Training for Unapproved Parts, Counterfeit Parts, Approved Parts, and Human Factors.

By: Telford's Quality Department

Unapproved Parts

An unapproved part is a part or material that does not meet any one of the 4 requirements: (See approved parts slide for examples)

Approved Design

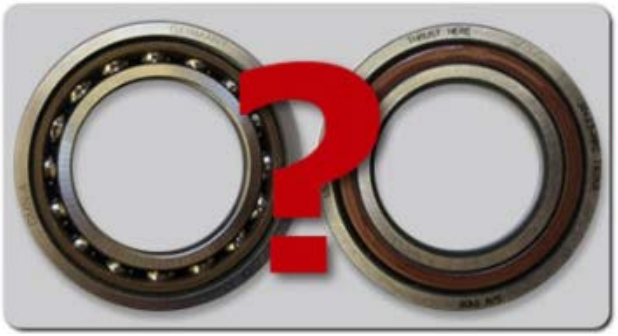
Properly Produced

Properly Maintained

Properly Documented

How do we ensure proper parts are ordered?

- **Use the Approved Suppliers or Vendors List;**
- **Look for OEM Manufactures;**
- **Using technical data and other data showing who is an approved vendor or supplier. Some technical data have this list in the back.**



If you suspect a part is Unapproved/Counterfeit Parts
Contact Quality and we will contact the FAA Hotline or
Mail a hard copy to the address below:
Federal Aviation Administration
Office of Audit and Evaluation
800 Independence Avenue, SW
Washington, DC 20591
Attn: AAE-300, Room 911

Counterfeit Part

- Is a unauthorized copy or substitute part/material that has been identified, marked, or altered by a source and has misrepresented to be from a legally authorized source.
- Example:
  - Aliexpress. This is a direct example of an item that copies a trademarked item.

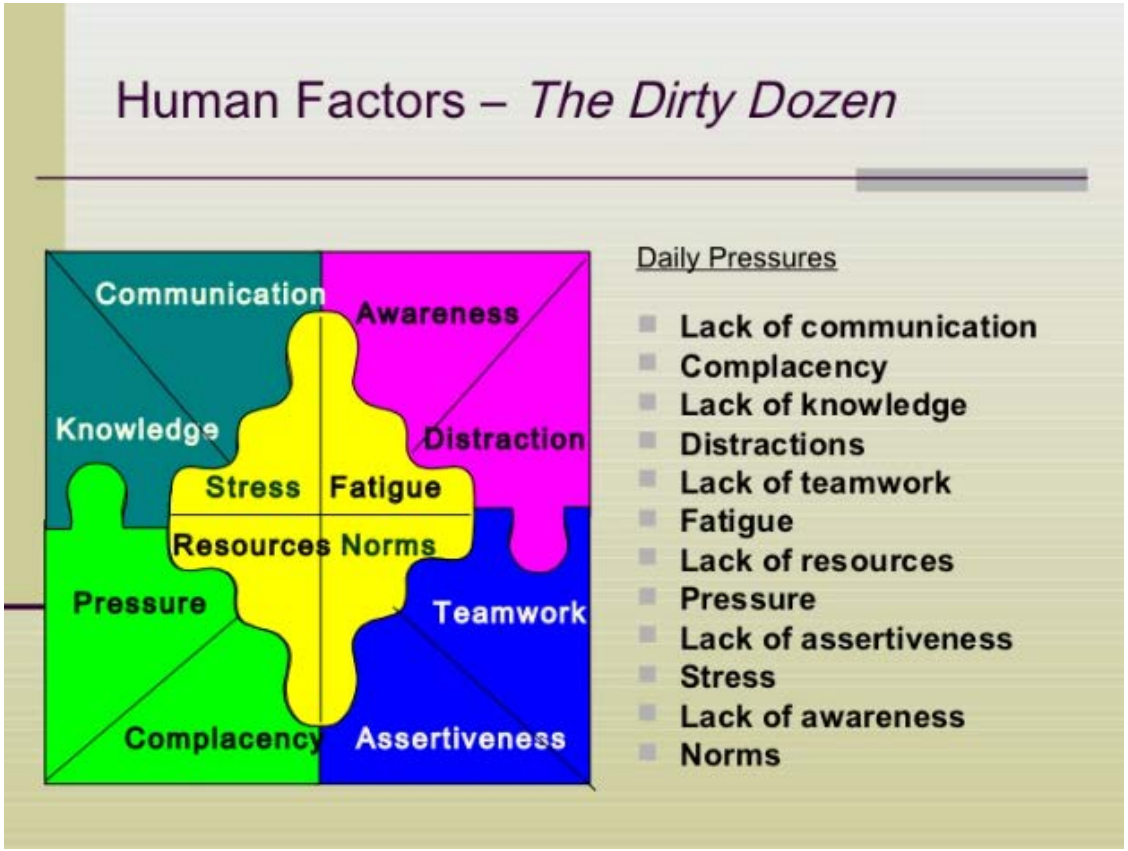
Approved Part

- What is an approved part?
  - A part that has been:
    - Properly Designed (Follows the created numbered engineering and current revision level)
    - Properly Produced (Produced, tested, and inspected, which is all accomplished by the authorized persons to determine airworthiness)
    - Properly Maintained (Certificated by: FAA, ISO, AS, or other means to ensure standards.)
    - Properly Documented (Proper paperwork/tags sent with part/material.)

    (See AC 21-29 for complete definition)

Human Factors

What is the dirty dozen and how does it affect you?



Human Factors

- Human Factors is an individual, team and management responsibility. Everyone must recognize that the correct execution of work requires a responsible attitude, essential knowledge and skill for the job - and good leadership. (correct execution of work = quality as well as safety)

- Correct execution requires a structured approach to plan and integrate quality into the work processes.

- While the others are self-explanatory, we can expand upon from the organization perspective to better illustrate the responsibilities held at the individual and management levels. The prevention of defects and non-conformances caused by human error is the goal.

Q&A

- Questions?