Quality System Manual

Management Partner

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Revision History

Page #	Revision #	Revision Date	Change Description
1-23	1	4-10-06	Quality Manual Improvement
1	2	7-13-08	Removed "When Necessary" from Item B
2	2	7-13-08	Organizational Chart
3	2	7-16-08	CAI Address Change
4	2 3	7-13-08 8-14-08	Removed "Inspection Stamps are controlled" Removed 6b receiving inspection for aircraft fastners
5	1	4-10-06	
6	5	8-3-10	Added ASA-100 3.5 Self Audit Checklist
7	5	8-3-10	Added 3.71 and 3.72
8	2	7-16-08	Removed 1 copy of purchase order placed in business office
9	1	4-10-06	
10	2 3	5-14-08 8-14-08	Change "Receiving and Inspection Personnel to Sales Staff" Removed need to stamp receiver checklist CAI Form 0052 Added Lot and batch information, if any
11	2	5-14-08	Change "Receiving and Inspection Personnel to Sales Staff"
11	3 4	8-14-08 8-16-08	Removed Inspection stamp for inspectors to use to certify all shipments both to and from Commercial Aviation. Inspectors will use "initials – first and last" to certify all shipments both to and from Commercial Aviation. Removed "Inspection stamps are not used at CAI"
12	4	8-16-08	
13	2	7-16-08	
14	2	7-16-08	Removed 3.7 Material Misrepresentation
15	2 3	7-13-07 8-14-08	Added Section 3.3.4 and change section 3.2.2 from inspector stamp to initial Insert all appropriate paperwork in the repair order file or purchase order file for the scrapped parts
16	2 3	7-16-08 8-14-08	Included Foreign Carrier and Part 91 to certifications accepted Added lot and batch when available from our vendor
17	2 5	7-16-08 8-5-10	Section 3.2.1 Removed intergrated e-mail used to notify personnel of document changes Added Transport Canada Civil Aviation and Transport Canada Form 1
18	3	8-14-08	
19	2	7-16-08	
20	1	4-10-06	
21	1	4-10-06	
22	1	4-10-06	

Page #	Revision #	Revision Date	Change Description
	2	6-26-06	Quality Control Inspectors change. Added Procedure titles to identify where inspector duties and responsibilities are defined.
23	3	7-16-08	Added Jones, Spishock, Brown and Lettrich sales only
	4	7-16-08	Removed Duckworth, Spishock, Brown and Lettrich. Added JP.
24	2	8-14-08	Added In the repair order file or purchase order file for the scrapped parts.
25	1	4-10-06	
26	2	5-14-07	Added Controlled Forms List as Appendix F
	5	8-12-10	Added 3.5 Self Audit Checklist
27	2	5-14-07	Added Audit Plan and Car List as Appendix G
	3	8-10-08	Added Audit Results
	5	8-5-10	Added Audit Results

1. Quality System Manual

a. Commercial Aviation International has established a quality system to assure that product complies with customer specifications. Processes needed for the quality system are identified in this quality manual and in associated operational procedures and instructions. The documentation defines these quality system processes, their sequence and interaction, and instructs on how to implement and apply them throughout the organization. The following outlines the documentation structure:

Quality Manual	Defines and contains all applicable elements of the Aviation Suppliers Association Quality System Standard (ASA-100/AC-0056) as it pertains to Commercial Aviation International operations.
Quality System Procedures	Describes specific responsibilities, tasks, associated documents, and records.
Forms	Documents used to record information and referenced in procedures, as appropriate. These may be electronic or hard copy.
Records	Evidence of the quality system requirements

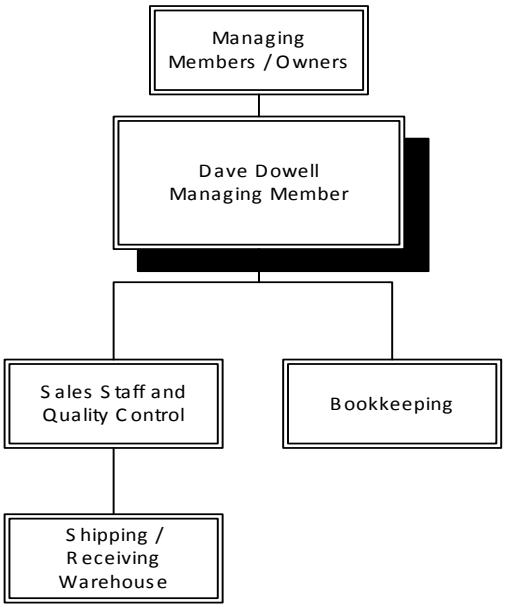
b. Quality manual documentation is readily available to all employees, customers, auditors, or regulatory bodies. All documentation is kept current and the accreditation organization will be notified in writing of any significant changes to the quality system and receive written notification of the acceptance of the change prior to implementation.

c. Commercial Aviation International quality system and quality manual defines:

1. Quality control department and an organizational chart showing the relationship of quality control and the rest of the organization. This includes assignment of personnel by title, responsible for specific functions within the quality system (see page 2).
2. Record keeping, distribution and revision control system for the quality documentation and other technical data, where required (see page 5).
3. Training requirements of personnel and necessary training records (see page 3).
4. Self life-limited parts and supplies are controlled within material control (see page 5).
5. Incoming discrepant parts and supplies will be controlled within material control (see page 4-5).

