

**Attachment 9. DOD Response**

**DCA12MA020 Maintenance Factual Report**



Sundance Helicopters Inc.  
5596 Haven Street  
Las Vegas, Nevada 89119

October 10, 2011

Mr. Merlin L. Lyman  
Chief, DOD Commercial Airlift Division

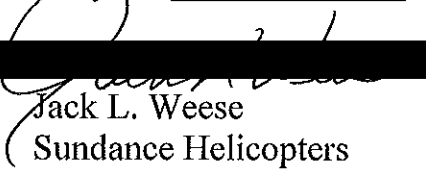
Subject; Response to Findings Report Dated Sep. 30, 2011

Dear Sir,

All vendors utilized by Sundance Helicopters will receive a mail in audit form within the next 60 days of the date of this letter. A response from our vendors is required within 30 days after receipt of the audit form. If a response is not received, the vendor will be suspended as an approved vendor until such time that the audit is received, approved and documented on the Sundance Helicopters approved vendors list. This requirement will be a 2 year (24 month) reoccurring procedure. The Sundance Helicopter's General Maintenance Manual (GMM) will be revised within 30 days of the date of this letter to reflect this procedure.

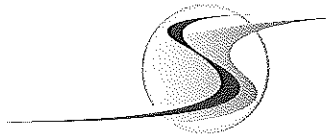
Sundance Helicopters will continue to monitor parts, materials and equipment received per the receiving inspection process as stated in the company GMM.

If you have any questions please contact me at [jweese@sundancehelicopters.com](mailto:jweese@sundancehelicopters.com) or by cell [REDACTED]

  
Jack L. Weese  
Sundance Helicopters  
Quality Assurance Manager

Attachments:  
Vendor Audit Cover Letter  
Vendor Audit Form

cc. Lonny Roberts



SUNDANCE  
HELICOPTERS

Sundance Helicopters Inc  
5596 Haven Street  
Las Vegas, Nevada 89119

October 10, 2011

Dear Vendor,

Please find enclosed a vendor audit form. This audit is required by the FAA and DOD for our approved vendors list. Please complete and return no later than 30 days of the date of this notice. If not completed and received within 30 days, your organization will be suspended as an approved vendor until completed. Please provide all current certificates and FAA approved drug and alcohol program. If the information required by the audit form is available on your website, e-mail me at the web address listed below and we will extract the required information from your website. Thank you for your cooperation. If you have any questions, please contact me at [jweese@sundancehelicopters.com](mailto:jweese@sundancehelicopters.com) or by cell at [REDACTED]

Regards,

Jack I. Weese  
Sundance Helicopters Inc.  
Manager Quality Assurance

# Sundance Helicopters, Inc.

## VENDOR QUESTIONNAIRE

<b>FOR SUNDANCE / USE ONLY!</b>	<b>ACCEPTED BY CHIEF INSPECTOR IF SIGNED AND DATED</b>
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VENDOR NAME:	DATE:
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VENDOR CONTACT NAME:
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ADDRESS:
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PHONE:	FAX:
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<b>KEY COMPANY OFFICIALS:</b>	
NAME	TITLE

<b>INDIVIDUAL RESPONSIBLE FOR QUALITY CONTROL PROGRAM:</b>		
NAME	TITLE	PHONE

<b>TYPE OF BUSINESS:</b>			
<input type="checkbox"/> AIRLINE	<input type="checkbox"/> MANUFACTURER	<input type="checkbox"/> FAA REPAIR STATION	
<input type="checkbox"/> DISTRIBUTOR/SUPPLIER	<input type="checkbox"/> OTHER	REPAIR STATION # _____	

YEARS IN BUSINESS:	NUMBER OF EMPLOYEES:

<b>FAA PRINCIPLE MAINTENANCE INSPECTOR:</b>	
NAME:	PHONE:

