QUALITY MANUAL

As per

ISO 9001:2008 International Quality System Standard
AS 9120A: 2009 Industry Quality System Standard
AQAP 2310 issue 1 NATO Quality Assurance Standard

Incorporating
ASA 100 & ATA 300 industry standards
&
FAA AC 00-56A

Adress
The Netherlands

UNCONTROLED DOCUMENT WHEN PRINTED

Table of Amendment – Quality Manual					
Document Number	**Page Number**	**Rev**	**Date:**	**Description of Change**	**Authorisation**
	11	1	May 2015	Logistics section added With regard to future warehousing facilities.	Q.O
	11 & 12	1.01	June 2015	AS9120A incorporated Section 7.1.1.1 & 7.1.1.2 added	Q.O
	Various	1.02	Sept 2015	Cross referencing to OP / WI, & Appendix V added	Q.O.
	20	1.03	Dec 2015	Appendix VI added	Q.O.
	21-28 added	1.04	May 2015	AQAP 2310 requirements added on various pages. *Governmental & Military customers added*	Q.C.
	23	1.05	Apr 2015	Function titles brought into line with ITC naming	Q.C.
	5	1.07	Jan 2016	Exceptions section 7.4 & 7.4.1 deleted, as per External audit review.	Q.C.

Introduction

Organization Profile

Aile Aviation was established in 2016 to provide a non-stocking logistic service, to the ***Civil, Governmental & Military*** Aircraft & Airline Industry. We are innovative and our proactive approach has made us well equipped to turn all your requirements into a reality. Our customized services are sure to meet all your requirements. Every piece that we supply passes through stringent quality controls. It makes us distinct from others operating in this sphere. Our innovative team consists of highly skilled and trained professionals. Every member of this team is an expert in his / her area of work that ensures unmatched services.

Organization Objectives

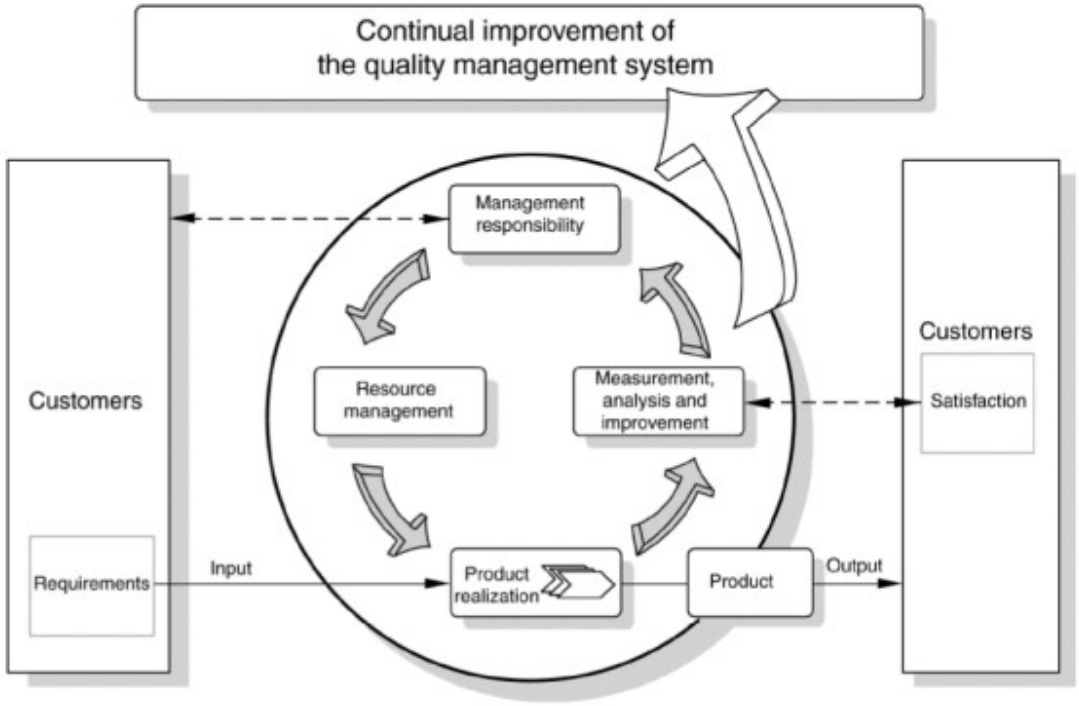
Providing the highest quality logistics and product support services is our primary goal.

Each project will be completed on time and will meet or exceed customer and industry standards.

Customer satisfaction is our priority. Aile Aviation, is a customer-driven organization and provides logistics and supply services for a competitive cost.

Aile Aviation values its people. Our employees are the corner-stone to the company and are treated with respect. We commit ourselves to providing an environment where employees feel empowered and are proud to be part of an innovative team.

QMS Requirements
Model of process based quality management system



Key
Value added activities _____
Information flow ----------

Table of Contents

1.0 Quality Management System

1. Scope / Exclusions:

The Quality management system is designed to meet the requirements of both Customers and ISO 9001: 2008 , AQAP 2310; issue & AS 9120A: 2009, incorporating; ASA 100 issue 3.5: 2008, ATA 300 standards, & FAA AC 00-56A.
With respect to conformity, consistency and assurance, within the Logistic support, of ***Civil, Governmental & Military*** Aircraft & Airlines.

1.1 Purpose and scope of this manual

This Quality Manual Covers the activities and functions performed by Aile Aviation, included in the scope definition

1.2 Exclusions

Acceptable exclusion of ISO9001:2008;

clause 7.3 Design & Development.

Aile Aviation Is a Trading organisation, which does not design or develop products.

Clause 7.6 Control of measuring and monitoring devices

Aile Aviation Have no special processes where the output cannot be verified by subsequent monitoring or measurement.

NB If the business policy requires the organisation shall incorporate procedures for exclusions within the quality management system.

All external regulatory & statutory requirements take precedence over the organisations Quality Management System.

Customer purchase orders / contracts that conflict with any of the Practices within the Quality Management System, shall take precedence only upon specific approval of the organisations C.E.O.