6. Receiving inspection procedure (see page 11).
7. Measuring and test equipment calibration program (see page 4).
8. Storage facilities and applicable specifications (see page 3).
9. Environmental controls used (see page 4-5).
10. Inspection stamp control system (see page 4).
11. Annual self-audit evaluation system (see page 2).

Commercial Aviation International
Organizational Chart



2. Self-Audit and Evaluation

The President is responsible for ensuring internal audits are conducted at planned intervals. The audit program includes a schedule based on quality system process areas, audit criteria, scope, frequency, methods, including tools and techniques. This includes auditor responsibilities, conducting audits, reporting corrective action results and ensuring actions are taken, ensuring follow-up verification and continuous improvement, and maintaining appropriate records.

Related Procedure: Self Audit Evaluation Procedure, Page 6.

3. Facilities Layout

Commercial Aviation maintains appropriate facilities to ensure adequate space and appropriate racks for parts inventory. Parts are stored to preclude damage and are secure to prevent unauthorized access. Serviceable parts are segregated and identified from unserviceable parts to control proper issuance.

Facilities process controls include:

(a) Commercial Aviation facility is located at 7625 E. Redfield Road Suite 160 Scottsdale, Arizona 85260.

(b) A shipping, receiving, and storage area for serviceable items is identified.

(c) The quarantine area is separated from serviceable stores, with “Quarantine” clearly marked on the area.

(d) An area is designated for receiving and handling of items that are sensitive to electrostatic discharge, with appropriate equipment present, as necessary in order to protect the items and personnel.

(e) An administrative area for the processing of receiving, shipping, orders, invoices, and standard company administrative documentation is established.

4. Training and Authorized Personnel

a. Commercial Aviation International personnel are properly trained to perform inspection, handling, and recordkeeping to support the quality system. Personnel who perform supervision, inspection, and shipping and receiving are properly trained and authorized. These personnel will be knowledgable of inspection techniques, methods and equipment used to determine part quality. Personnel authorization criteria are identified.

b. Personnel training is documented and records maintained that include formal and on-the-job training, based on their respective positions (see CAI0036). A roster of personnel authorized to perform inspection functions, and the inspection function(s) of each person is authorized to perform is included as Appendix C.

5. Procurement

a. The President or his delegate is responsible for ensuring that purchased materials conform to specified documentation requirements in Appendix A, ASA-100 Standard. Supplier records and an authorized supplier list are maintained.

b. Purchasing information includes the following as applicable: product approval, statement of work for services, product identification, and traceability including documentation/certifications, and acceptance notification. The adequacy of these requirements is reviewed prior to communication to supplier so that parts will conform to customer purchase request and that any deviations are disclosed and approved by the customer.

c. Commercial Aviation International procurement system assures that:

- a part known to have been subjected to conditions of extreme stress, heat, or environment is so identified in the material certification
- all airworthiness Directives (AD's) that are represented as having been accomplished are documented. Certification of compliance specifies AD number, amendment number, and method of compliance in form 8130-3.
- Items identified as overhauled, repaired or modified have the appropriate signed and dated documentation attached to substantiate the condition of the part identified in form 8130-3.

Related Procedure: Procurement Procedure, Page 9.

6. Receiving Inspection

a. Inspectors will conduct a complete visual inspection of all incoming parts and materials. The inspection will include but not limited to obvious physical damage, all appropriate caps and plugs are installed, verification that part numbers match the documentation, verification that the items match the purchase order, and that all required documentation is available, completed, and signed. . Inspection processes are supported by current specifications and records of inspection are maintained.

Related Procedure: Receiving Inspection Procedure, Page 11.

7. Measuring and Test Equipment

Commercial Aviation International is not responsible for measuring and test equipment to provide evidence of conformity of product.

