

## Quality Exposition & Self-Audit



### Note to Reader

This document may be used by Customers as a substitute for their questionnaires / surveys to approve AJW Group as a supplier.

This pack is updated at least once a year and therefore the information contained herein is correct as of the review date of 07 June 2023

# Quality Exposition



# Quality Exposition



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## 1 Company Details

### 1.1 Overview

Company Name	A J Walter Aviation Limited
Trading Name	AJW Aviation/AJW group
Group Companies	AJW Technique AJW Technique Europe AJW Leasing AJW Capital
Company Registration No.	699050
Registered Date	21 <sup>st</sup> July 1961
SITA	LGWJWCR
CAGE Code	KB335
Dun & Bradstreet No.	217219161
CAA Known Consignor UAI	GB/KC/01379-01
Year of Establishment	1932
Type of Ownership	Limited Company (Private)

### 1.2 Registered Address

The Headquarters  
Maydwell Avenue  
Slinfold  
West Sussex  
RH13 0AS  
United Kingdom

### 1.3 Additional Sites

AJW Aviation Singapore PTE LTD 9 Tan Quee Lan Street Singapore 188098	A J Walter China 1225, 12 <sup>th</sup> Floor, West Nanjing Road Jing'an District 200041, Shanghai, China
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## 1.4 Quality Approvals

## 1.5 Approvals Held

### 1.5.1 AJW Aviation

Standard	Original Approval Date	Certificate	Expiry Date
ISO 9001:2015	15 Jun 2009	AJWG-001-06-21-1	16 Aug 2024
AS9120B	15 Jun 2009	AJWG-001-06-21-1	16 Aug 2024
ASA-100	26 Oct 2020	17771020-3	25 Oct 2023
FAA AC00-56B	26 Oct 2020	17771020-3	25 Oct 2023

### 1.5.2 AJW Aviation Singapore PTE Ltd

Standard	Original Approval Date	Certificate	Expiry Date
ASA-100	26 Oct 2020	17771020-3	25 Oct 2023
FAA AC00-56B	24 Jun 2019	17771020-3	25 Oct 2023

### 1.5.3 AJW China

Standard	Original Approval Date	Certificate	Expiry Date
ASA-100	26 Oct 2020	17771020-3	25 Oct 2023

## 1.6 Memberships Held

Aviation Suppliers Association Regular Member \*

All Certificates are available at <https://www.ajw-group.com/quality-and-certifications/>.

## 2 Contacts

### 2.1 Company Contact Details

email	<a href="mailto:enquiries@ajw-group.com">enquiries@ajw-group.com</a>	email AOG	aog@ajw-group.com
Website	<a href="http://www.ajw-group.com/">http://www.ajw-group.com/</a>	Telephone AOG	+44 (0) 1403 798888
Telephone	+44 (0) 1403 798000	Mobile AOG	+44 (0) 7831 583205

### 2.2 Board Director

Christopher Whiteside Chairman

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## 3 Facilities

### 3.1 Facilities Size

120 000 square feet.

### 3.2 Staff Levels

<b>Total HQ Staff</b>	<b>425</b>
Management & Administration	103
Premises	11
Procurement	16
Sales & Repairs Management	135
Supply Chain- Logistics	42
Supply Chain - Warehouse	103
Technical & Compliance	15

## 4 Capability

### 4.1 Type of Business

The AJW Group is the world-leading independent specialist in the supply and repair of aircraft spare parts. For further information visit [www.ajw-group.com](http://www.ajw-group.com).

### 4.2 Services Provided

AJW specialises in the supply, exchange, repair and lease of modern commercial aircraft spare parts including services in aircraft engines, consumables, total repair process management, power-by-the-hour and pool access, logistics, engineering and aircraft project management. Supported by an infrastructure of strategic spares hubs spanning the globe, AJW's 24/7/365 AOG and critical response service is highly regarded throughout the industry.

For further information visit [www.ajw-group.com](http://www.ajw-group.com).