2. References and Related documents

EN ISO 9001: 2008	Quality management system (QMS)
EN ISO 19011:2011	Guidelines for auditing management systems
EN ISO 31000:2009	Risk management
AS 9120A: 2009	(QMS) for aerospace product distributors.
ASA 100 issue 3.5: 2008	Aviation Suppliers Association Quality System
ATA 300: 2008	Air Transport Association of America - Packaging of Airline supplies
EASA from 44 issue 1: 2007	European Aviation Safety Agency - Technical Occurrence Report
FAA AC 00-56A	Federal Aviation Authority - Voluntary Industry Distributor Accreditation Program

AQAP 2310 NATO specific

Informative references:

AQAP 2000 NATO Policy on an Integrated Systems Approach to Quality Through the Life Cycle
AQAP 2009 NATO Guidance on the use of the AQAP 2000 series
AQAP 2105 NATO Requirements for Deliverable Quality Plans
AQAP 2070 NATO Mutual Government Quality Assurance(GQA)Process
ACMP Allied Configuration Management Publications
ARMP Allied Reliability and Maintainability Publications
STANAG 4159 NATO Materiel Configuration Management Policy and Procedure for Multinational Joint Projects
STANAG 4174 Allied Reliability and Maintainability Publications
STANAG 4427 Introduction of Allied Configuration Management Publications (ACMPs)

3. Terms and Definitions

Annual / Annually	*Within a year, once a year*
Authorised personal	*Persons authorised to carry out specific activities or tasks, as required by the company (Internal).*
CCO	*Chief commercial officer*
CEO	*Chief executive officer*
CFO	*Chief finical officer*
Designated /Endorsed personal	*Persons who carry out specific activities or tasks, as required by the company (Internal / External).*
Exchange	*Goods, or services obtained in return for goods or services received.*
ITC O	ITC officer
Lease	*The authorisation to use without ownership under terms of a formal contract.I.e. ACMI, Wet, Damp, & Dry*
Logistical O	*Logistics officer*
Quality O	Quality officer
Rotational	*The uniform variation in sequence of ownership.*

AQAP 2310 NATO specific

Acquirer	Governmental and/or NATO Organisations, that enter into a contractual relationship with a Supplier, defining the product and quality requirements.
Certificate of Conformity	A document, signed by the Supplier, which states that the product conforms with contractual requirements.
Government Quality Assurance	Government Quality Assurance is the process by which the appropriate National Authorities establish confidence that the contractual requirements relating to quality are met.

Government Quality Assurance

Representatives	Government Quality Assurance Representatives are the Personnel with responsibility for Government Quality Assurance (GQA), acting on behalf of the Acquirer.
GQAR and/or Acquirer	"The term "GQAR and/or Acquirer" has been used in this document to enable the Acquirer to be the default in situations in which there is either no GQAR associated with the contract or where the appointed GQAR has not been delegated the authority to conduct particular activities.
Product	The result of activities, processes and tasks. A product may include service, hardware, processed materials, software or a combination thereof. A product can be tangible (e.g. assemblies or processed materials) or intangible (e.g. knowledge or concepts), or a combination thereof. A product can be either intended (e.g. offering to customers) or unintended (e.g. pollutant or unwanted effects).
Quality Plan	A Quality Plan is a Supplier's document that specifies which procedures and associated resources shall be applied by whom and when to a specific project, product, process or contract requirement.
Sub-supplier	Provider of products to the Supplier.
Supplier	Organisation that acts in a contract as the provider of products to the Acquirer.

4.0 Quality Management System

4.1 General

4.1.1 Aile Aviation through the offices of the CEO & Document control is committed to maintaining an effective quality management system.

This manual has been prepared to satisfy the requirements of ISO 9001:2008, AQAP 2310; issue 1 & AS 9120A: 2009, Quality Management Systems, incorporating ASA 100 issue 3.5: 2008 & FAA AC 00-56A Voluntary Industry Distributor Accreditation Program .

Wherever possible, Quality controls have been integrated into existing systems (environment, health and safety) and cross-referenced for ease of interpretation.

The effective implementation of the Quality management system will be verified by regular inspections, reviews and audits that will compare management practice against the requirements of the written procedures on Quality management system standards. Corrective action will be taken where necessary and will be subsequently reviewed for effectiveness.

NATO specific requirement:
Add:
The Supplier shall establish, document, implement, assess and improve an effective and economical system in accordance with this document, which includes the requirements of AS/EN 9100: 2009 as necessary to satisfy the contract requirements.
The Acquirer and/or Government Quality Assurance Representative (GQAR) reserves the right to reject this system as it applies to the contract.
Objective evidence, which may include documentation from first, second and/or third party assessment/certification processes that this system is compliant with this Publication and is effective shall be readily available to the GQAR and/or Acquirer.
NOTE :
The Quality Management Systems should be reviewed in conjunction with the Quality Plan (see paragraph 7.1 of this publication).

4.1.2 Issue, amendment and distribution of this manual

The issue and amendment of this manual shall be carried out under the responsibility of the CEO or other designated and authorised personal. A distribution register shall be maintained. Registered holders shall be responsible for the incorporation of any revisions issued to them.

Proposed additions or amendments to this manual shall be authorised by the CEO (or other designated and authorised personal). (OP section M3)

4.2 Documentation requirements (*ISO 9001:2008 / Clause 4.2)*

4.2.1 The Organization has written in its quality manual, a quality policy and procedures as appropriate to its size, type and complexity and it is available to all employees.

4.2.2 The Organization has prepared and maintains a controlled quality manual that defines the scope of its activities and justified any exclusions supported by referenced documented procedures and how the procedures operate. Records are maintained.

NATO specific requirement:
Read as Deleted:
Last part of the sentence a): “including details of and justification for any exclusions (see 1.2)”.

4.2.3 A documented procedure ensures that all relevant quality documentation is controlled and adequate and is reviewed, updated and approved as necessary. The status of the documents is identified and they are legible and retrievable and located where required within the Organization. Where documents originate from outside the Organization they are identified and their distribution controlled and obsolete documents are clearly identified to prevent unintended use.

4.2.4 Procedures are in place for the identification, storage, retrieval, protection, retention time and disposition of quality records. (OP section M5)

NATO specific requirement:
Add:
The Supplier shall provide the GQAR and / or the Acquirer with the necessary access to the records pertinent to the contract, in a format agreed with the GQAR and / or Acquirer.