8. Material Control

a. Material is handled as appropriate and is protected from damage and deterioration. Special packaging shall be utilized when required or by customer request. Storage areas are periodically checked for effectiveness of storage and identification.

b. Materials when practical will be stored and delivered in the manufacturer's original packaging. Commercial Aviation International uses ATA Specification 300 packaging or equivalent, or customer specified packaging when appropriate.

c. Material subject to electro-static discharge will be packaged, handled, and protected in accordance with requirements for safe handling.

d. Serviceable parts/components are adequately protected against the environment and damage by being properly wrapped, packaged, or boxed as appropriate.

e. Part numbering is identified clearly and no part number ambiguity exists. Multiple part numbers are not used to avoid any type of confusion regarding manufacturer or applicable specification.

f. A non-conforming materials system exists to implement corrective action with the detection of substandard or nonconforming parts.

g. Scrapped parts are mutilated by appropriate means. Records and documents are maintained on all serialized scrapped parts and life limited scrapped parts. When applicable, these requirements are imposed on subcontractors and/or repair facilities.

h. Material misrepresentation system is in place to control materials that are misrepresented. Suspected unapproved parts are reported to the FAA according to the provisions of AC21-29.

Related Procedure: Material Control Procedure, Page 14.

9. Shelf Life Control

a. Control shelf life-limited parts and materials are identified and controlled. Out-of-time or outdated parts and materials are segregated from serviceable items or discarded. Cure date of all shelf-limited items will be noted in an electronic data base, in order to identify them correctly.

10. Certification and Release of Materials

a. Commercial Aviation International provides certification with ASA-100 Standard requirements. Required certified statements and serviceable part documents are provided and product identification and traceability is maintained and controlled.

Related Procedure: Materials Certification Release and Shipping, Page 16.

11. Shipping

a. Parts shipped adhere to customer specific requirements, ATA-300 Specification, or equivalent. Proper containers and materials are used and personnel are trained in packaging and inspection methods.

Related Procedure: Materials Certification Release and Shipping, Page 16.

12. Document and Records Control

a. Commercial Aviation International maintains a system for governing storage, distribution, and retrieval of documents.

b. Records and documents are protected against damage, alteration, deterioration, and loss. Records are kept for a period of seven (7) years and are located on-site. All life limited parts records confirm life-limited status.

Related Procedure: Document and Records Control Procedure, Page 18.

13. Technical Data Control

Technical data control is not applicable to Commercial Aviation International.

1.0 Purpose and Scope

This procedure describes the requirements for planning and implementing a self-audit evaluation to verify that the quality system activities comply with planned arrangements, to determine the effectiveness of the quality system, and feedback for quality improvement.

2.0 Responsibility

The President is responsible for the implementation of this procedure. Specific responsibilities are defined in section 3.0.

3.0 Procedure

3.1 Scheduling

3.1.1 The quality management system is audited at least once annually. However, management may elect to audit some activities more frequently. Audits of the quality system can be conducted by a qualified external source.

3.1.2 Audits can be scheduled based on previous audit results and management's determination of each procedure's impact on the quality management system.

3.1.3 The President determines the audit schedule. This includes the relevant ASA-100 elements, quality manual procedures, and follow-up audit date (if required). The President notifies the auditor when an audit is scheduled.

3.2 Audit Planning

3.2.1 The President coordinates with appropriate personnel to schedule the audit.

3.2.2 The auditor prepares for the audit by a review of the following (as applicable):

- ASA-100 3.5 Self Audit Checklist
- Previous audit results
- External audit results (customer or regulatory)
- Procedures and reference documents/records

3.2.3 The auditor notes evidence, observations, compliant and non-compliant issues on the checklist.

3.3 Conducting the Audit

3.3.1 The auditor considers the following questions while conducting the audit:

- Are the processes defined and are they appropriately documented?
- Are the processes fully implemented as documented?
- Are the processes effective in providing the expected results?

3.4 Review Audit Results

3.4.1 The auditor reviews observed deficiencies with the Area Representative before leaving the audit area.

3.4.2 The auditor resolves any misunderstandings.

3.6 Internal Audit Record

3.6.1 The auditor completes an audit report for each audit with the following information as applicable: audit date, auditor name(s), area representative, corrective and/or preventive actions (CA/PA) issued, notes and observations, improvement ideas.

3.6.2 Completed audit reports and CA/PA forms are forwarded to the President for review. The President and auditor(s) will review the audit process and discuss the audit results together.

3.7 Corrective Action

3.7.1 Corrective Actions (CA) are taken to eliminate the cause of non-conformities in order to prevent recurrence. Corrective actions are appropriate and completed promptly.

3.7.2 Corrective actions will correct discrepancies reported. A corrective action will be used to locate and correct similar discrepancies, if they exist, in areas not audited. A corrective action will correct the root cause of the problem evidenced by the discrepancies; and follow-up actions will take place to assure no recurrence.

