Tay/Spay/Dart(Airlines)/Model250/501/AE Series-
Technical Publications**

-Select the last option **Rolls-Royce 250-Series Technical Publications Index**

Note: The Tech. Pubs. Index is categorized by manual type and lists all models of Rolls-Royce. Print the following pages: **IPC Manuals are pg. 11, Ops & MM are pg. 15** and highlight manuals that apply to EHA (250-C30 & 250C20)

CSL & CEB Indexes only available online:

Rolls-Royce tries to update the online CSL & CEB index every two months. They do not notify customers, we are responsible for retrieving this info. Here are the steps to retrieve the index:

WEBSITE: <http://www.aeromanager.com/public/index.jsp>

-Click the Public Notice Board CEB's: Select Model 250 Series- Commercial Engine Bulletin Indices. Then Select model type, example: Rolls-Royce 250-C20 CEB Index or Rolls-Royce 250-C30 CEB Index.

CSL's: Select 250 Series- Commercial Service Letter Indices. Then Select model type, example: Rolls-Royce 250-C20 CSL Index or Rolls-Royce 250-C30 CSL Index.

Contact: Curt Perry, Tech. Pubs. Phone# 317-230-3774, Fax# 317-230-6084

Email: curt.e.perry@rolls-royce.com

SICMA AERO SEAT

WEBSITE: <http://www.sicma.zodiac>

Contact: Email- FSinacer@sicma.zodiac.com to verify we are current in revision status.

SIREN

To verify current in revision status contact:

Gerri Robinson, Am. EUROCOPTER

Phone# 972-641-3670 or Fax# 972-641-3468

Email: gerri.robinson@eurocopters.com

TURBOMECA ARRIEL PUBLICATION STATUS AND SUBSCRIPTION

WEBSITE: <http://www.turbomeca-support.com>

-On the left hand side: Enter **Login:** marchand_ellen, **Password:** %004443%, and click the **VALIDATION** button.

-Click the **Technical Publication** tab


-Click the **Technical Publication Status/Subscription to hardcopy (paper) and CD'S** section

-From the **Family** field, select: ARRIEL 1, ARRIEL 2, OR TURMO

-Click the **VALIDATION** button

Note: EHA Models = ARRIEL 1D1, ARRIEL 1E2, ARRIEL 2B, TURMO 11V

Any questions contact: Denielle Orona, Johana or Tony, Phone# 972-606-7619

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ANNEX 2 PUBLICATIONS DEPARTMENT AUDIT CHECKLIST


AUDITOR:

LOCATION:


DATE:

Base Type: MB = Main Base (MMV, ANC, GLS)
CB = Contract Base


BASE TYPE	CRITERIA	REFERENCE	Y/N	ASSESSMENT
100: PUBLICATIONS GENERAL				
	A. Who has Publications quality oversight responsibility for this base?			
	B. Does this individual(s) ensure publication that can impact safety of flight is properly accomplished?			
	C. Does documentation show that Evergreen ensures currency of publications, manuals, controlled documents?			
	D. Do you have a current master list of authorized publications, manuals, controlled documents for this base?			
	E. Is a Revision Status Report of all company manuals presented to the Chief Inspector the last day of each quarter?			
	F. Are sufficient technical publications provided for maintenance efforts?			
	G. Are publications in good condition?			
	H. Is the Publications Department Audited? <i>A self-audit is performed six months after the internal annual audit</i>			
200: MANUAL REVISIONS				
	A. How do you ensure our manuals reflect the most current manufacturers' information? <i>Library or on-site mechanic / pilot perform Biannual and Annual Audits.</i>			

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BASE TYPE	CRITERIA	REFERENCE	Y/N	ASSESSMENT
	<p>B. To verify our manuals are current in Revision Status are Biannual Labels added to the inner cover of the manual with the month and year it was completed?</p> <p><i>Sample Compliance: This Biannual (Revision Status) Check is to be completed by the end six months following the Annual LEP.</i></p>			
	<p>C. What documentation exist to show the Tech. Librarian is using no more than 3 business days to send revisions with a transmittal sheet to the aircraft or base.</p> <p><i>Review: Tracking Number or Transmittal Sheets</i></p>			
	<p>D. Are revisions sent by use of a tracking number and documented?</p>			
	<p>E. Are the on-site Mechanic/Pilot following time limits from receipt to inserting the revisions and faxing or emailing the signed transmittal sheet to the Tech Library?</p> <p><i>Note: 5 business days allowed for domestic and 10 for International.</i></p>			
	<p>F. What is the procedure if the library has not received a signed transmittal sheet 30 days after it was sent?</p> <p><i>Chief Inspector notified for appropriate action.</i></p>			
	<p>G. Do transmittal sheets contain the following;</p> <ol style="list-style-type: none"> 1) Location 2) Date 3) List of Revisions 4) Received by and Date 			
	<p>H. Which form is issued and attached to a manual revision?</p> <p><i>Sample Compliance: Form EH-145</i></p>			
	<p>I. What will ensure that revisions have been inserted in the appropriate manuals?</p> <p><i>Review: When EH-145 has been returned to the Maintenance Department signed by the person who inserted the revision.</i></p>			