### 4.3 Product Lines

AJW companies hold significant core inventories for B737/B747/B757/B767/B777/787, A320/A330/A340/A350 and Bombardier Challenger/Learjet/Global series family aircraft. In total AJW holds over 450,000 line items in stock at any one time valued at US\$500m.

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## 4.4 Main Customers

AJW companies provide support to more than 1000 airlines in 117 countries including: Aer Lingus, Air Blue, Airbus, Air Canada, Air Transat, Allegiant, Azerbaijan Airlines, Arajat, Boeing, DHL, easyJet, JetSmart, LATAM, Lufthansa, Virgin Australia and VivaAerobus

## 4.5 Key Partners

- AJW manages ultra-low-cost carrier start-ups all the way to the biggest single fleet operator in the world, including Aer Lingus, Air Canada, Air Transat, Azerbaijan Airlines, Arajat, easyJet, JetSmart and VivaAerobus
- Maintenance providers such as: Delta Tech Ops, British Airways Engineering, Iberia Maintenance & Engineering and GAMECO.
- OEMs such as: Thales, Honeywell, Collins Aerospace, GKN Aerospace, Safran, Liebherr.
- Financiers such as: Seabury, GE Capital and HSBC.

## 4.6 Key Vendors

AJW manages a streamlined vendor supply chain of 60 primary repair workshops with 700 approved facilities.

AJW spends US\$400m annually on almost 100,000 repair orders.

Quality, reliability and delivery underpin competitive pricing from such primes as AJW Technique, Hamilton Sundstrand, Honeywell Aerospace, Liebherr, Moog, Nordam, Rockwell Collins, Thales, Safran Group and Ametek Group.

## 5 Financials

### 5.1 Revenue

Over US\$450M per annum.