3.7.3 Corrective actions are documented on the Corrective Action Request (CAR) form. The same CAR form can be used to request corrective action regarding customers, suppliers, internal audits, nonconforming product, or processes. The form documents the unsatisfactory condition and the corrective action to be taken, and is used to record the verification and closure of the action.

3.7.4 During an audit, the auditor reports each audit deficiency on a separate corrective action request form (CAR) and gives it to the President.

3.7.5 The President defines root cause, develops and implements an appropriate CA and verifies each CA is implemented and effective. Once verified the President signs and dates the Corrective Action Form.

3.7.6 Once the internal audit report or CA is closed, the President files it.

1.0 Purpose and Scope

The purpose of this procedure is to define the methods used for ensuring that purchased product conforms to specified requirements, and customer order process.

2.0 Responsibility

The President is responsible for the implementation of this procedure. This procedure directly concerns Purchasing and Quality Control.

3.0 Procedure

3.1. Supplier Selection and Evaluation

3.1.1 The President is responsible for selecting new suppliers. A supplier file is established for every supplier. The supplier file is also used for keeping records pertaining to the supplier's quality history.

3.1.3 Suppliers and subcontractors who repeatedly fail to deliver satisfactory products, and/or do not deliver on time, despite earlier complaints and requests for corrective actions, are removed from the approved supplier list.

3.2 Approved Supplier List

3.2.1 The President is responsible for maintaining the approved supplier and subcontractor list. The list is kept current in the computer database. Only approved suppliers will be used unless directed to a specific source of supply from the customer.

3.3 Purchasing

3.3.1 An automated purchase order system is located in the computer-shared files. Access to the program is limited to the President, Sales, and Purchasing personnel. Materials purchased will conform to specified documentation requirements in Appendix A of the Standard.

3.3.2 All purchase requisition will be presented to the President or his delegate for appropriate approval. The purchase orders will be numbered consecutively and filed in ascending order. The purchase order will contain supplier name, Commercial Aviation part number, quantity, unit measure, description, and condition. Purchase orders over $5000.00 are reviewed/approved by the President before issue to ensure completeness of information.

3.3.3 The purchase order shall be prepared in two (2) copies and will contain all relevant information and data. Once the accuracy of the information on the purchase order is confirmed, the purchase order will be distributed as follows:

- 1 copy faxed/e-mail to the supplier and maintained in business office
- 1 copy placed in the purchase order file.

3.3.4 The purchase order must contain the following information as a minimum:

- Supplier Name and Address
- Ship to Information
- Date of the Purchase Order
- Method of Shipment
- Purchasers Name
- Part Name
- Name of product or Service Ordered
- Certification Requirements
- Manufacturing, Test or Inspection Requirements, if any.
- Packing, Packaging and Preservation Requirements, if any.
- Delivery Required
- Lot and batch information, if any

3.3.5 After approvals and issuance, the purchase order is used to contact the supplier to place the order. The order will be placed verbally with PO Number provided to the supplier. If required, PO is faxed or mailed to supplier.

3.3.6 A copy of the purchase order is retained in the purchase order file and used for receiving purposes. The purchase order copy is kept on file until receipt of the goods ordered. Upon request all purchase orders and applicable documents will be made available to the customer.

3.4 Verification of Purchased Product

3.4.1 Upon receipt of the goods ordered, the warehouse accepts goods, signs bill of lading/ packing slip, attaches copy, and returns it to the purchase order file. The receiving personnel verifies the order by matching the bill of lading/packing slip to the purchase order, approves, and gives the purchase order to the Accounting Department for payment of invoice.

3.5 Customer Order Processing

3.5.1 Upon receipt of an order from a customer, a sales person will issue a Sales Order. The sales person will pick all items ordered and inspect the items for damage and for any shelf life-limitation. The Salesperson will then process a packing slip and invoice for processing, which complies with the customer's purchase order. All packing slips will include condition, description, quantity, unit measure, and will note any serial numbers where applicable. The salesperson will use CAI form 0053, to note the above information. In the event that an item is drop shipped directly to a customer, from a vendor, a form 0053 is not required. The salesperson will verify all appropriate plugs and caps are installed.

3.6 Nonconforming Product

3.6.1 When a nonconforming delivery is identified, the receiving clerk segregates material to quarantine area. Receiving clerk contacts the vendor to acquire correct documentation. If not achieved, material is shipped back to vendor with RMA.

1.0 Purpose and Scope

The purpose of this procedure is to define the methods used for ensuring verification of incoming parts and materials and assignment of responsibilities. This includes acceptance, suspected unapproved parts, nonconforming product, and dangerous goods and special material/purchases.

2.0 Responsibility

The President is responsible for the implementation of this procedure. This procedure directly concerns Receiving and Quality Control.

