



Audit Report

Audit Report No:	A95	Audit Area:	Brisbane Calibrations
Prepared By:	Adam Townsend	Date of Report:	7/5/2010
Standard Applied:	CAAP 30-2	Type of Audit:	<u>Internal</u> <u>External</u> X
Audited:	Brisbane Calibrations		
Address:	15 Clair Avenue, Deception Bay Qld 4508	Date of Audit:	11/03/2010
Contact:	Mr Peter Pippig, Managing Director Tanya Clarke, Research & Laboratory Manager Matthew Clarke, Sales/Production Manager		
Lead Auditor:	Adam Townsend	Audit Team:	N/A
Previous Audit Reference:	ASE004.003	Previous Audit Date:	17/03/2009

Entry Meeting:

An audit entry meeting was held with Mr Peter Pippig (Managing Director), Tanya Clarke (Research & Laboratory Manager) & Matthew Clarke (Sales/Production Manager) at the Brisbane Calibrations premises at 9:30 hrs, 11th March 2010. The previous audit performed in March 2009 was reviewed, confirming the outcome of nil findings arising from that audit.

The scope of the audit was outlined, along with the expected duration of the audit and the opportunity for questions was given. The audit commenced at approximately 9:30am.

Audit Scope:

The audit was performed to determine compliance by an approved Toll Aviation Engineering supplier of services to the CASA CAR 30 requirements for traceability and control of the calibration of instrument, measuring and testing equipment used in the maintenance of aircraft by Toll Aviation Engineering under the authority of their Certificate of Approval. The CASA CAAP 30-2(1) Appendix 1 advisory document was utilised for this audit as a guide to determining the suitability of Brisbane Calibrations to continue as an approved supplier for calibration to Toll Aviation Engineering. This document was used as guidance for the audit as the calibrator is not certified to a national standard.

Standards/Documents referenced by this audit:

CAAP 30-2(1) Calibration of test equipment for maintenance purposes
TAE MOM Chapter 8 - Quality Monitoring of Sub-Contractor
TAE MOM Chapter 3 - Tools and Equipment Maintenance and Calibration Requirements

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1. Quality Management System

In December 2009, Brisbane Calibrations completed a complete overhaul of its Quality Procedure Manual to align with the streamlined framework of the ISO 9001:2008 standards. This manual governs the internal quality assurance processes and procedures for the company.

The auditor reviewed the Quality Procedures Manual prior to the audit. The structure of the manual is based on the requirements for ISO 9001:2008. The manual is comprehensive and details the major areas of quality assurance, and the procedures that govern how the company will fulfil the requirements of ISO 9001.

2. Inspection System – receipt inspection

Brisbane Calibrations **does not have** a published receipt inspection procedure for calibrated tooling. Brisbane Calibrations owner & General Manager Peter Pippig explained that the standard procedure is to assume that the item is out of tolerance or faulty and go ahead with the calibration procedure. A simple functional check is however usually performed to determine that the tooling or equipment functions correctly. Pre-calibration inspection notes are recorded on the RJR Card that accompanies the item whilst in the care of Brisbane Calibrations.

Data Control

The currency of technical data is maintained by Brisbane Calibrations through a subscription to Australian Standards. Brisbane Calibrations is advised if and when standards are revised or altered and the current revision status of all standards and OEM data is reviewed on an annual basis.

The organisation maintains accurate and comprehensive records and evidence of the revision process and document revision status was sighted and accepted.

3. Tool Calibration

Brisbane Calibrations operates a thorough calibration program for all their calibrated tooling & equipment. All tooling is checked on a monthly cycle and the results recorded. All calibrated tools listed in a register, along with all relevant details such as tool/equipment description, manufacturer, serial number, model number etc are recorded. The auditor sighted several records and confirmed their adequacy.

Standards used to calibrate equipment and tooling are traceable back to a National Standard, and there are procedures in place to prevent the use of uncalibrated equipment/tooling.

4. Training

Since the last audit conducted in March 2009, Brisbane Calibrations has expanded, with the creation of the new positions of **Research & Laboratory Manager (MsTanya Thus)** and a **Sales/Production Manager (Mr Matthew Clarke)**.

The Quality Procedures Manual (Section 6 – Resource Management) details the training measures to be undertaken by Brisbane Calibrations.

5. Facilities

Storage areas for uncalibrated tooling or tooling awaiting calibration, customers' goods etc are separate from the main workshop area where calibrations are carried out. There is a section of shelving marked as "Goods Inward" and "Goods Outward" near the front counter for this purpose

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The workshop and the storage area are environmentally controlled, with a large wall mounted split-system air-conditioner maintaining the temperature at approximately 22°C +/- 1-2°C. There are no identified specific measures to maintain uniform humidity

There is an Electrostatic Discharge Sensitive Equipment policy, plus a large slab of granite that is used as a working surface when handling ESD sensitive equipment and tooling. Wrist straps are also worn to prevent static discharge.