### 5.2 Trade References

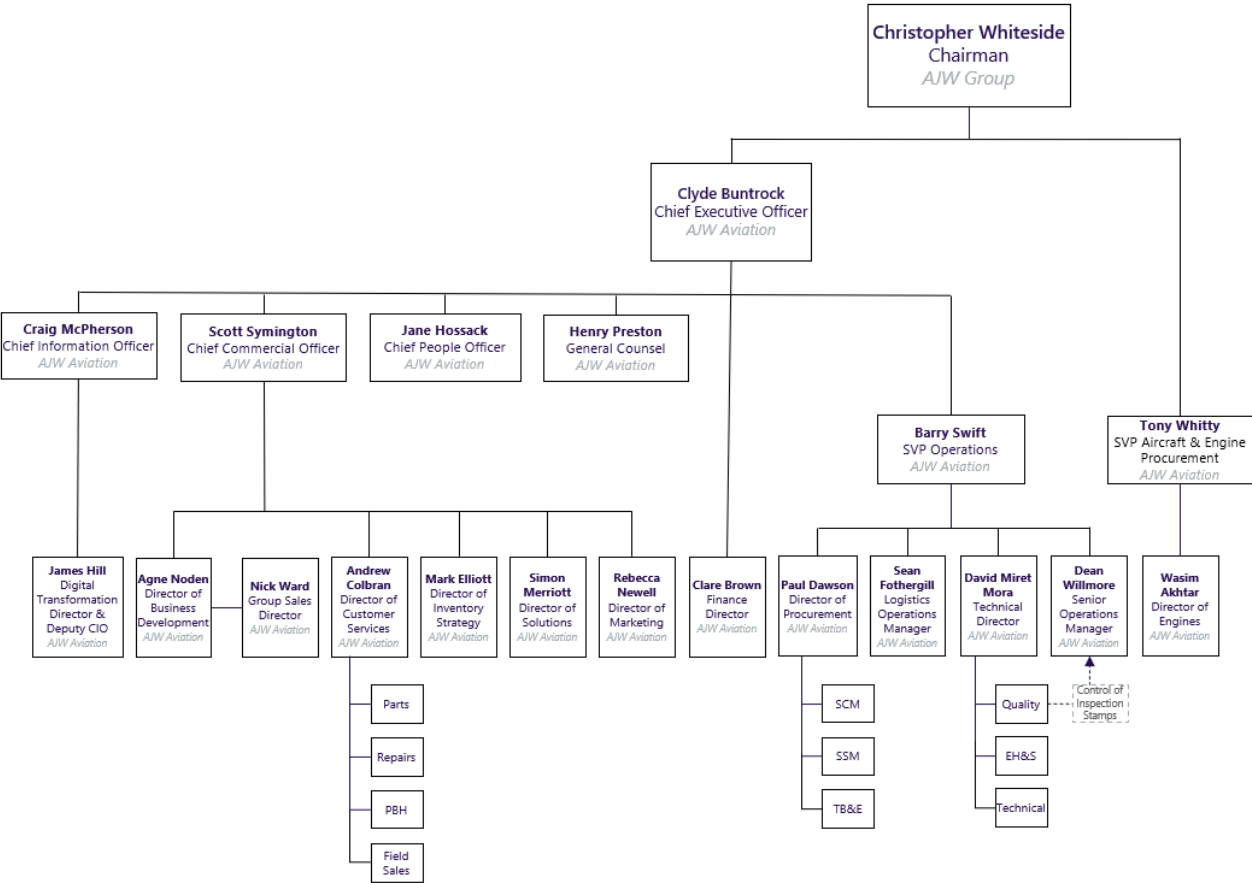
- \* On Request

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## 6 Quality Management System Information

### 6.1 Organisation Chart



### 6.2 Internal Audit Programme

\* On Request

### 6.3 External Audit Programme

Standard	Certifying Body	Last Audit Date
ISO 9001:2015	ASACB	30 June 2022
AS9120 Rev B	ASACB	30 June 2022
ASA-100	ASA	30 June 2022
FAA AC 00-56B	ASA	30 June 2022



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## 6.4 Evaluation Questionnaire

EXPLANATION: This form is prepared as part of A J Walter Aviation Limited Quality Assurance - Supplier Audit function

PART-1 GENERAL INFORMATION			
<b>COMPANY NAME</b>	A J Walter Aviation Limited	Years in Business	90+
<b>OWNERSHIP</b>	AJW Holdings Limited		
<b>REGISTERED ADDRESS</b>	AJW Aviation Ltd, The Headquarters, Maydown Avenue, Slinfold, West Sussex RH13 0AS, United Kingdom		
<b>TELEPHONE</b>	+44 1403 798000	<b>FAX:</b>	+44 1403 710936
<b>E-MAIL</b>	enquiries@ajw-group.com	<b>SITA:</b>	LGWJWCR
<b>CHAIRMAN</b>	Christopher Whiteside		
<b>CEO</b>	Clyde Buntrock	Email:	<a href="mailto:enquiries@ajw-group.com">enquiries@ajw-group.com</a>
<b>QUALITY MANAGER</b>	Robert Dallman	Email:	<a href="mailto:technicalcompliance@ajw-group.com">technicalcompliance@ajw-group.com</a>
<b>SALES MANAGER</b>	Tony Whitty	Email:	<a href="mailto:commercial@ajw-group.com">commercial@ajw-group.com</a>
<b>NATURE OF BUSINESS</b>	<input type="checkbox"/>	OEM	<input type="checkbox"/> PMA
	<input checked="" type="checkbox"/>	OEM Authorised Distributor	<input type="checkbox"/> OTHER: _____
	<input checked="" type="checkbox"/>	Distributor	<input type="checkbox"/>
<b>QUALITY APPROVAL</b>	<input checked="" type="checkbox"/>	ISO 9001	<input checked="" type="checkbox"/> ASA-100
	<input type="checkbox"/>	AS/EN 9100	<input type="checkbox"/> ISO 14001
	<input checked="" type="checkbox"/>	AS/EN 9120	<input type="checkbox"/> OHSAS 18001
	<input checked="" type="checkbox"/>	FAA AC 00-56	<input type="checkbox"/> ISO 27001
<b>DATE QUALITY SYSTEM ADOPTED</b>	1990		
<b>CERTIFIED BY</b>	ASACB		
<b>DATE OF LAST RE-CERTIFICATION</b>	30 June 2022	<b>CERTIFICATION NO</b>	AJWG-001-06-21-1
<b>EMPLOYEES</b>	425	<b>TECHNICAL &amp; COMPLIANCE</b>	15
<b>LOGISTICS</b>	42	<b>WAREHOUSE</b>	103
<b>SALES</b>	135	<b>ADMINISTRATION</b>	130
<b>Number of Certifying Staff who are authorised to certify products?</b>	Nil – AJW Aviation do not hold a Part 145 approval. AJW are stockists and distributors and not approved to repair and certify aerospace products. We do however manage this service, by using approved repair stations to recertify products after test/inspection, repair, overhaul or modification.		
<b>COMPLETED BY (Name &amp; Position)</b>	Robert Dallman – Quality Assurance Manager		
<b>Signature/Date</b>	DocuSigned by:  BB77A0F92F74408...		8/6/2023