3.0 Procedure

3.1. Verification of Incoming Parts and Materials

3.1.1 Upon receipt of a shipment in the receiving area, Sales Staff will unpack the shipment and visually inspect for obvious physical damage during transit, verify that all appropriate caps and plugs are installed, and verify compliance with the supplier's packing slip and Commercial Aviation's purchase order.

3.1.2 Sales Staff must verify that part number (including dash number and letter), model number, serial number, lot and/or batch number of the item matches the accompanying documentation, and that the quantity and part number of the item matches the purchase order and method agreed between Commercial Aviation and supplier for part number substitution. Sales Staff will also verify that all required documentation (maintenance release, material certification, traceability to an FAA-approved source, etc.) are on hand and are properly completed and signed.

3.1.3 Materials received subject to damage from electrostatic discharge shall be unpacked, handled and protected with necessary precaution and special tools, in order to prevent electrostatic discharge. These tasks shall be performed in the special location designated for such materials.

3.1.4 In addition, Sales Staff must verify that all items identified as overhauled, repaired or modified have the appropriate signed and dated documentation(8130-3) attached to substantiate the condition of the part. And that all Airworthiness Directives (AD's) that are represented as having been accomplished are documented. Certification of compliance shall specify AD number, date, and method of compliance.

3.2 Acceptance of Parts and Materials

3.2.1 If the part meets 3.1 requirements, Sales Staff confirms approval and acceptance. A copy of the documentation is filed in the proper purchase order file. The part will be tagged with CAI Form 0046, and placed in an appropriate location in the warehouse. CAI Form 0052 is not required for items drop shipped directly to our customer from a vendor.

3.1.2 Suspected Unapproved Parts

3.3.1 Suspected Unapproved Parts will be reported to the Inspector, who will complete FAA Form 8120-11 and attach it to the part. The Inspector will notify the Management Member of the company and immediately proceed with notification in accordance with FAA Advisory Circular AC 21-29. This is described in Appendix B of this manual.

3.4 Nonconforming Product

3.4.1 Any items received that are not in accordance with the purchase order or damaged will immediately be placed in the quarantine area. Sales Staff will contact the vendor and determine disposition. If applicable, an RMA will be issued and product returned to the vendor.

3.4.2 In the event parts are received that are found to be materially misrepresented, the supplier will be notified, and the part will be placed in quarantine. Notification will be made in writing within 24 hours of discovery.

3.4 Inspection Stamp and Stamp Control

Commercial Aviation Quality Control Inspection personnel are properly trained and authorized. See Appendix C, Roster of Authorized Personnel for duties and responsibilities.

3.5 Dangerous Goods and Special Material/Purchases

3.5.1 Dangerous goods and hazardous material will receive a tag to identify it as HAZMAT, and will be stored in a separate location marked as “HAZMAT” in the warehouse. Special attention is required for monitoring of the expiration date of controlled items; i.e., oxygen bottles, etc. Shelf life will be noted in an electronic data base.

3.5.2 Materials subject to damage from electrostatic discharge shall be unpacked, handled and protected with necessary precaution and special tools, in order to prevent electrostatic discharge. These tasks shall be performed in the special location designated for such materials.

3.5.3 Incident-related material: as a matter of policy Commercial Aviation does not deal with incident-related material. However, in rare cases Commercial Aviation may be requested to purchase an incident-related item for a customer. In such a case, Commercial Aviation will require a statement in writing from the customer authorizing us to sell them that particular item.

3.5.4 Upon receipt of such an item to Commercial Aviation's warehouse, the item will receive a tag to identify it as incident-related, will be marked in the computer system as incident-related, and will be stored in a separate location marked as "Incident-Related Material" in the warehouse.

3.5.5 Military parts: as a matter of policy Commercial Aviation does not deal with military-traced items. However, in rare cases Commercial Aviation may be requested to purchase an item that is military surplus or a new item that is for military use. Upon receipt of such an item to Commercial Aviation's warehouse, the item will receive a tag to identify it as a military part.

1.0 Purpose and Scope

The purpose of this procedure is to define the methods to preserve conformity of product during storage, processing, packaging, and delivery. This includes product that is misrepresented and scrapped parts.

2.0 Responsibility

The President is responsible for the implementation of this procedure.

3.0 Procedure

3.1. Material Storage and Control

3.1.3 Materials, parts, and components are protected from damage or abuse. Items which may be affected by heat, dust, sunlight, or air circulation will be placed in protective bags/containers prior to being stored in the serviceable stores area.

3.1.4 The inspector will check all shelf life items for validity at the time of sale. All expired items should immediately be discarded or sent for recertification, as applicable. In the event that an item is not sent for rectification, it will be placed in the quarantine area. All scrapped items will be discarded in accordance with section 3.6 of this procedure.