4.2.5 The relevant clause of the standard are referenced in brackets in the Quality Manual and Procedures e.g. (ISO 9001:2008 / Clause 7.6)

4.2.6 The documentation for the Quality management system is a layered topography, as follows.

Document structure.

Level 1

Quality manual;

Provides an overview of Aile Aviation, and its relationship with each element of the Quality Management System.
Explains the policy and quality objectives in general

Level 2
Operating Procedures;

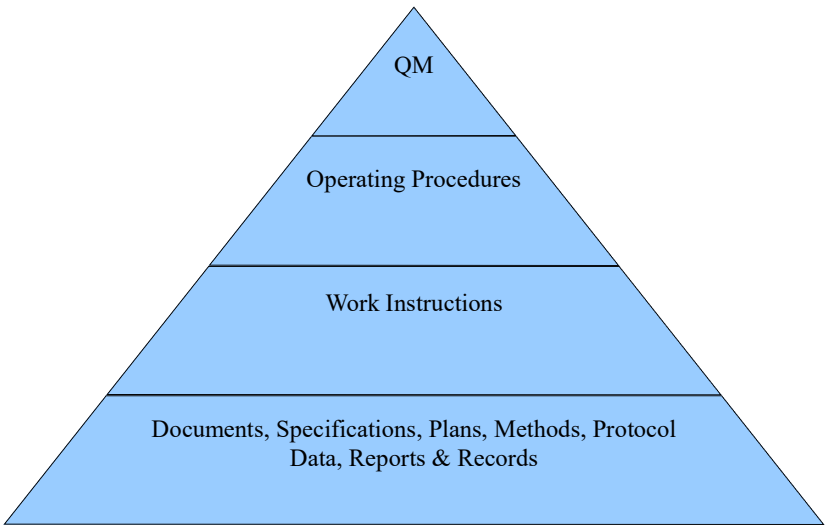
All the operating procedures in different departments are identified and mapped

Level 3
Work Instructions;

There are work instructions to give specific details of each requirement & specification with regard to order input, etc.

Level 4
Standard Forms;

These are documents / instructions that support specific details of each requirement & specification with regard to OP, WI, etc



Quality system is fully documented and structured in four levels

5 Management Responsibilities

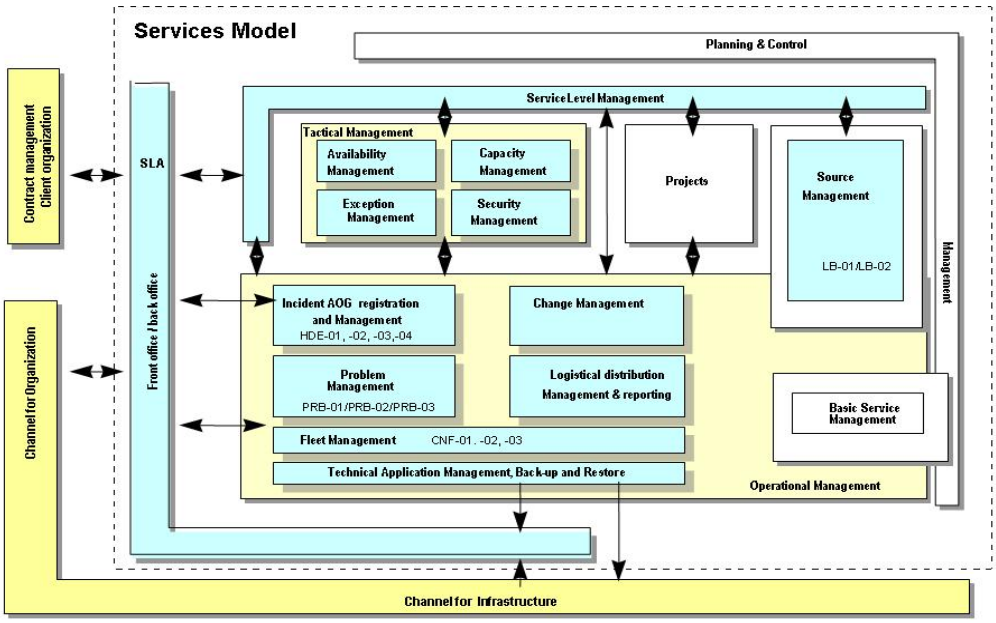
5.1 Commitment (ISO 9001:2008. Clause 5.1)

5.1.1 Top management of the Organization ensures that all employees are aware of the need to meet customer and regulatory requirements and that the necessary resources are available. The validity of the quality policy and its objectives are maintained by regular management review. (OP section M6)

5.2 Customer Focus (ISO 9001:2008. Clause 5.2)

5.2.1 Customer needs and expectations are determined, and fulfilled to meet customer satisfaction. Due consideration is given to product, service regulatory and legal requirements and focused markets.

Process Model



5.3 Policy (ISO 9001:2008 Clause 5.3)

5.3.1 The Organization has established, through its quality policy, the need to meet requirements and continually improve its products and services. Quality objectives are reviewed for continuing suitability and communicated as appropriate throughout the Organization. (OP section M6)

5.3.2 Quality policy

Quality Policy

Aile Aviation recognizes that the disciplines of quality, health and safety and environmental management are an integral part of its management function. The Organization views these as a primary responsibility and to be the key to good business in adopting appropriate Quality standards.

The Organization Quality policy calls for continuous improvement in its Quality management activities and business will be conducted according to the following principals:

We will: -

Comply with all applicable laws and regulations.

Follow a concept of continuous improvement and make best use of its management resources in all Quality matters

Communicate its Quality objectives and its performance against these objectives throughout the Organization and to interested parties.

Take due care to ensure that activities are safe for employees, associates and subcontractors and others who come into contact with our work

Work closely with our customers and suppliers to establish the highest Quality standards.

Adopt a forward-looking view on future business decisions, which may have Quality impacts.

Train our staff in the needs and responsibilities of Quality management

To assist the Organization in achieving its Quality requirements it is committed to operating in a manner that sustains registration to the International Quality Standard ISO 9001:2008

It is the Organization's belief that, in operating to these standards, it will meet the expectations of its Customers and the Industry.