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PART-2			
2.1 QUALITY SYSTEM	YES	NO	N/A
2.1.1 Do you have established Quality System and an approved Quality Manual? Current revision No QM1 v18 Revision Date: June 2023	✓		
2.1.2 Is your "Quality Manual" available to view?	✓		
2.1.3 Is the quality system documentation kept current and readily available to employees, customers, auditors or designee(s)?	✓		
2.1.4 Does quality system includes a program by which the accreditation organization is notified of any significant changes to the quality system and that a written approval is received for the changes prior to implementation?	✓		
2.1.5 When deficiencies are discovered, are they recorded and monitored to prevent recurrence?	✓		
2.1.6 Is the quality assurance program working to identify weaknesses and to correct them within the system?	✓		
2.1.7 Is the relevant information on corrective actions submitted for Management's review?	✓		
2.1.8 Does the <b>QUALITY MANUAL</b> include detailed description of:			
- The organisation and relationships of the Quality Dep. to the rest of the organisation?	✓		
- The assignment of the personnel by title, for specific functions within the quality system?	✓		
- The revision control system for the quality system documentation?	✓		
- Record keeping system?	✓		
- Training requirements and records?	✓		
- Shelf life control system?	✓		
- Control of incoming discrepant parts and supplies?	✓		
- Receiving inspection procedures?	✓		
- Test and inspection equipment calibration program?	✓		
- Purchasing process procedure?	✓		
- Record of approved sub-contractors?	✓		
- Part identification system?	✓		
- Environmental control?	✓		
- Inspection stamps control?	✓		
- A process of identifying, handling, documentation and shipping of Hazardous materials?	✓		
2.1.9 Is there an established documented self-audit/evaluation program which identifies who within the company is responsible for conducting self-audits, the frequency of audits, audit documentation and corrective action?	✓		
2.1.10 Is there written procedure for review of contracts?	✓		

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2.2 FACILITIES	YES	NO	N/A
2.2.1 Do you maintain warehousing facilities for stocking and distribution of civil aeronautical parts?	✓		
- <b>If "Yes", state the location and address:</b> AJW Aviation Ltd Maydwell Avenue Slinfold West Sussex RH13 0AS United Kingdom			
- Area in sq. ft.: 120,000			
- Aircraft type(s): Airbus, Boeing, ATR and Embraer			
- Engine type(s): CF6-80; CFM56-3/5/7; V2500; RB211; PW4000			
2.2.2 Do storage areas provide:			
- Adequate space and appropriate racks to prevent damage or mishandling?	✓		
- Adequate security from unauthorized access?	✓		
- Segregation of aircraft from non-aircraft functions?	✓		
- Segregation of serviceable parts from non-serviceable parts?	✓		
- Adequate storage conditions for ESDS parts and DG parts and provide segregation of DG parts?	✓		
- Humidity, temperature and lighting control?	✓		
2.3 TRAINING and AUTHORISED PERSONNEL	YES	NO	N/A
2.3.1 Are personnel who perform inspection, shipping and receiving functions properly trained?	✓		
- Are inspection personnel trained for packing and handling of hazardous/dangerous and non-hazardous/dangerous products?	✓		
2.3.2 Are inspection personnel properly authorized?	✓		
2.3.3 Are both formal classroom and on-the-job training documented and maintained?	✓		
2.3.4 Is a roster of personnel authorized to perform inspection functions maintained?	✓		
2.4 PROCUREMENT	YES	NO	N/A
2.4.1 Does the system assure that parts procured conform to the documentation requirements of approval standards (FAA/ASA/EASA/CAA etc.)?	✓		
2.4.2 Does the system assure that parts conform to the customer's purchase request and those deviations are disclosed and approved by the customer?	✓		
2.4.3 Does the system require the distributor to maintain a list of approved suppliers and a quality history for each source?	✓		
2.4.4 Are approved supplier/subcontractors monitored and audited per defined interval?	✓		
2.4.5 Does the distributor's quality system assure that parts procured for sale:			
- Which are known to have been subjected to conditions of extreme stress, heat or environment are identified?	✓		
- That all represented Airworthiness directives (AD's) which have been accomplished are documented?	✓		

