



AMA: 563/2

Date: January 1, 1986

## AIRWORTHINESS MANUAL ADVISORY (AMA)



### **Subject: Product Control System Manual Preparation**

#### **1. Purpose**

To provide information concerning the format and contents of a typical product control system manual which may be used by distributors of aeronautical products to assist them in meeting the appropriate requirements set forth in Chapter 563 of the Airworthiness Manual.

#### **2. Information**

(a) This advisory describes the acceptable means, but not the sole means, for the preparation of a distributors product control system manual pursuant to Chapter 563, Subchapter A, Section 563.105(a).

(b) Since there are many alternative approaches to preparing a product control system manual which may differ from the pattern outlined in this advisory, the information set forth should be used only when it is necessary to develop a new manual. An existing manual to a different format may be acceptable to DOT provided it contains the product control system requirements specified in the relevant chapters of the Airworthiness Manual.

(c) A sample product control system manual representing a fictitious distributor organization is shown in Annex 1 for information and guidance purposes.

### **3. Introduction**

(a) One of the prerequisites for obtaining DOT approval of a distributor's product control system is the preparation and submission of a Product Control System Manual (PCSM).

(b) A PCSM is intended to describe a particular distributor organization's policies regarding the product control system developed to retain the integrity of a certified approved aeronautical product from the time of acquisition until it is supplied to a customer, and, to illustrate compliance with relevant DOT regulations and requirements. A distributor's PCSM should therefore provide for the following:

(1) A commitment by senior management which provides for the control of work operations and procedures essential to retain the established integrity of the aeronautical products his organization distributes;

(2) The assignment of responsibilities for aeronautical product control within the organization and the authority delegated for their fulfillment. If necessary, organization charts may also be provided to portray the assignment of responsibilities and to clearly indicate the positions of persons responsible for product control and their relationship to other functions;

(3) A list and a brief description of the organization's detailed product control system procedures which provide for the control of aeronautical products, refer to sub-paragraph 5 (g) of this advisory. Detailed product control procedures should not normally be included in a PCSM because of frequent amendments, however they could be included where the size of the distributor organization and the complexity of the procedures are limited; and,

(4) The method to be used for updating a PCSM and the procedures affecting company policies regarding the submission of amendments to DOT for review and acceptance.

### **4. General Requirements**

(a) A PCSM could be prepared in sections arranged in the following sequence:

- Section 1 -General
  - Company certification page and DOT approval page
  - Amendment certification page
  - Table of contents
  - Foreword
  - Amendment and re-issue information
  
- Section 2 -Product control
  - Responsibilities
  
- Section 3 -Product control system procedures
  - Purchasing, Receiving, Inspection
  - Product Handling
  - Certification and release
  - Records
  
- Section 4 -Authorized signatories
  
- Section 5 -Distribution list
  
- Section 6 -Appendices

(b) Sections should be numbered consecutively and no more than one section heading should be contained on any one page of a PCSM.

## **5. Product Control System Manual Contents**

The following sub-paragraphs contain information regarding the details re-quired for preparing each of the sections listed in paragraph 4 above.

### **Company Certification and DOT Approval Page**

(a) A company certification statement and a DOT approval statement similar in format shown in Annex 1, Page 1 should be prepared for signature for each issue or re-issue of a PCSM, and when a new certification page is inserted to cover a re-issue, all previous certification and amendment certification pages should be removed from a PCSM.

### **Amendment Certification Page**

(b) An amendment certification page similar to the format shown in Annex 1, Page 2 should be prepared and signed each time a PCSM is amended, provided that a new page is not required in accordance with sub-paragraph (a) above to cover a re-issue. Amendment certification pages should be inserted in chrono-logical order immediately following the Company Certification and DOT Approval page.

### **Table of Contents**

(c) The table of contents should be a list of the relevant sections and sub-sections including titles and page numbers. Refer to Annex 1, Page 3 for a typical example.

### **Foreword**

(d) An aeronautical product control system must receive the complete support of management to be effective, and such support should be demonstrated in the foreword of a PCSM by clearly defining the policies and objectives of a dis-tributor organization's product control system. An example of such a state-ment is shown in the sample manual at Annex 1, page 4, however, it is sug-gested that each distributor organization evolve its

own policy statement in regard to maintaining the established integrity of the aeronautical products being distributed.

### **Amendment Information**

(e) This sub-section should describe the methods to be used for the periodic review, amendment, re-issue and retrieval of a PCSM and related procedures. Amendments should be made by replacement of the affected page or pages. Each amended page should be identified by amendment number and date of the amendment.