3.1.5 The President will periodically carry out inspections of stores. Once a year, a complete stock check will be performed, including full inventory count on hand. This count will be compared with the computer system inventory and any necessary corrections will be made to update the system inventory.

3.2 Recall Control: This section is not applicable to Commercial Aviation International. Parts identified by batch numbers are not maintained.

3.3 Packaging

3.3.1 Materials when practical will be stored and delivered in the manufacturer's original packaging. Packaging will identify the manufacturer, distributor, part number, serial number, lot or batch number (if applicable) and the quantity. Commercial Aviation will use ATA Specification 300 packaging or equivalent as appropriate for the unit being shipped, or customer-specified packaging. Environment-friendly packaging material should be utilized. Flammable, toxic, or volatile material shall be packaged in a safe manner per manufacturer's recommendations or as specified by local regulations.

3.3.2 Note: Tape will not be used to cover electrical connections or fluid fittings/openings. Adhesive residue can insulate electrical connections and contaminate hydraulic or fuel units.

3.4 Electro-Static Sensitive Devices, Dangerous Goods, and Hazardous Material

3.4.1 Material subject to damage from electrostatic discharge shall be packaged, handled, and protected with necessary precaution and with proper packaging and labels to show electrostatic-sensitive device, as well as special tools to prevent electro-static discharge.

3.4.2 Dangerous goods and hazardous materials, upon being picked for shipping, shall be identified with respect to the proper hazardous material description, shipping name, class or division, identification number, label code and special provisions. Based upon this information, such material will be appropriately packaged and labeled. The certified dangerous goods materials handler, specifying the required information in accordance with ATA regulations will prepare dangerous goods shipping documents.

3.5 Nonconforming Materials

3.5.1 Parts that are detected to be substandard or otherwise nonconforming will be identified and moved to the quarantine area. The inspector will contact the vendor and determine disposition. If applicable, an RMA will be issued and product returned to the vendor.

3.6 Scrapped Parts

3.6.1 Items that have been determined to be scrap will be mutilated to the extent that will preclude the possibility of their being restored and returned to service. Commercial Aviation International mutilates scrapped items by drilling, grinding, or other appropriate means.

3.6.2 Scrap process is as follows:

- identify part number, serial number, and description
- make appropriate entry into scrap log and date
- adjust cost and quantity in quantum
- mutilate part to assure part cannot be installed on aircraft
- insert all appropriate paperwork in the repair order file or purchase order file for the scrapped parts

3.6.3 The scrap process will be approved and signed by the Inspector prior to execution. The record will be maintained for a period of seven years on form CAI0054 that describes the item scrapped, and action taken. In the event a part is scraped at another location, (e.g., repair station) a scrape report will be requested, and enter on form CAI10054.

1.0 Purpose and Scope

The purpose of this procedure is to define the methods for product release and certification, including shipping of product.

2.0 Responsibility

The President is responsible for the implementation of this procedure.

3.0 Procedure

3.1. Material Certification and Release

3.3.1 Commercial Aviation will provide the customer with certification in accordance with Appendix A of ASA-100 Standard. Certification Form ATA 106 form will be issued on any item sold as described in Appendix D of this Quality Control manual. Form ATA 106 will show part number, condition, description, serial number, quantity, (lot and batch when available from our vendor) and a statement certifying that the item or material was or was not:

- Removed from an aircraft or engine that was subjected to extreme stress or heat (i.e., major engine failure, accident or fire); or
- Itself subjected to extreme stress or heat (i.e., a warehouse fire); or obtained from any Government or military services.

3.3.2 The Quality Control Inspector will ensure that a document from an FAA approved repair station or air carrier is included for each serviceable part and the part is indicated as serviceable (Note: This is not applicable to new parts unless work or test was performed on the part). The document will contain a signed maintenance release statement for return to service signed by an authorized individual of the repair station. Inspection stamps, printed name stamps/symbols will not be used.

3.3.3 A copy of the teardown report that describes the condition found at overhaul and list of significant parts replaced will be included.

3.3.4 In the event a shipment is for less than the 8130-3 indicates, a copy will be made and marked true certified copy, and provided to the customer.

3.2 Identification and Traceability

3.2.1 Identification and traceability is maintained for all parts to the source or to an FAA certificate holder. Upon request, information pertaining to the approval status of each part will be provided.

3.2.2 All parts received by Commercial Aviation International are examined for proper certification. Parts will be placed in stock with a P.O. number corresponding to the P.O. number on the packing slip of the supplier. The Q.C. Inspector will initial the incoming product per receiving inspection procedure. The packing slip and all traceability are then attached to the purchase order. The Quality Control Inspector will periodically inspect the stores records against items in stock, and will spot check the records to ensure they are filed properly for traceability.