5.4 Planning (ISO 9001:2008 Clause 5.4)

5.4.1 The Organization has established that all relevant functions and levels within the Organization have clear, measurable **quality objectives** that are consistent with the Organization quality policy and product requirements.

Adequate resources are available and output is planned in a controlled manner as is required by its quality management system, being mindful of the process and the need for continual improvement.

(Quality objectives handbook)

NATO specific requirement:
Add:
The Supplier shall submit a Quality Plan (QP) which addresses the contractual requirements to the GQAR and / or the Acquirer prior to the start of the activities unless otherwise directed. The QP shall be a clearly identified discrete document or part of another document that is prepared under the contract.

The QP shall play two complementary roles:
1. Describe and document the quality management system requirements "contract-specific" necessary to satisfy the contract requirements (making reference, where applicable, to the "company-wide" quality management system);

2. Describe and document the planning of the product realisation, in terms of quality requirements for the product, needed resources, required control activities (verification, validation, monitoring, inspection, testing), and acceptance criteria.

The Supplier and Sub-supplier shall provide objective evidence, that risks are considered during planning, including but not limited to Risk Identification, Risk analysis, Risk Control and Risk Mitigation. The planning shall start with risk identification during contract review and updated thereafter in a timely manner. The Acquirer and / or GQAR reserve the right to reject QPs, Risk Plans and their revisions.

NOTE:
The QP requirements for role 1 relate to clause 5.4, while the QP requirements for role 2 relate to clause 7.1.
Contractual requirement for the content of the Quality Plan is established in AQAP 2105 "NATO requirements for Deliverable Quality Plans."

5.5 Responsibility, authority and communication (ISO 9001:2008 Clause 5.5)

5.5.1 Elements of the quality management system have been defined and communicated wherever quality is affected.

5.5.2 Representatives have been appointed who have the authority and responsibility to ensure that the quality management system is established and maintained and that reports on the performance of the system and any needs for improvement are made available to the quality representative. The significance of meeting customer requirements is understood. (ISO 9001:2008. Clause 5.5.2)

The Management representative for the QMS is the CEO.

(ISO 9001:2008 Clause 5.5.2)

NATO specific requirement:
Add:
The management representative shall have the necessary organisational authority and freedom to resolve matters pertaining to quality. The management representative shall report directly to top management. The responsibility of the Management Representative shall include liaison with the GQAR and / or Acquirer on matters related to quality.

5.5.3 Communication between all levels and functions are set to ensure the effectiveness of the processes of the quality management systems.

(ISO 9001:2008. Clause 5.5.3)

NATO specific requirement:
Add:
The Supplier shall ensure that lines of communication are established with the GQAR and / or Acquirer.

5.6 Management Review (ISO 9001:2008 Clause 5.6)

5.6.1 The complete quality management system is reviewed annually to ensure its continuing suitability, adequacy and effectiveness to evaluate the need for change.

5.6.2 The review includes the evaluation of current performance and improvement opportunities related to audits, customer feedback, process and product performance, follow up from previous meetings, and any changes that could affect product or service quality.

NATO specific requirement:
Add:
Records of review input, related to the contract, shall be available to the GQAR and / or Acquirer

5.6.3 The results of activity arising from review meetings where resources, the quality management system and its processes and improvements to products related to customer requirements would be an essential part of the review process. All results of management review activity are recorded.

NATO specific requirement:
Add:
Records of the review output, related to the contract, shall be available to the GQAR and / or Acquirer.
The Supplier shall notify the GQAR and/or Acquirer of proposed action, resulting from Review Output that will affect compliance with contractual requirements.
Review output shall, where action item(s) are identified, specify the responsible person / function and due date of the action item(s).

5.6.4 “Risk” shall be managed & reviewed at all times, in accordance with the principles of ISO 31000:2009. (OP section M7)

6 Resource Management (ISO 9001: 2008 Clause 6.1)

6.1 Provision of Resources

6.1.1 The Organization has ensured that the necessary resources needed to implement and improve the quality management system and to address customer satisfaction are available.

6.2 Human Resources (ISO 9001:2008 Clause 6.2)

6.2.1 Where personnel are assigned quality responsibilities, the Organization has ensured that they are competent on the basis of applicable education, training, skills and experience.

6.2.2 The Organization has identified the training needs for quality related activities and provides training to satisfy these needs. Performance is evaluated and appropriate training records are maintained.

6.3 Facilities (ISO 9001:2008 Clause 6.3)

6.3.1 Suitable equipped workplaces with appropriate hardware and software with supporting services are provided and maintained.

6.3.2 Suitable warehousing facilities with appropriate environmental conditions shall be maintained, with provision for specific classified goods.

NATO specific requirement:
Add:
The infrastructure shall include an area to segregate nonconforming product (see paragraph 8.3 of this publication).

6.4 Work environment (ISO 9001:2008. Clause 6.4)

6.4.1 All aspects of the human and physical factors of the working environment that effect conformity of product or service have been identified and are managed.

7 Product / Service Realization

7.1 Planning of realization process *(ISO 9001:2008. Clause 7.1)*

7.1.1 The service process for the Organization's products and services is planned and documented as defined in the quality management system. Quality objectives, resources, processes and documentation needs are defined and acceptable criteria for verification and validation. Records appropriate to the level of confidence required for the process and the product or service is maintained.

NATO specific requirement:
Add:
For details, see clause 5.4.
NOTE:
The Quality Plan should be reviewed in conjunction with the Quality Management Systems (see paragraph 4.1 of this publication).

NATO specific requirement:
Add:
The Project Management planning shall be documented in accordance with the paragraph 4.2.3, prior to the start of the activities.

7.1.1.1 **Configuration Management**

Configuration management is maintained by a Auditable IT system, ensuring consistency of a product's physical attributes with its technical requirements, etc. especially with regard to "splitting". (OP section C47, & 48)

NATO specific requirement:
Add:
As a minimum, the Supplier shall describe and document the Configuration Management procedures for:
-Configuration Identification
-Configuration Control
-Configuration Status Accounting
-Configuration Audit

The Supplier shall prepare a Configuration Management Plan, which describes the application of Configuration Management to the contract.