### **Product Control Responsibilities**

(f) Pursuant to 563-105(a)(3), persons performing product control functions should have sufficiently well defined responsibilities and the delegated authority to recognize and assess product control system problems having an adverse affect on the integrity of an aeronautical product; and, to initiate, recommend, and/or provide solutions. This section of a PCSM should therefore deal with the delegated authority and the assigned responsibilities for performing aeronautical product control functions as they relate to: setting product control standards; appraising their conformance; taking necessary corrective action; and, planning improvements.

### **Product Control System Procedures**

(g) This section of a PCSM should contain a brief description of each product control system function and how the delegated authority exercises control on all those aspects of the function which have an effect on an aeronautical product. Reference should be made to the detailed product control procedure related to each of the following functions required pursuant to Section 563-105(b) of the Airworthiness Manual: purchasing; receiving inspection; handling; preservation and packing; certification and release; and records management.

### **Authorized Signatories**

(h) This section should contain or make reference to company policies governing the nomination, selection, training, accreditation, and control of personnel authorized to

certify aeronautical products pursuant to Chapter 563, Subchapter C of the Airworthiness Manual.

### **Distribution List**

(i) This section should contain or make reference to the distribution list of the holders of the distributors PCSM and the control number of the codes issued.

### **Appendices**

(j) This section should be used to display a copy of the tags and forms re-ferred to throughout a PCSM where the number of such documents are limited, otherwise they should be displayed in relevant product control procedures.

G.F. Marsters

Director

Airworthiness Branch

ANNEX 1

SAMPLE

PRODUCT CONTROL SYSTEM

MANUAL

ANNEX 1

E.F. LOR AVIATION SUPPLIES LIMITED

3033 Remyak Street

DRANEM, British Columbia

U2R 4B2

Telephone: (321) 987-6543

Telex: 465-789 LOR RAM

PRODUCT CONTROL SYSTEM

MANUAL

ANNEX 1







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ANNEX 1

E.F. LOR AVIATION SUPPLIES LIMITED      AMENDMENT:

PRODUCT CONTROL SYSTEM MANUAL      DATE:      PAGE: 1

COMPANY CERTIFICATION

I hereby certify that the contents of this product control system manual accurately and adequately describe the system in use within our organization for the provisions of a product control system to meet the applicable DOT requirements set forth in Chapter 563, Subchapter A of the Airworthiness Manual.

\_\_\_\_\_

Manager

\_\_\_\_\_

Date:

\_\_\_\_\_

(E.F. LOR)

\_\_\_\_\_

Date:

President

DEPARTMENT OF TRANSPORT (DOT) APPROVAL

The product control system described in this manual has been evaluated and meets the requirements set forth in Chapter 563, Subchapter A, Section 563-105 of the Airworthiness Manual for the distribution of aeronautical products.

\_\_\_\_\_  
Regional Manager  
Airworthiness DOT

\_\_\_\_\_  
Date:

DOT      Distributor      Approval      Certificate      Number      Allotted:  
\_\_\_\_\_

ANNEX 1

E.F. LOR AVIATION SUPPLIES LIMITED      AMENDMENT:

PRODUCT CONTROL SYSTEM MANUAL      DATE:      PAGE: 2

AMENDMENT CERTIFICATION

Amendment number: \_\_\_\_\_

I hereby certify that this manual has been reviewed and amended as follows to reflect the current product control system:

Sections and pages  
affectect: \_\_\_\_\_  
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\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Manager

Date

Evaluated by: \_\_\_\_\_

\_\_\_\_\_

- Regional Manager Airworthiness DOT

Date

Entered in the Manual:

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

ANNEX 1

E.F. LOR AVIATION SUPPLIES LIMITED  PRODUCT CONTROL SYSTEM MANUAL		AMENDMENT:	
		DATE:	PAGE: 3

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ANNEX 1

E.F. LOR AVIATION SUPPLIES LIMITED  PRODUCT CONTROL SYSTEM MANUAL		AMENDMENT:	
		DATE:	PAGE: 4

FOREWORD

It is the policy of E.F. LOR Aviation Supplies Limited (herein referred to as LORSUP), to supply only those aeronautical products to our customers that can be objectively traced to acceptable certifications of conformity to approved design data.

In order to implement this policy, LORSUP has established and maintains an effective product control system which was planned and developed in conjunction with all management functions within our company.

The product control system and policies contained in this manual, as well as the detailed product control procedures issued by the company shall be strictly followed by LORSUP personnel to ensure that the established integrity of aeronautical products is verified and maintained from the time of acquisition until supplied to our customers.

Means are provided throughout our product control system to ensure prompt detection of discrepancies and for timely and effective corrective action in all areas affecting aeronautical product integrity.

ANNEX 1

E.F. LOR AVIATION SUPPLIES LIMITED		AMENDMENT:	
		DATE:	PAGE: 5
PRODUCT CONTROL SYSTEM MANUAL			

### AMENDMENT

The Manager is responsible for the periodic review, and amendment of this manual and shall ensure that it accurately describes the product control system currently in use at LORSUP.