3.2.3 Commercial Aviation International Certifications accepted:

- 8130-3 (EASA)
- JAA Form One
- 24-0078
- OEM Pick Ticket or Certification
- Packing Slip from 145, 121, 129 to include complete chain of ownership
- OEM Authorized Distributor
- Material certification with non-incident statement from each party in chain of ownership
- Aircraft bill of sale from owner to third party indicating aircraft tail #, MSN, and part removal tag from 145
- Aircraft leasing company when approved by CAI management and customer
- Foreign Carrier and Part 91
- Transport Canada Civil Aviation
- Transport Canada Form 1

3.3 Shipping

3.3.1 Commercial Aviation International uses ATA Specification 300 packaging or equivalent as appropriate for the unit being shipped, or customer-specified packaging. Items are packed in containers that preclude damage from rough handling. Personnel are trained in the proper methods for packaging and shipping. This includes a complete visual inspection to ensure no physical damage and verification that all appropriate plugs and caps are installed.

3.3.2 Tape will not be used to cover electrical connections or fluid openings.

3.3.3 Only shippers from the authorized supplier list are utilized.

3.3.4 Sales personnel will use Shipping Checklist, CAI form 0053 to document and ensure:

- verification that part numbers (including dash numbers and letters) model numbers, serial numbers, of the items being shipped match the accompanying documentation;

- verification that part numbers (including dash numbers and letters) model numbers, serial numbers, of the items being shipped match the customer's request/purchase order;

- verification that packing slips contain all information required by the customer;

- verification that the shipping container and packing are appropriate for the items being shipped;

- verification that all appropriate required documentation maintenance release, material certification, traceability documents, (etc) are at hand, properly completed, and signed.

3.3.5 In the event that an item is drop shipped directly to a customer from a vendor, a form 0053 is not required.

1.0 Purpose and Scope

This purpose of this procedure is to define the controls for establishing, issue, revision, and storage quality system documentation and quality system records.

2.0 Responsibility

The President is responsible for the implementation of this procedure.

3.0 Procedure

3.1 Generation of Documentation

3.1.1 Procedures, policies, and forms may be drafted by anyone at Commercial Aviation International

3.1.2 The draft is forwarded to the President for review and agreement that the document is required for inclusion into the documented management system.

3.1.3 The procedure or policy is entered into the computer, with current revision status noted.

3.1.4 Forms are listed in the computer and are password protected. Only the President is authorized to make changes in the computer. Approval is by entry in the computer of a new form or Revised Date form.

3.1.5 The documented quality management system is in the computer and is password protected. Only the President or designee is authorized to make changes in the computer. Approval is by entry into the computer. The signature of the President on the cover approves hard copies.

3.2 Document Issue

3.2.1 The President distributes copies of controlled documents to company personnel through the computer, explains the changes, and deletes the old documents. Internal and external documents are controlled.

3.2.2 All forms/documents including external documents are normally identified by their title, document number, and revision level.

3.2.3 The President maintains a distribution list of controlled copies of documents and a master list and change summary of all issued forms. The list identifies each issued form by its title, document number, date of issue, the last revision level, and distribution (if not otherwise provided). All documents will remain legible and readily identifiable.

3.3 Document Revision

3.3.1 Where Manual document revisions are identified as necessary, a draft copy is submitted to the person that originally approved the document for review.

3.3.2 If the revision is acceptable, a new master is entered into the computer as per 3.1.

3.3.3 The revision number is incremented in the footer section of a form, the header section of a procedure, or on the cover of the quality manual. Changes to the cover/introduction section of the Procedures manual revision is noted on the cover. This is for an addition or deletion of a procedure. The most current procedure is kept without tracked changes in the computer system.

3.3.4 The Revised Date document is then distributed as per section 3.2.

3.3.5 A Revised Date form, with new revision status is entered into the computer and replaces the existing document. All obsolete documents are destroyed when replaced.

3.4 Records

3.4.1 Records are identified and maintained in customer files, vendor files, sales order files, and business files (external supplied documents). Originators of records will ensure that records are legible. Electronic records are backed up regularly.

3.5 Storage and Preservation

3.5.1 The functions responsible for collecting records will ensure that records are stored and maintained in a manner to prevent damage or loss, and accessibility to customers, auditors, and other interested parties, as appropriate.

3.5.2 Hard copies are stored in files or cabinets to protect against damage or deterioration

HARD COPY LOCATED IN SHIPPING AREA

SEE MANAGING MEMBER FOR COPY

Suspected Unapproved Parts

In recent years, the FAA has intensified efforts to educate its inspectors and the public regarding the potential safety threat posed by aeronautical parts that do not meet applicable design, manufacturing, and maintenance requirements. In 1993, the SUP Program was established to coordinate efforts and address issues posed by the entry of "unapproved" parts into the United States aviation system.