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- That are identified as overhauled, repaired or modified have all the appropriately signed and dated documentation?	✓		
<b>2.5 RECEIVING INSPECTION</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
2.5.1 Does the inspection program include:			
- A check for obvious physical damage?	✓		
- Verification that all appropriate plugs and caps are properly installed?	✓		
- Verification of part number, serial number, model number, etc. to ensure they match the documentation?	✓		
- Verification of quantity, part numbers or noted substitution, to ensure they match the purchase order?	✓		
- Verification that all appropriate documentation is on hand and properly completed and signed?	✓		
2.5.2 Does the inspection system include a procedure for receiving aircraft fasteners?	✓		
2.5.3 Is there a procedure for reporting unapproved parts in accordance with FAA AC 21-29?	✓		
2.5.4 Is there an accountability system in place to control stamp issuance, usage and replacement?	✓		
2.5.5 Does the system include an inspection program for new standard parts?	✓		
2.5.6 Are the results of inspection documented, for how long?	✓		
2.5.7 Are the inspected items properly segregated from material awaiting inspection?	✓		
2.5.8 Is the inspected material adequately identified for acceptance or rejection?	✓		
<b>2.6 MEASURING AND TEST EQUIPMENT</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
2.6.1 Does the distributor have an effective calibration program for test equipment?	✓		
2.6.2 Is a system in place to assure documentation of current calibration status for each tool?	✓		
2.6.3 Are adequate environmental controls used for storage of measuring and test equipment?	✓		
<b>2.7 MATERIAL CONTROL</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
2.7.1 Is material handled in an appropriate manner and is the material protected from damage & deterioration?	✓		
2.7.2 Is batch/lot control maintained for parts so identified by the manufacturer?	✓		
2.7.3 Is there a system in place for recall control which ensures that parts shipped can be traced and recalled?	✓		
2.7.4 Whenever practical, is material stored & delivered in the manufacturer's original packaging?	✓		
- Does the system require the use of ATA specification 300 packaging, an equivalent packaging to ATA 300 or customer specified packaging?	✓		
2.7.5 Does the system specify material control requirements for material subject to damage by electrostatic discharge?	✓		
2.7.6 Does the system assure that serviceable parts/components are adequately protected against the environment?	✓		
2.7.7 Does the system assure that no part number ambiguity exists?	✓		
2.7.8 Does a closed loop system exist to implement corrective action following detection of substandard or non-conforming parts?	✓		