Changes shall be accomplished by replacement of the complete page(s) affected by the change.

Each amendment shall be numbered consecutively beginning at number one for the first amendment of each issue.

The amendment number and date shall appear on each page affected, and a margin indicator shall be placed on the inside margin to indicate where changes, additions or deletions have been made since the last revision.

A copy of all amendments or re-issues to this manual shall be forwarded to the DOT Regional Manager, Airworthiness for approval prior to promulgation and distribution.

The Manager shall maintain a master distribution list to control the distribution, amendment and retrieval of Product Control System Manuals.

Amendments to detailed product control procedures issued to implement the policies outlined in Paragraph 3.0 of this manual, shall be amended immediately a change becomes necessary.

All recommended changes to detailed product control procedures shall be processed as required and it shall be the sole responsibility of the Manager to approve such changes and issue a covering amendment.

Revised page(s) shall be identified by an amendment number, dated, and automatically distributed to registered holders of the product control procedure(s) affected.

ANNEX 1

E.F. LOR AVIATION SUPPLIES LIMITED		AMENDMENT:	
		DATE:	PAGE: 6
PRODUCT CONTROL SYSTEM MANUAL			

2.0 PRODUCT CONTROL RESPONSIBILITIES



- 2.1 LORSUP's product control organization is headed by a Manager who has total responsibility for product control.
- 2.2 The Manager shall oversee receiving inspection; product control surveillance; certifications and releases; and, records control.

His duties shall further extend to receipt; storage; preservation and special handling; batching code system; and packaging and shipping operations. Should corrective and or, planning improvement be necessary in any of the above areas it will be the Manager's responsibility as well.

- 2.3 The Manager shall be responsible for periodic review and examination of the product control system.

ANNEX 1

E.F. LOR AVIATION SUPPLIES LIMITED  PRODUCT CONTROL SYSTEM MANUAL	AMENDMENT:	
	DATE:	PAGE: 7

3.0 PRODUCT CONTROL SYSTEM PROCEDURES

- 3.1 This section contains a brief description of the written Product Control Procedures (PCP) for the control of aeronautical products.

PCP-001 Purchasing, Receiving, Inspection

PCP-002 Product Handling and Shipping

PCP-003 Certification and Release

PCP-004 Records

3.2 Purchasing, Receiving, Inspection (PCP-001)

3.2.1 This procedure details the methods that shall be followed to ensure that all aeronautical products purchased for subsequent supply to the aviation public, are acquired from approved sources and that they are supported by valid certification documents attesting to their conformity with relevant approved design data.

3.2.2 This procedure also details the procedures that shall be followed to identify, log and inspect aeronautical products received by LORSUP.

3.2.2.1 Each incoming aeronautical product shall be identified to the descriptive detail and certification documentation requirements.

3.2.2.2 All incoming aeronautical products shall be withheld from stock pending completion of satisfactory acceptance inspection and receipt of certification documents from the supplier.

3.3 Product Handling and Shipping (PCP-002)

3.3.1 PCP-002 establishes the controls necessary to protect aeronautical products from damage while in the care of the distributor. It also ensures that aeronautical products are being packaged in accordance with generally accepted practices to protect them against deterioration and damage during transit.

3.4 Certification and Release (PCP-003)

3.4.1 This PCP lists and displays copies of documents used, and the controls necessary to effect proper certification and release of aeronautical products.

E.F. LOR AVIATION SUPPLIES LIMITED		AMENDMENT:	
PRODUCT CONTROL SYSTEM MANUAL		DATE:	PAGE: 8

3.4.2 Certificate of conformity statements on LORSUP Inspection and Release Notes, A1-99 Tags and DOT Certificates of Airworthiness for Export form 24-0025, shall be signed only by an authorized inspector, a DOT Airworthiness Inspector, or an Airworthiness Inspection Representative as appropriate.

3.5 Records (PCP-004)

3.5.1 PCP-004 lists the records that are maintained to provide objective evidence of conformity to airworthiness requirements from source to distribution of aeronautical products.

3.5.2 All product control system records shall be retained by LORSUP for a minimum period of two years.

4.0 AUTHORIZED SIGNATORIES

4.1 The Manager is responsible for the selection, training, and control of LORSUP personnel engaged in receiving inspection, certification and release of aeronautical products.

4.2 Personnel being nominated for recognition as an Authorized Signatory, or recommended for approval as a Airworthiness Inspection Representative shall be selected solely on their demonstrated ability to perform these duties and knowledge of the appropriate DOT airworthiness regulatory requirements.

4.3 A current list of Authorized Signatories and Airworthiness Inspection Representatives shall be maintained by the Manager.

5.0 DISTRIBUTION LIST

5.1 The Manager is responsible for maintaining a master distribution list of this manual in order to facilitate positive revision and recall action.