<b>MAJOR CUSTOMERS:</b>	
COMPANY NAME	SERVICE PROVIDED

<b>PERSONNEL NUMBERS:</b>			
PRODUCTION	QUALITY	ENGINEERING	CERTIFIED REPAIRMAN

# Sundance Helicopters, Inc.

## VENDOR QUESTIONNAIRE

GENERAL FACILITY, CAPABILITY & EQUIPMENT DESCRIPTION:
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1) CERTIFICATION	YES	NO	N/A
a) Does the ROV have a current FAA repair station certificate? (Obtain a copy of repair station certificate and operations specifications).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Does specialized service section meet requirements for contracted work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Does the ROV have an FAA approved anti-drug plan and alcohol prevention program letter? (Obtain copies of drug/alcohol program FAA acceptance/exemption letters.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2) QUALITY CONTROL / INSPECTION	SAT	UNSAT	N/A
a) Established Quality Control Program.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Published Quality Control Manual.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Separation of Quality Control and Production.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Quality Control Standards and Procedures enforced.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a) All inspections and tests performed in accordance with FAA approved technical data.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3) TECHNICAL DATA			
a) Required technical data on-hand to perform work contracted.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) There is a system to ensure technical data remains current.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Controlled manuals are maintained, current and in good condition.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Uncontrolled manuals are marked and segregated.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4) TOOLING & TEST EQUIPMENT			
a) Adequate to perform work contracted.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) There is a system to ensure tools and test equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) All are properly maintained and currently calibrated.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5) TRAINING			
a) Supervisors, inspectors and technicians adequately trained to perform work contracted.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) All formal and on-the-job training is documented.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# Sundance Helicopters, Inc.

## VENDOR QUESTIONNAIRE

6) FACILITIES		SAT	UNSAT	N/A
a)	Adequate size to handle work contracted.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b)	Adequate layout, ventilation, work areas and storage space.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c)	Parts, materials, and customer property protected from damage, theft and contamination.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d)	Clean and organized.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e)	Non-aircraft related activities are segregated from aircraft related activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7) SAFETY PRACTICES				
a)	Fire equipment serviceable and properly marked.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b)	Fire lanes clear and properly marked.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c)	Personnel safety equipment serviceable and properly marked.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d)	Safety shields / devices installed and used.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e)	No Smoking areas clearly identified.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8) WORK PROCESSING				
a)	Customer parts are properly identified throughout all maintenance actions and while in storage.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b)	Adequate tools and current technical data are available at technician work stations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c)	Serviceable and unserviceable components are segregated.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d)	Fluid dispensing cans and servicing units are properly identified.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e)	Work records are legible and contain:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i)	Description of work performed and reference to data acceptable to the FAA.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ii)	Date of completion on the work performed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
iii)	Name of the certified technician or repairman who performed or supervised the work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
iv)	Name of person inspecting the work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
v)	Signature, certificate number, type of certificate of person returning the article to service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f)	All test and inspection records are in work packages.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g)	Return to service documents meet customer and FAA requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h)	Traceability of parts and materials used in repair.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i)	Scrap parts are tagged and removed from work area.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# Sundance Helicopters, Inc.

## VENDOR QUESTIONNAIRE

9) STORES		SAT	UNSAT	N/A
a)	Area is clean and well organized.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b)	Parts and materials are environmentally protected.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c)	Parts are properly tagged and identified.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d)	All incoming materials and parts are subject to a documented receiving inspection.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e)	Aircraft parts are segregated from non-aircraft parts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f)	There is a quarantine area for rejected parts and materials awaiting determination of disposition.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g)	Life limited scrap parts are returned to the customer or mutilated to prevent return to service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h)	Hazardous materials are properly stored, marked and disposed of.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i)	Serviceable components are properly packaged for shipment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j)	Shelf-life limited parts / supplies are monitored.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS AIR MOBILITY COMMAND

SEP 30 2011

HQ AMC/A3B  
402 Scott Drive, Unit 3A1  
Scott AFB IL 62225-5302

Mr. Lawrence Pietropaulo  
Chief Executive Officer  
Sundance Helicopters  
5596 Haven Street  
Las Vegas NV 89119

Dear Mr. Pietropaulo

Personnel from the Department of Defense (DOD) Commercial Airlift Division conducted an on-site survey of Sundance Helicopters, Inc., on 14-15 September 2011. As a result of this survey, we found two maintenance areas that did not meet the DOD Commercial Air Transportation Quality and Safety Requirements.

Quality Assurance/Maintenance Inspection

- The system to continuously analyze the performance and effectiveness of maintenance activities was inadequate.
  - Maintenance training program was not included as part of the internal audit program.
  - Company added the maintenance training program to the internal audit checklist. (Corrected on-site)
- The required system to evaluate contract vendors, suppliers, and their products was not sufficient.
  - Vendor audit system lacked periodic oversight of a majority of vendors. Vendors with additional accreditations (ISO 9000 and CASE) were excluded from Sundance's program and many other vendors were overdue audits.

We are delaying the completion of our survey report until we receive your comments regarding the above findings. We are most interested in reviewing any corrective actions or documentation, specifically pertaining to the lack of vendor oversight. We would appreciate a response within 10 working days from the date of this letter. If you have any questions, contact Mr. Lonny Roberts at (618) 229-4343 or [lonny.roberts@us.af.mil](mailto:lonny.roberts@us.af.mil).

Sincerely

MERLIN L. LYMAN  
Chief, DOD Commercial Airlift Division

cc:  
Federal Aviation Administration