NOTE:
The Configuration Management Plan may form part of another plan if appropriate. NATO Configuration Management Policy is established in STANAG 4159 while detailed contractual requirements for Configuration Management are contained within STANAG 4427 and associated Allied Configuration Management Publications (ACMP).

7.1.1.2 **Control of Work Transfers**

A work transfer management is maintained by a Auditable IT system, that controls of “off site” works, i.e., the contracting out of unusable items to be reworked to usable standards, - “Repair shop visit”. And, defines the tasks within the organization required to produce a final outcome. (OP section 49)

7.1.2 NATO specific requirement:

Add:

The Risk Management planning shall be documented in accordance with the paragraph 4.2.3, prior to the start of the activities.

(see 5.6.4)

7.2 Customer related processes *(ISO 9001:2008 Clause 7.2)*

7.2.1 The needs of the customer in respect of availability, delivery, and support are considered against the products intended use and regulatory and legal requirements are determined and implemented.

7.2.2 The Organization reviews its customer's requirements and determines any additional requirements for each contract or order. Where no customer requirements are documented, details are confirmed before acceptance. Any changes to contracts or quotations are resolved before proceeding and the company's ability to meet the defined requirements is confirmed.

7.2.3 The customer is kept informed of product information, enquiries, order changes or amendments and progress on customer complaints. (OP section C42)

NATO specific requirement:
Add:
The Supplier shall ensure that lines of communication are established with the GQAR and / or Acquirer.
The Supplier shall notify the GQAR and/or Acquirer upon changes to its organisation that affect product quality or the Quality Management System.

7.3 Design and/or development *(ISO 9001:2008 Clause 7.3)*

7.3.1 The organization has no design function in its operation.

***7.4* Purchasing** *(ISO 9001:2008 Clause 7.4)*

7.4.1 The Organization controls its purchasing function to ensure that the purchased product conforms to requirement. Suppliers are selected against defined criteria and are subject to planned annual review and evaluation. The results of evaluations and follow up actions are recorded.

NATO specific requirement:
Add:
The Supplier shall on request provide the GQAR and / or Acquirer with a copy of any subcontracts or orders for products related to the contract. The Supplier shall notify the GQAR and / or Acquirer if a subcontract or order has been identified as constituting or involving risk. This shall be documented in accordance with 5.4 and 7.1.2 of this publication

7.4.2 Purchasing documents are reviewed before release for the adequacy of information on product, procedures, processes, equipment and personnel.

NATO specific requirement:
Add:
The Supplier shall flow down the applicable contractual requirements to Sub suppliers by referencing the stated contractual requirement, including elevant AQAP(s). The Supplier shall insert the following in all purchasing documents: "All requirements of this contract may be subject to GQA. You will be notified of any GQA activity to be performed."

Only the Supplier placing the purchasing documents with a Sub-supplier will issue consequential instructions to that Sub-supplier. It is the Supplier's responsibility to ensure that the procedures and processes required to fulfil contract requirements are fully implemented at the Sub-supplier's facilities.
GQA activities at Sub-supplier's facilities do not relieve the Supplier from any contractual quality responsibilities.

NOTE:
Conduct of GQA and associated GQAR and / or Acquirer access rights, at Sub supplier's facilities can only be requested by the GQAR and / or Acquirer.

7.4.3 The Organization verifies it's purchased products and where verification takes place at the supplier's premises, details of the arrangements and the method of release are specified. (OP section Q27, 28, & 29)

NATO specific requirement:
Add:
Suppliers shall notify the GQAR and / or Acquirer if a sub-supplied product is rejected or repaired which has been identified as involving risk or supplied by a Sub-supplier whose selection or subsequent performance has been identified as involving risk.
The Supplier shall establish and implement a process for the avoidance, detection, mitigation, and disposition of the Counterfeit Parts.

7.5 Production and service operations. *(ISO 9001:2008 Clause 7.5)*

7.5.1 The organisation has no production facilities within its operation.

7.5.2 The organisation does provide a management service to its customers. Within the fields of; Exchange, Lease & Procurement / Provisioning, as required.

7.5.3 Traceability is managed as part of the commercial process, by product tracking, & as per customer specific requests, which are recorded upon the purchase order and maintained as records. Also as required by separate Certificate's of Conformity.

NATO specific requirement:
Add:
The Supplier shall establish and implement a marking method for identification and traceability.

7.5.4 Intellectual property of the customer is only maintained with respect to customer specific orders / agreements.

(OP section C42, 47, 48, 49, & 55)

NATO specific requirement:
Add:
If products provided by the Acquirer are lost, damaged or otherwise found to be unsuitable for their intended use in accordance with the contract, the Supplier shall immediately inform the Acquirer and GQAR.

7.6 Control of measuring and monitoring devices *(ISO 9001:2008 Clause 7.6)*

7.6.1 The organisation has ***no*** measuring and monitoring devices within it's operation, as a non stocking logistics service.

AQAP 2310 NATO specific requirement:

7.7 Reliability and Maintainability (R&M) No ISO requirement available

NATO specific requirement:
Add:
7.7.1 If stated in the contract, the Supplier's R&M system, appropriate to the design of the product, shall ensure that R&M issues and related documents, including those from associated Sub-suppliers, are controlled.

NOTE:
NATO Reliability and Maintainability Policy is established in STANAG 4174 while detailed contractual requirements for Reliability and Maintainability Management are contained within Allied Reliability and Maintainability Publications (ARMP).

8 Measurement, analysis and improvement

8.1 Planning *(ISO 9001:2008 Clause 8.1)*

8.1.1 The requirement for measurement and monitoring has been determined and the method of planned auditing will be used.

NATO specific requirement:
Add to NOTE:
Statistical techniques can also be used to support other activities applicable to measurement, analysis and improvement processes.

(OP section M10)

8.2 Measurement and monitoring (*ISO 9001:2008. Clause 8.2)*

8.2.1 Clear methods have been established to audit customer satisfaction and any failures that do not to meet the Organization standards.

NATO specific requirement:
Add:
Any complaints or deficiencies relevant to the contract, reported by the GQAR, shall be recorded as customer complaints.

8.2.2 Suitably endorsed personnel conduct annual independent internal audits on A planned rotational basis.
All aspects of internal auditing are recorded and reviewed, and corrective action taken where necessary.