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2.7.9 Are aircraft parts being segregated from non-aircraft parts?	✓		
2.7.10 Is there a documented procedure in place to mutilate scrapped parts?	✓		
- Does the system require records and documentation to be kept on all serialized scrapped parts?	✓		
- Does the distributor maintain records and documentation?	✓		
- Does the distributor impose their scrap requirements on their contractors?	✓		
2.7.11 Does the distributor have a system to control parts that have been materially misrepresented?	✓		
- Is the distributor notifying the customer and the accreditation organisation when the distributor ships parts that are materially misrepresented?	✓		
- Is the distributor notifying the sender when distributor receive parts that are materially misrepresented?	✓		
2.7.12 Do you have AOG desk?	✓		
<b>2.8 SHELF-LIFE CONTROL</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
2.8.1 Does the distributor have a system for identifying and controlling shelf-life limited parts?	✓		
2.8.2 Does the system specify following material handling/ packing/preserving/control and delivery requirements:			
- Rubber products?	✓		
- Composite materials?	✓		
- Chemicals and oils?	✓		
- Aircraft tyres?	✓		
- Material subject to damage by electrostatic discharge?	✓		
- Other products with shelf lives?	✓		
<b>2.9 CERTIFICATION AND RELEASE OF MATERIAL</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
2.9.1 Does the system provide for the issuance of a certified statement disclosing that the material or parts were or were not:			
- Subjected to conditions of extreme stress, heat or environment;	✓		
- Obtained from the Government or military services.	✓		
2.9.2 Is a signed document from an EASA/CAA/FAA approved repair station or air carrier provided for each serviceable part indicating the part is serviceable?	✓		
2.9.3 Can the distributor trace parts in its system to either the source of production or to a EASA/CAA/FAA certificate holder?	✓		
2.9.4 Does the quality system have a procedure for accountability when copies are made for re-distribution shipments and approval tags are copied?	✓		
<b>2.10 SHIPPING</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
2.10.1 Does the quality system require shipments in ATA-300 containers or equivalent as appropriate for the unit being shipped, or as specified by the customer?	✓		
2.10.2 Does the quality system provide for a visual inspection of all items and accompanying documentation prior to shipping? Does the inspection include:	✓		
- A check for any obvious physical damage?	✓		

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- Verification that all appropriate plugs and caps are properly installed?	✓		
- Verification of part numbers, (including dash numbers & letters), model numbers, serial numbers, etc., to ensure items being shipped match the accompanying documentation?	✓		
- Verification of part numbers, (including dash numbers & letters), model numbers, serial numbers, etc., to ensure the items being shipped match the customer's request/purchase order?	✓		
- Verification of packing slips to ensure it contains all the information required by the customer?	✓		
- Verification that shipping containers and packaging used are appropriate for the items being shipped?	✓		
- Verification that all appropriate documentation (maintenance release, material certification, traceability documents, etc.) are at hand, properly completed, and signed?	✓		
<b>2.11 CUSTOMER SATISFACTION</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
2.11.1 Do you have a customer satisfaction analysis program?	✓		
2.11.2 Do you evaluate customer feedback and take action if necessary?	✓		
2.11.3 Does management reviews customer feedback periodically and implement changes as necessary?	✓		
<b>2.12 RECORDS</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
2.12.1 Does the record system require record retention for at least 7 years from the date of sale to the customer?	✓		
2.12.2 Does the quality system include a system governing the storage, distribution and retrieval of documents confirming the physical and chemical properties of fasteners and raw stock materials?	✓		
2.12.3 Are records confirming fastener integrity required to be maintained for 7 years?	✓		
2.12.4 Does the system require all life-limited parts have records confirming life-limited status?	✓		
2.12.4 Are records protected against damage, alteration, deterioration and loss?	✓		
<b>2.13 TECHNICAL DATA CONTROL</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>
2.13.1 Does the quality system provide for maintaining technical data in a manner which ensures such data is up-to-date and accessible?	✓		
2.13.2 Is there a list of regulatory authority publications and standards held and maintained?	✓		
2.1.9 Is there master listing that identifies the current revision status of all controlled documents?	✓		
2.13.3 Are the above publications available for reference to concerned staff?	✓		
2.13.4 Are adequate documentation viewing and printing devices available?	✓		
<p>General comments:</p> <p>All certificates are available from <a href="https://www.ajw-group.com/quality-and-certifications/">https://www.ajw-group.com/quality-and-certifications/</a>.</p> <p>AJW Aviation is not a repair station therefore we do not hold any CAA/EASA/FAA approval and we do not issue any release certificate (EASA Form1/FAA8130).</p> <p>The release documents provided with the parts are obtained from our approved suppliers/vendors list in compliance with the customer requirements.</p> <p>In Appendix 1 are sample documents issued by AJW Aviation.</p>			