6. Work Processing

There is **no procedure** to validate tooling or equipment used in the calibration process that differs from the manufacturers requirements. Mr Pippig stated that he does **not alter or deviate from** the calibration procedures or OEM data at any time and he uses the methodology and equipment specified in the relevant Australian Standard (if such a standard exists)

7. Certification Equivalency

Brisbane Calibrations holds **no current certifications** from the National Association of Testing Authorities (NATA) or The Australian National Standards Commission. The reason given by Brisbane Calibrations was that the cost of gaining and retaining certification by NATA was extremely costly, and not commercially viable. The auditor accepts this reason and has sighted prior certificates from NATA and other standards organisations, which verify the capability of Brisbane Calibrations to regain certification if they decided to do so.

8. Work Records

RJR Cards for each item of tooling and equipment calibrated by Brisbane Calibrations were sighted. A work package reference number is printed on the report that identifies the customer ie: BC/18/1533 BC = Brisbane Calibrations, 18 = Toll Aviation's customer number 1533 = the report sequence number.

A separate register of RJR numbers ties into the customers' purchase order number. All work records, reports and RJR numbers are backed up to another computer regularly.

9. Out of Tolerance Actions

Any out of tolerance readings or discrepancies noted during calibration are recorded on the report and a red circle sticker is attached to highlight that the item is not serviceable/out of calibration.

10. Certification

Brisbane Calibrations currently does not hold certification to any national or international standards, due to the prohibitive costs involved. Mr Pippig did however provide copies of previous certificates from NATA (1994, field of Metrology, Registered No: 9318), the Australian National Standards Commission (1997, Standards of Mass), NCS (1994 & 1997, AS/NZS ISO 9002:1994, Certificate No: 6785) as evidence of meeting these standards in the past.

11. Calibration Certificates Issued

All calibration reports issued by Brisbane Calibrations contain the following information:

- a. The name and address of facility;
- b. A unique identification number of the report;
- c. A description of item being calibrated(tested);
- d. Identification of the specific method used ;
- e. The results of measurement including correction charts and tables;
- f. A statement of measurement uncertainties achieved and any limitations of detection that apply;
- g. An indication of any tests (if applicable) that have been subcontracted out to other facilities;

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- h. Printed details, signature and title of an authorised person of the facility that accepts responsibility for the report and the testing work upon which it was based;
- i. A means of traceability of the measurement results to the National Standard including identification of the test equipment; and
- j. The environmental conditions under which the calibration was performed.

Traceability of Calibration Records for Brisbane Calibrations test equipment/tooling

A random sample of calibration records for Brisbane Calibration tooling items and test equipment was reviewed. This tooling & test equipment is used for calibrating customers' tooling and all records were found to be complete, detailed and without error or omission.

Summary of Audit Findings

Brisbane Calibrations is a highly professional, disciplined and well-regarded calibration organisation, with strong and experienced management and an excellent record in the provision of cost effective calibration services & advice to a wide spectrum of industrial customers (including Air Services Australia).

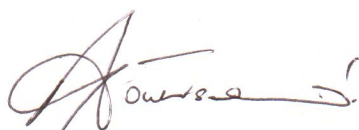
The Brisbane Calibrations workshop area is compact but very well organised, neat, clean and secure. The test equipment used for calibrations is well maintained and serviced, and is sourced from quality manufacturers and suppliers.

The Brisbane Calibrations Quality Procedures Manual is solid, providing guidance and instruction to staff as well as providing a clear framework for the operation of the business. The record keeping systems, work practices and detail of information recorded is well thought through and thorough.

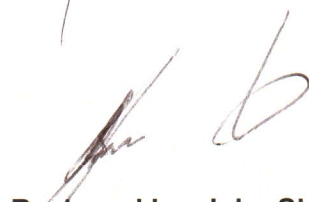
Brisbane Calibrations displays considerable professionalism & pride in their work, in a highly specialist field. The consistent quality of their services and the consistent lack of any findings in any area of the operation gives the auditor great confidence that Toll Aviation's tooling & equipment is in experienced hands.

Recommendations

The auditor recommends that Brisbane Calibrations continue to be retained as an Approved Supplier for calibration services. Based on the previous audits and the results of the March '10 audit, the auditor recommends a surveillance audit be conducted on-site with Brisbane Calibrations within 36 months from the date of this audit.



Auditor: Adam Townsend Date: 7/5/2010



**Reviewed by: John Simmonds (QA & Compliance Manager)
Date: 10/5/2010**