NATO specific requirement:
Add:
The Supplier shall ensure that all contractual requirements, including NATO supplements, are included in internal audits.
The Supplier shall inform the GQAR and / or Acquirer of deficiencies identified during internal audit unless otherwise agreed between the GQAR and / or Acquirer and the Supplier.
During the planning of internal audits, the Supplier shall consider the output from the risk assessment.

Records of the audit shall include the training and experience level of the auditors who conducted audit.

8.2.3 Processes effecting customer requirements are periodically reviewed to ensure that the intended purpose is being met. (Key performance indicators)

8.2.4 Measuring and monitoring of the product throughout the process is designed to ensure the finished item meets specification and authorized personnel control its release. (Product tracking.)

NATO specific requirement:
Add:
The Supplier shall provide a Certificate of Conformity at release of product to the GQAR and / or Acquirer unless otherwise instructed.
The Supplier is solely responsible for the conformance to requirements, of products provided to the Acquirer.

8.2.5 Evidence of Conformity. When required, Aile Aviation, provides the customer with evidence of the products conformity to its technical specification. When a product is split, copies of the original documentation are annotated with the following:

- Amount delivered relative to the amount received
- Purchase order number
- Customers name, suppliers name

Where there is a formal agreement with the customer, Aile Aviation, delivers a certificate of conformity, created by, Aile Aviation, that references the original manufactures conformance documentation. These are retained and traceable by, Aile Aviation, as agreed.

8.3 Control of nonconformity *(ISO 9001:2008 Clause 8.3)*

8.3.1 Documented procedures are in place to identify and isolate non-conforming products and before repaired product is returned to the process it is re-checked. In the event of non-conforming product reaching the customer, appropriate corrective action is taken. Transportation damage shall be treated as a complaint.

(OP section Q22, 23, 24, & 25)

8.3.2 Detection and reporting of suspected unapproved parts will be identified In line with the appropriate industry standard (ASA 100:2008, AC21-29 & EASA form 44.) and a record / register of all incidents will be maintained. (OP section C45)

NATO specific requirement:
Add:
The Supplier shall issue and implement documented procedures which identify, control and segregate all non-conforming products.
Documented procedures for the disposition of non-conforming product are subject to disapproval by the GQAR and / or Acquirer when it can be shown that they do not provide the necessary controls.

The Supplier shall notify the GQAR and / or Acquirer of non-conformities and corrective actions required, unless otherwise agreed with the GQAR and / or Acquirer.

All rework, repair and use-as-is dispositions must be acceptable to the GQAR and / or Acquirer. When the Supplier establishes that an acquirer-supplied product is unsuitable for its intended use, he shall immediately report to and coordinate with the Acquirer the remedial actions to be taken. The Supplier shall also inform the GQAR.

The Supplier shall notify the GQAR and / or the Acquirer of non-conforming product received from a Sub-supplier that has been subject to Government Quality Assurance.

As one of the measurements of the performance of the quality management system, the Supplier shall monitor information relating to non-conformances and cost associate with nonconforming product. The methods for obtaining and using this information shall be determined.

8.4 Analysis of data *(ISO 9001:2008 Clause 8.4)*

8.4.1 Data referring to product quality problems is collected and analysed annually and where changes to the quality management system offer improvements these changes are introduced. Areas for attention are customer complaints, meeting the customer's needs, product characteristics and supplier performance. (OP section M11)

NATO specific requirement:
Add:
Costs associated with non-conforming products (see 8.3).

8.5 Improvements *(ISO 9001:2008 Clause 8.5)*

8.5.1 The quality management system is managed in a manner to offer continual improvement having regard to statements in its quality policy, objectives, audit results, data analysis, corrective and preventive action and management review.

NATO specific requirement:
NOTE:
The application of this section is intended to be limited to the scope of the contract(s) only.

8.5.2 Appropriate action is taken to rectify faults and prevent their re- occurrence and the procedure is documented. Requirements for identifying faults and determining their cause with appropriate corrective action is covered and recorded and the results reviewed.

8.5.3 The Organization identifies preventive actions to prevent the recurrence of Non-conformities and the results of such actions are recorded and reviewed for effectiveness. (OP section Q26)

AQAP 2310 NATO specific requirement:

9.0 Additional requirements

9.1 Access to Supplier and Sub-suppliers and support for GQA activities

9.1.1 The Supplier and/or Sub-suppliers shall provide the GQAR and/or Acquirer:

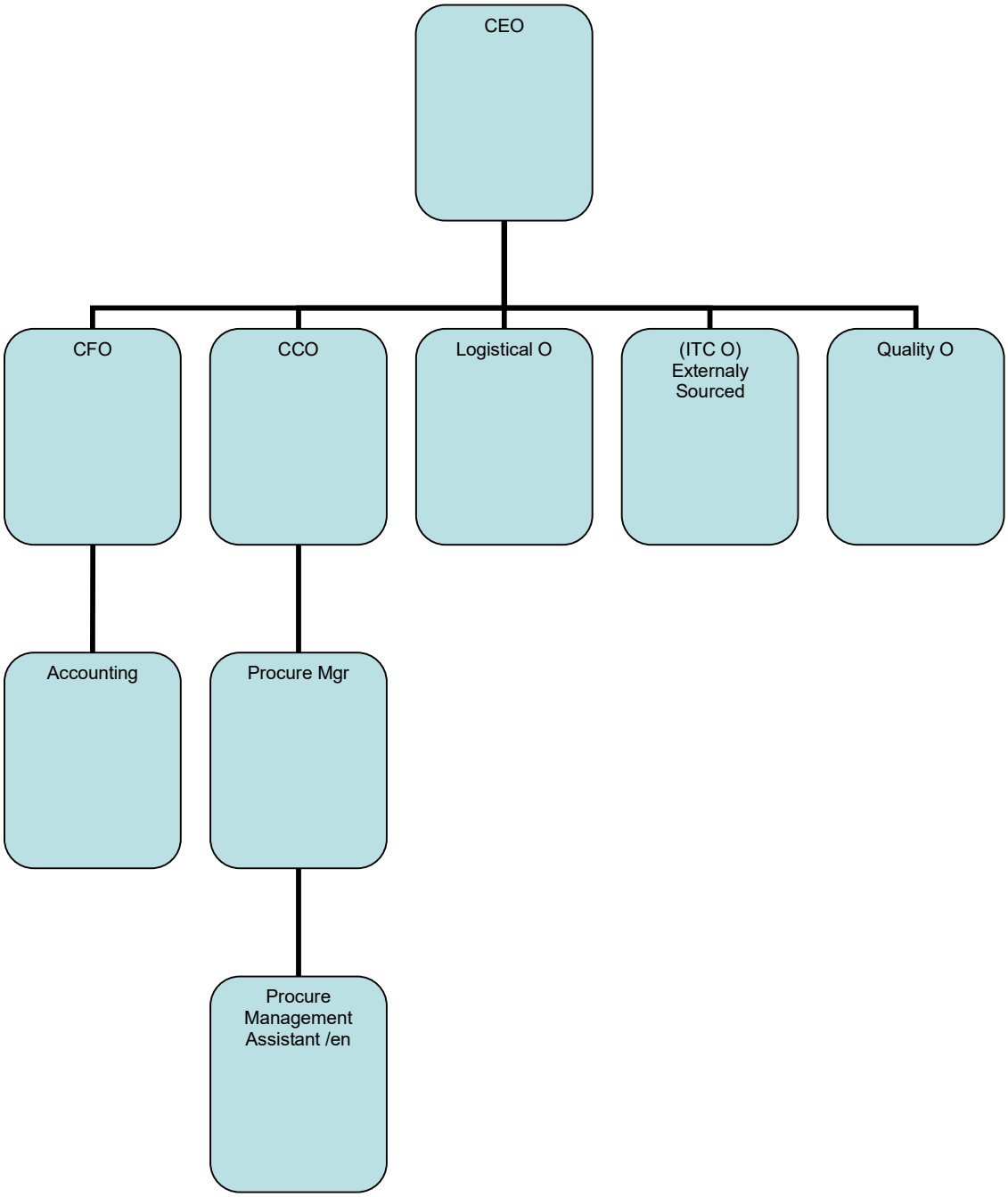
- The right of access to facilities where parts of the contracted activities are being performed.
- Information pertaining to the fulfilment of requirements in the contract.
- Unrestricted opportunity to evaluate Supplier compliance with this Publication.
- Unrestricted opportunity to evaluate Sub-Supplier compliance with this Publication. The Supplier shall be informed before the evaluation takes place.
- Unrestricted opportunity to conduct verification of product conformity with the contract requirements.
- Required assistance for evaluation, verification, validation, testing, inspection or release of the product for the accomplishment of GQA to contract requirements.
- Accommodation and facilities.
- The necessary equipment available for reasonable use for performing GQA.
- Supplier and or Sub-suppliers personnel for operation of such equipment as required.
- Access to information and communication facilities.
- The necessary Supplier documentation, to confirm product conformance to specification.
- Copies of necessary documents, including those on electronic media.

9.2 Products for release to the Acquirer

9.2.1 The Supplier shall ensure that only acceptable products, intended for delivery, are released. The Supplier shall ensure that the risk management process has been followed prior to release of product to the Acquirer. GQAR and or Acquirer reserve the right to reject non-conforming products.

Appendix I

Company organization chart (Functional)