In August 1995, the FAA convened a Task Force to conduct a thorough review of SUP issues and devise a program plan which would build on past initiatives and increase the existing program's effectiveness. A vision for the Task Force and SUP Program was set forth as follows:

To promote the highest level of aviation safety by eliminating the potential safety risk posed by the entry of "unapproved parts" in the U.S. aviation community. To achieve this vision, the Task Force developed a SUP Program Plan. The plan included several special emphasis areas, and specific recommendations. The recommendations identified the need for the FAA to establish an organizational structure capable of providing clear and consistent guidance, enhanced training, more timely SUP case processing, access to usable management information system data, and improved coordination with law enforcement authorities.

Following acceptance of the recommendations, the SUP Program Office was established effective November 13, 1995. Functions of the SUP Program Office include:

- Providing a primary point of contact on SUP issues.
- Providing technical support to FAA Offices and industry.
- Developing basic SUP Program policy and guidance material.
- Developing and maintaining a parts reporting information system and analyzing data in that system.
- Disseminating SUP information to FAA Offices, other government agencies, and industry.
- Identifying SUP related training requirements, overseeing training program development, and evaluating training.
- A full copy of this report is available in both Word 6.0 format and Adobe Acrobat. Be advised these files are over 100 pages!

Additional Documents:

8120-11 SUPs Notification Form This form is in Word 2.0 format available for downloading.
Advisory Circular 21-29B: Detecting and Reporting Suspected Unapproved Parts. (Notice: This is in Word 6.0 format)

Advisory Circular 21-29B: Change 1 Addendum

Name	Title	Initials
Matt Dowell	Sales and Quality Control Inspector	MD
J.P. Jones	Sales and Quality Control Inspector	JP

Quality Control Inspector authorization criteria (duties and responsibilities) are identified in the following documentation:

1. Receiving Inspection Procedure (pages 10-12)
2. Material Control Procedure (pages 13-14)
3. Materials Certification Release and Shipping Procedure (pages 15-16)

Dave Dowell, Managing Member

(A) Ensure that all suppliers to Commercial Aviation meet Commercial Aviation Quality Control requirements.

(B) Ensure that all items sold to or sold by Commercial Aviation meet Commercial Aviation Quality Control requirements.

(C) Oversee Receiving and Shipping staff. Ensure that staff is properly trained in the storage of parts, observation of certification on vendors' packing slips, handling of parts, consignment codes, filing of purchase orders and packing slips, and identification of bogus parts based upon information received from aircraft/product manufacturers or FAA.

(D) Ensure that all items being received by and shipped from Commercial Aviation are in the condition specified on the purchase order, including complete visual inspection of all incoming parts and materials.

(E) Exercise responsibility for all items in quarantine stores which must be disposed of, repaired or returned to vendor; fill out and file Commercial Aviation forms per the Quality Control manual, if and when required.

(F) Ensure that all records are maintained for a minimum of seven years.

(G) Report all Suspected Unapproved Parts to the Management and ASA.

1. IDENTIFY:

   A: Part Number
   B: Serial Number
   C: Description

2. MAKE APPROPRIATE ENTRY IN SCRAP LOG

3. ADJUST COST AND QUANTITY IN QUANTUM

4. MUTILATE PART TO ASSURE PART CANNOT BE INSTALLED ON AIRCRAFT.

5. INSERT ALL APPROPRIATE PAPERWORK IN THE REPAIR ORDER FILE OR PURCHASE ORDER FILE FOR THE ***SCRAPPED PARTS***.

SEE MANAGING MEMBER FOR COPY

Commercial Aviation International

Table of Contents – Forms

Form Name	Form Number	Issue Date
Credit References	CAI 0031	10/10/01
RMA Authorization Request	CAI 0035	02/27/01
Training Requirements/Record	CAI 0036	12/08/08
Material Exchange Agreement	CAI 0038	11/26/07
Vendor Audit Questionnaire	CAI 0039	02/27/01
Serviceable Part Tag	CAI 0046	02/27/01
Corrective Action Form	CAI 0048	05/15/07
Fax Cover	CAI 0049	02/27/01
Rejection Tag	CAI 0051	02/27/01
Unserviceable Tag	CAI 0050	02/27/01
Receiver	CAI 0052	06/01/07
Shipping Checklist	CAI 0053	04/12/06
Scrap Log	CAI 0054	02/07/01
Contra Agreement	CAI 0058	09/12/03
Request for Credit Information	CAI 0065	07/01/05
Wire Instructions	CAI 0066	06/01/08
ASA-100 Self Audit Checklist	Revision 3.5	2008