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	PUBLICATIONS STANDARD OPERATING PROCEDURE				PUBS-001
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BASE TYPE	CRITERIA	REFERENCE	Y/N	ASSESSMENT
	<p>J. Does each manual that is controlled have an Index or List of Effective Pages (LEP) that states which pages belong in the manual?</p> <p><i>The Index or LEP will also give a revision date for each page.</i></p>			
	<p>K. Does an annual inspection consist of checking page-by-page of a manual using the Index or LEP?</p> <p><i>Sample Compliance: An Annual label will be added to the inside front cover of the manual with the month and year it was completed.</i></p>			
	<p>L. Are quarterly and Annual Audits documented in the Audit Progress Report Log Book?</p> <p><i>Sample Compliance. Now documented on the Master Inventory List</i></p>			
	<p>M. Does the Master Inventory List (Audit Report Log Book) contain the minimum;</p> <ol style="list-style-type: none"> 1) Serial number of the manual 2) Manufacture / Model name of the publication. 3) Revision status the manual is currently in. 4) Revision date 5) Date the quarterly or Annual audit performed 6) Person that performed the audit 7) Notes section 			
	<p>N. Is all data from the Audit Reports transferred and recorded in the Master Inventory List every Monday?</p> <p><i>Ensures awareness of the status of all Publications</i></p>			
300: AIRCRAFT BOOK BOXES				
	<p>A. Upon an aircrafts contract end, what happens to the aircraft's book-box?</p> <p><i>Should automatically be given to Publications by the pilot or mechanic for audits.</i></p>			

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BASE TYPE	CRITERIA	REFERENCE	Y/N	ASSESSMENT
	B. Is the book-box inspected for the following: 1) Biannual Check (Revision Status) 2) Annual Check (LEP or Page-by-Page Check) 3) Condition of manuals and book-box 4) Documented?			
	C. What should be accomplished after the book-box is inspected? <i>The book-box will then be labeled with its status and placed in storage for quarantine until the next contract.</i>			
	D. Before it is released, are the book-box manuals re-inspected for a Biannual (Revision Status) Check? <i>Review</i>			
	E. Is quarantine broken for insertion of revisions? <i>Quarantine should only be broken when the box is being prepared to be placed back into service.</i>			
	F. What happens to the revisions for book boxes while the boxes are in quarantine? <i>Files should be maintained for the revisions for each book box and revisions inserted when preparing box for service.</i>			
400: MANUAL IDENTIFICATION AND LOCATION				
	A. Which form is used to provide a listing of all company manuals issued? <i>Sample Compliance: Form EH-143 will be utilized</i>			
	B. What identifies that the Identification, location, and revision status of these manuals are the overall responsibility of the Chief Inspector and Publications librarian? <i>Sample Compliance: GMM Chpt 4, Pg 30. Pubs SOP</i>			

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BASE TYPE	CRITERIA	REFERENCE	Y/N	ASSESSMENT
	<p>C. What dictates that a list of pertinent technical publications and their revision status shall be maintained in the office of the Chief Inspector?</p> <p>Sample Compliance: <i>GMM Chpt 4, Pg 30</i></p>			
	<p>D. Which form will be inserted in the front of each manual to reflect the revision status of that manual?</p> <p>Sample Compliance: <i>Form EH - 144</i></p>			
	<p>E. After revision has been entered in the manual and recorded on Form EH-144, it is acknowledge receipt of revision by signing and returned to whom?</p> <p>Review: <i>Publications</i></p>			
500: MANUALS, PROCEDURES, & POLICY IN GENERAL				
	<p>A. Are each page of company produced documents identified in the header by Issuing Unit, Approved By, Effective Date, Page and Revision Number (135.23).</p>			
	<p>B. What sets forth the company policies and procedures for compliance with publications procedures at Evergreen Helicopters?</p> <p><i>Publications SOP. It is part of a set of procedures which together compose the way Publications will perform its duties and procedures.</i></p>			
	<p>C. Who is responsible for performing Biannual (6 months), and Annual (12 months) Audits of the company manuals and procedures contained within the library?</p> <p><i>Publications. Controlled Documents are to be audited by the process owner. Overall, the user / holder of any publication or manual is responsible to ensure revisions are inserted and currency prior to its use.</i></p>			