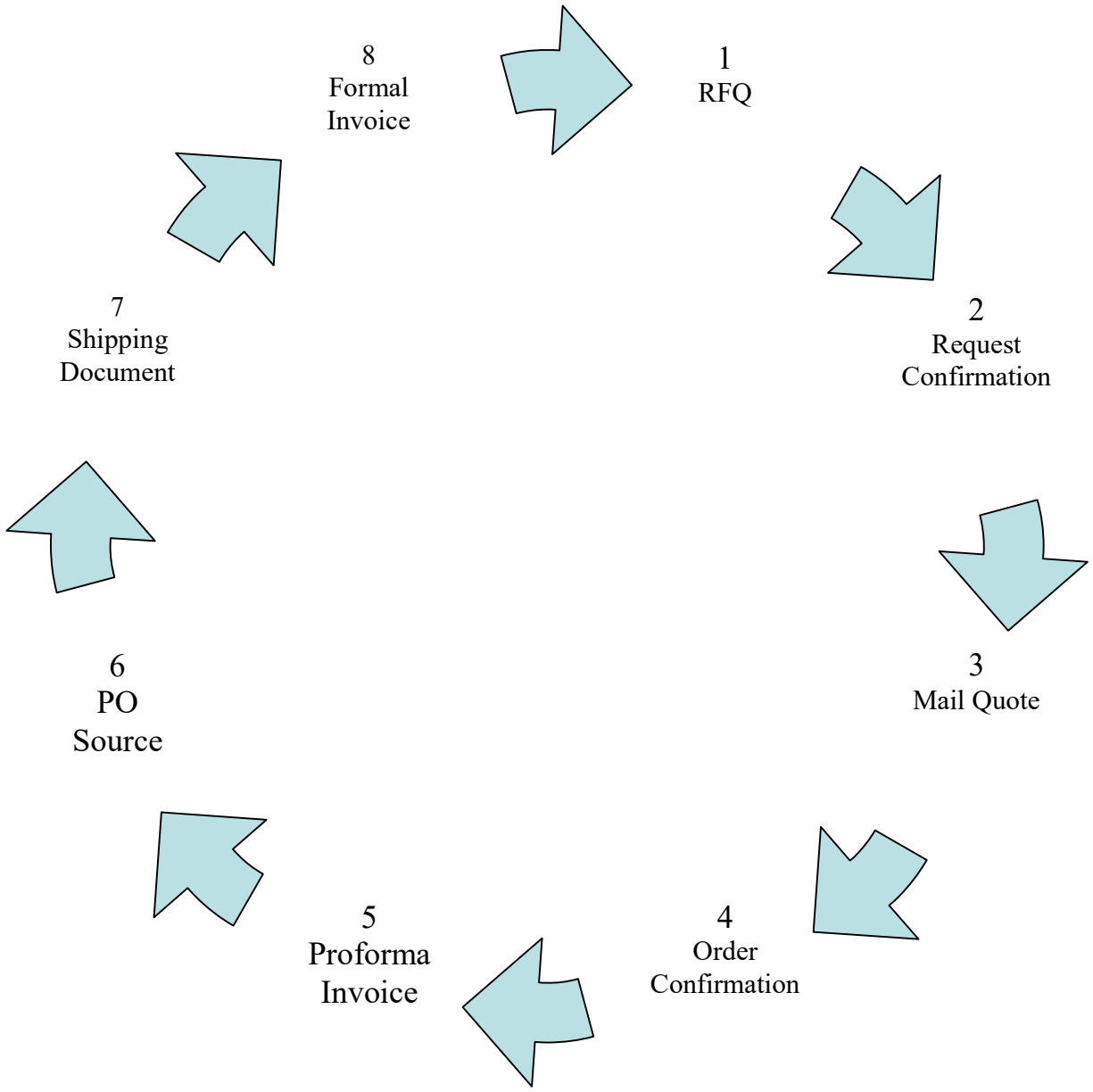
Appendix II Controlled document matrix

Operating procedures document matrix

ISO9001:2008	Clause	Quality manual	Quality	Management	Commercial	Finance	Logistics
General	4.1	QM					
Document Requirements	4.2						
Management commitment	5.1	QM					
Customer focus	5.2	QM					
Quality Policy	5.3	QM					
Planning	5.4						
Responsibilities, Authorities & Commitment	5.5	QM					
Management Review	5.6						
Provisioning of resource	6.1	QM					
Human resource	6.2						
Infrastructure & ITC	6.3						
Working Environment	6.4						
Planning of service	7.1						
Customer related services	7.2						
Purchasing	7.4						
General	8.1						
Monitoring & measurement	8.2						
Control of non-conformance	8.3						
Analysis of Data	8.4						

Appendix III

Process flow chart



Appendix IV

Quality Records

Record no	Description of record Type	Status
1	Document Control (4.2.3.)	Compulsory
2	Management Review (5.6.1.)	Compulsory
3	Education, Training Skills & Experience (6.2.2.)	Compulsory
4	Product Realization (7.1.)	Compulsory
5	Customer requirements Review (7.2.2.)	Compulsory
	Design and Development Inputs (7.3.2.)	Exempt
	Design and Development Review (7.3.4.)	Exempt
	Design and Development Verification (7.3.5.)	Exempt
	Design and development Validation (7.3.6.)	Exempt
	Design and Development Changes (7.3.7.)	Exempt
6	Supplier Evaluation (7.4.1.)	Compulsory
7	Production / Service Processes (7.5.2)	Compulsory
8	Identification and Traceability (7.5.3.)	Compulsory
9	Damaged / Lost Customer Property (7.5.4.)	Compulsory
10	Preservation (7.5.5.)	Compulsory
	Calibration (7.6.)	Exempt
11	Customer Satisfaction (8.2.1)	Optional
11a	Customer Complaints Register	Optional
11b	Customer Complaints Analysis	Optional
11c	Customer Complaints Acceptance form	Optional
11d	Customer Complaints Form	Optional
12	Internal Audit (8.2.2.)	Compulsory
13	Product Conformity (8.2.4.)	Compulsory
14	Non Conforming Product (8.3.)	Compulsory
15	Corrective Action (8.5.2)	Compulsory
16	Preventive Action (8.5.3.)	Compulsory
17	Product recall (ASA100-8c)	Compulsory
18	Suspected unapproved parts (ASA100-8j)	Compulsory
19	Shelf life / cure date (ASA100 –1e6)	Compulsory
20	Scrap report (ASA100 –12)	Compulsory
21	External Audits	Optional
22	Contactor Quality Plans	Compulsory
23	Reliability & Maintance requirements checklist	Compulsory
24	Risk Analysis	Compulsory

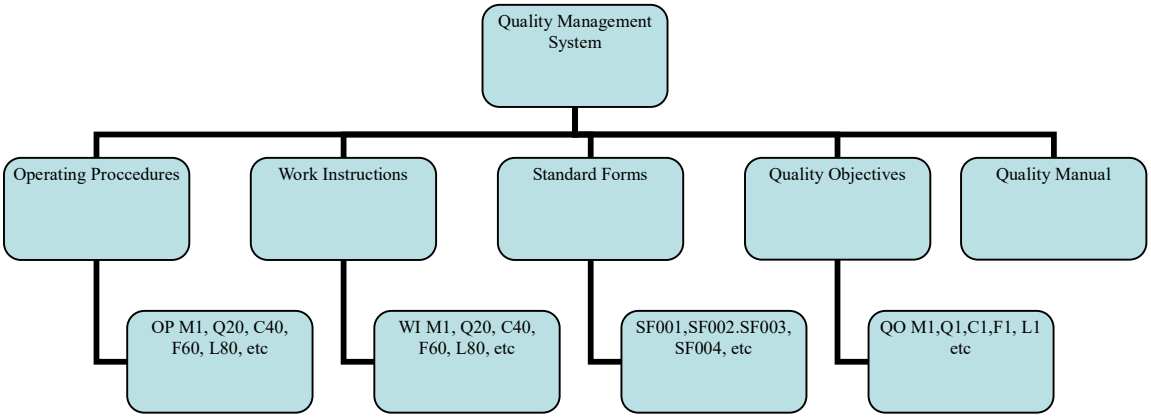
Exempt = clause 7.3, & 7.6.
Reference: Quality Manual section 1.4 pg 4

Appendix V

How to read - Quality Management System documentation & structure.

Having established the quality management system it is important to understand how to use it in the most effective manner.

The diagram below shows the QMS documentation structure.



The Quality manual, Operating procedures, Work instructions, Standard forms, and Quality objectives are stand alone / separate publications.

This means the reader may go directly to the publication set required and work independently.

Each publication set references the subsequent level of documentation set. i.e.

The quality manual refers to the Operating Procedures, which in turn refer to the relevant Work instruction, which will refer to any Standard forms required.

The reader may reference either the section required, or the Quality manual which will lead to the lower levels of documentation required.

A user knowing what is required, may go directly that publication when looking for specific Operating Procedures, Work Instructions, & Standard Form, and make a further selection.

Appendix VI

Certificate of approval ISO 9001:2008