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## Appendix 1 - Sample Documents

### ATA Spec 106 Material Certification Form

+44 (0) 1403 798000

[www.aiw-group.com](http://www.aiw-group.com)

[enquiries@ajw-aviation.com](mailto:enquiries@ajw-aviation.com)



1. ATA SPEC 106 MATERIAL CERTIFICATION FORM					
2. Seller's Name: <b>A J Walter Aviation Limited</b>			3. EX ESN		
4. Organisation: <b>A J Walter Aviation Limited</b>			Phone #: <b>+44 (0) 1403 798000</b>		
Address: <b>The Headquarters Maydown Avenue West Sussex Slinfold RH13 0AS United Kingdom</b>			Fax #: <b>+44 (0) 1403 710936</b>		
			SITA/Wire Code: <b>LGW/JWCR</b>		
			Status: <b>Distributor / Stockist</b>		
			Certificate type and #:		
5A. Seller's Contract#:			5B. Buyer's PO#:		
6. Item	7. Description	8. Manufacturer & Part Number	9. Qty	10. Serial/Batch#	11. Status
12A. Remarks: On the basis of information obtained from the supplier in block 12B, the above referenced part(s) was/were not obtained from any Government or Military source and was/were not subjected to severe stress or heat or immersed in salt water.					
12B. Obtained from			12C. Last certificated agency		
13. New parts / Material verification THE FOLLOWING SIGNATURE ATTESTS THAT THE PART(S) OR MATERIAL(S) IDENTIFIED ABOVE WAS (WERE) MANUFACTURED BY A PRODUCTION APPROVAL HOLDER (PAH) OR TO AN INDUSTRY COMMERCIAL STANDARD.			17. Used, Repaired or Overhauled parts verification THE FOLLOWING SIGNATURE ATTEST THAT THE DOCUMENTATION SPECIFIED ABOVE OR ATTACHED IS ACCURATE WITH REGARDS TO THE ITEM(S) DESCRIBED.		
14. Signature			18. Signature		
15. Name			19. Name		
16. Date			20. Date		

NOTICE: The above signature binds the seller and the signer to the accuracy of the information provided in the form. Should the information provided in this form contain inaccuracies or misrepresentations, the signer and seller may be liable for damages.

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Product Specification Certificate



SHIPPING ADDRESS

A J Walter Aviation  
The Headquarters  
Maydwell Avenue  
Slinfold  
West Sussex  
RH13 0AS, UK

<b>Product Specification Certificate</b>
Certificate No:
Certificate Date:
<b>Original</b>

Bill To:

--

Ship To:

--

Customer PO	Customer PO Date	Advice Note No.	SO Number	Sales person

Part No.	Description	Cond	Qty	Control No	Serial No	Incoming Cert

The supply of these commodities is subject to the Export Control Policies of the United Kingdom, the European Union and the United States of America; disposal contrary to these regulations is prohibited.
THE ABOVE PRODUCT(S) ARE SUPPLIED IN ACCORDANCE WITH THE CUSTOMER PURCHASE ORDER. THE SELLER MAKES NO INDEPENDENT REPRESENTATION THAT THE PRODUCT, WHERE APPLICABLE, IS AIRWORTHY, OR THAT IT IS ACCEPTABLE FOR INSTALLATION ON AN AIRCRAFT. THESE DETERMINATIONS ARE TO BE MADE BY THE INSTALLER, BASED ON AN INSPECTION OF THE PART AND OF ANY DOCUMENTATION THAT HAS BEEN PROVIDED.
Signed: _____

QDoc36 v3



# Quality Exposition



## IBMS Quality Manual Table of Contents

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### Integrated Business System Manual



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