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BASE TYPE	CRITERIA	REFERENCE	Y/N	ASSESSMENT
	<p>D. At off-site, remote locations or bases, who is responsible for ensuring revision insertion and all audits are completed.</p> <p><i>The assigned pilot and mechanic on site.</i></p>			
	<p>E. Do company produced documents headers contain the Evergreen logo at top left, followed by Issuing Unit, Approved By, Effective Date, Revision Date, Revision Number, Page of Pages, Document Number (codification), and the Title (centered) on each page?</p> <p><i>Sample Compliance</i></p>			
	<p>F. Do company produced documents contain the following;</p> <ul style="list-style-type: none"> • Cover Page (author optional) • Table of Contents • Manual Identification and Location EH-143 • List of Effected Pages • Revision Record Sheet EH-144 • Required Header Content • Required Format • Required Fonts & Logo's • Required Manual Codification 			
	<p>G. Does the companies Master Document for all Company Produced Documents contain the Manual Review and Authorization Sheet.</p> <p><i>Sample Compliance</i></p>			
600: SECURITY AND CONTROL				
	A. Is the Publications Library locked after-hours?			
	<p>B. How are publications leaving the library controlled?</p> <p><i>Publications Library Technical Manuals and Company Produced manuals and documents, and all other policies and procedures are Controlled Documents and require sign-out on the Library Check Out List posted by the library exit.</i></p>			

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**ANNEX 5
MANUAL REVISION RECORD SHEET – FORM EH-144**

REV. NO.	REVISION DATE	INSERTED BY	DATE
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			

FORM EH-144

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**ANNEX 5
MANUAL REVISION TRANSMITTAL SHEET FORM EH-145**

To: _____ Date: _____

Type of Manual: _____ Manual Number: _____

Revision Number: _____

The attached revision sheets are for insertion in the above-described. They are exclusively property of the company and may not be copied without consent and may not be transferred. Return the completed form preferably by FAX to Publications at 503-434-4213 or 4212 or Publications@EHA.com.

Filing Instructions


Section	Delete		Insert	
	Page	Date	Page	Date

Please insert the above revisions in your manual. After revision has been entered in the manual and recorded on Form EH-144, acknowledge receipt of revision by signing in the space below and return this sheet to Publications.

Signature: _____ Date: _____

Print: _____

FORM EH-145

	Title:				Number:
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ANNEX 6 – MEMORANDUM FOR RECORD INSTRUCTIONS & EXAMPLE



EVERGREEN HELICOPTERS OF ALASKA, INC.

1935 Merrill Field Drive Anchorage, AK 99501-4119 USA
Phone (907) 257-1500 Fax (907) 279-6816

Date: 18 Jul 2008

MEMORANDUM FOR EVERGREEN HELICOPTERS

From: Joseph Lowndes
Director of Publications
907-257-1591

Subject: Memorandum For Record (MFR) Format

This is a sample Memorandum For Record (MFR). It is your direction and guidance on the proper format for a MFR. This type of document is directory in nature. In other words, you are directing an action in a certain way. Use your ABC's (accuracy, brevity, & clarity) with simple, strong words and eliminate unnecessary ones. The MFR and MEMO are different. This MFR is not to be confused with the other "MEMO" format that we are familiar. The MEMO is used for announcements or other miscellaneous written communication.

Notice the attention line (MEMORANDUM FOR) is in capital letters. This may be addressed to a specific individual, work section, or all of Evergreen Helicopters. It is up to the manager producing the document to determine the MFR's distribution. If it is directed to an individual, you may also have their signature block (aligned bottom-right of page) for acknowledgment of receipt. The date is aligned right, and one space above the attention line.

The "From" line should, as a minimum, have your name and title. A full address and telephone number is appropriate for outside correspondence. The "Subject" line is one space below and is directly related to the subject matter / content of the MFR. Paragraph indenting, numbering, or otherwise is up to the author.

All MFR's will have an expiration date or notice of insertion. The example here is that this MFR (content) will be placed into the Publication Manual during its next revision. All MFR's will be placed into a Master Binder that is categorized by work center. The binder is maintained by Administration and Publications departments and audited once a year. If an EHA manual or any other publications does not apply, then an expiration date will. The MFR author will determine expiration. Your signature block (and signature) is required four spaces below the last paragraph.

Thank you,

Joseph Lowndes
Director of Publications

Expires: Insert into Publications Manual