Quality Manual

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Original version in English

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2 COMPANY PROFILE

Company Name:		**TOULOUSE AIR SPARES SAS**	
Company Registration Number and date:		RCS TOULOUSE 534 947 692 - 01 October 2011 SIRET: 534 947 692 00016 Code APE : 4614Z	
NATO Cage Code:		FB0Z3	
Number of Staff members:		7	
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	Store Manager:	**Mr Sébastien LANGUILLE**	store@toulouseairspares.com
Capabilities:	**TRADE STOCKING & DISTRIBUTION OF AIRCRAFT PARTS & SERVICES**		
Company Approvals:	**ISO 9001:2008 and EN 9120:2005 certified**		
Company Banks Details	**CIC SAINT ORENS ENTREPRISE** 1 Place de la Poste 31650 Saint Orens de Gameville SWIFT CODE: CMCIFRPP 1. **EURO** Account number: 00085004601 IBAN: FR7610057192140008500460190 2. **Dollars** Account number: 00085004602 IBAN: FR7610057192140008500460287		
Company VAT Number	FR 10534947692		

3 QUALITY POLICY

TOULOUSE AIR SPARES, as a factory authorised distributor and a supplier of aviation equipment, strives to serve our Customers through a total commitment to integrity, service excellence and customer satisfaction. With the involvement of our people, we are committed to the continuous improvement of our Quality Management System (QMS), to ensure that the requirements of our company, and of our customers, are met to the fullest extent.

A significant aspect of the process of meeting these goals involves the establishment and maintenance of a formal QMS. This is the vehicle by which we put in place a pro-active system of standards, processes and audits to ensure that all of the material we handle is properly accounted for, conforms to technical specifications, documented, handled and stored.

This is consistent with our commitment to play a positive role in aviation safety and ensure that we act as, and are perceived as, a responsible leader in the aerospace industry.

Adherence to the letter as well as the spirit of these requirements is the responsibility of every member of the TOULOUSE AIR SPARES team.

The Quality Manager is responsible to improve and develop the QMS according to the latest revision of **ISO9001 & EN9120** standards. They also ensure the availability of resources and information to develop our QMS.

The procedures established are designed to provide positive tracking of all material purchased, handled, and sold by our company.

The mission of the TOULOUSE AIR SPARES team is:

1) **CUSTOMER SATISFACTION**
   - ⇨ Exceptional service quality,
   - ⇨ All contract requirements are met,
   - ⇨ Exceptional product quality,
   - ⇨ On time delivery.

2) **DEFECT FREE PRODUCTS**
   - ⇨ Purchased,
   - ⇨ Stocked,
   - ⇨ Supplied.

Approved by :

Laurence MATTIUCCI

President

4 QUALITY MANAGEMENT SYSTEM

4.1 General Requirements

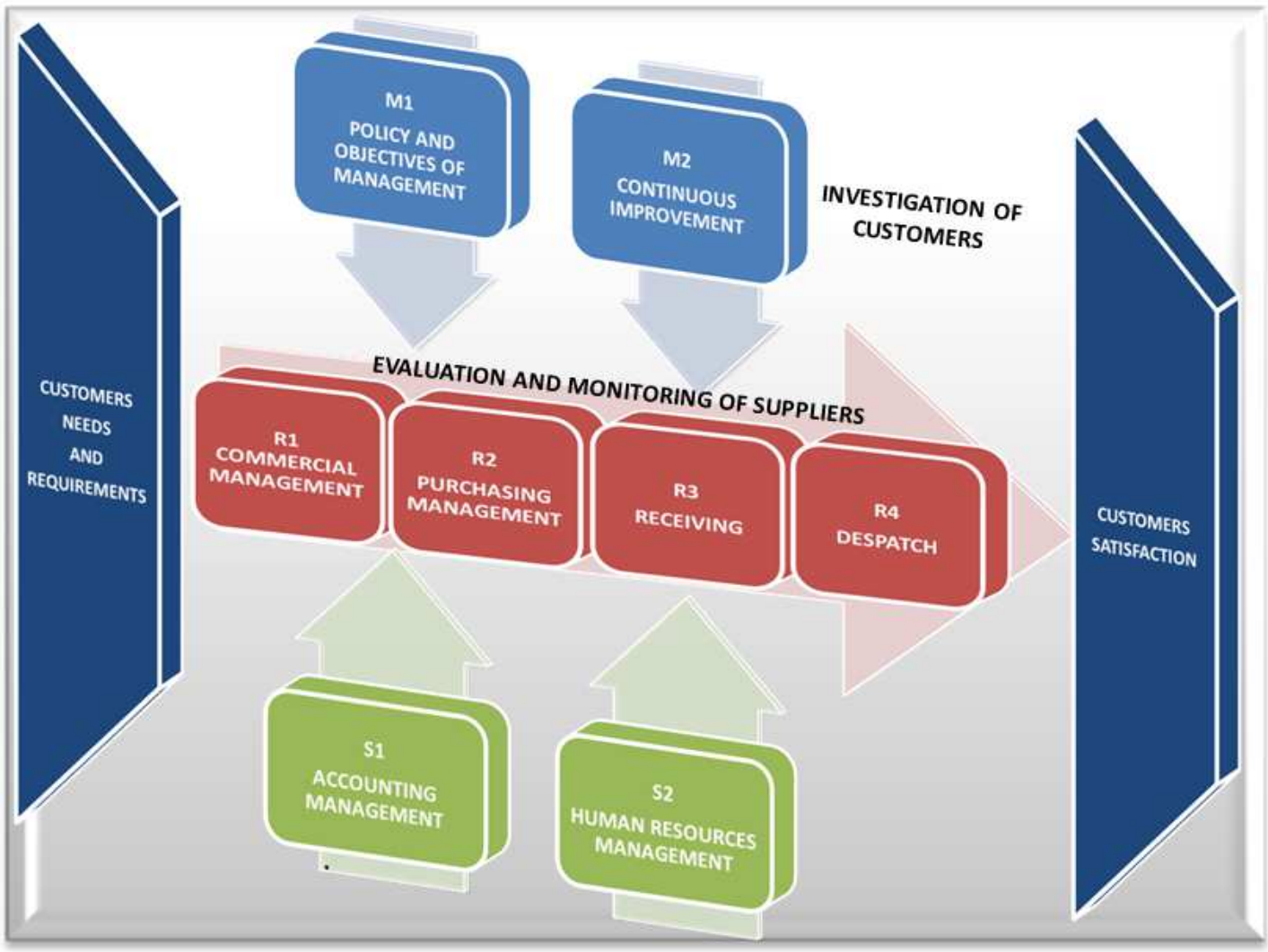
A Quality Management System (QMS) is developed and implemented:

- To comply with the requirements of **ISO9001* & EN9120***; and
  Note (*): Wherever a standard is referenced without a revision status, it shall imply that the latest revision of said standard shall be applicable.
- To relate to the business requirements and activities of Toulouse Air Spares which affect product/service quality; and
- To continually improve the effectiveness of our business.

The QMS includes all processes within our scope as defined in section 4.2.2.

The flow sequence and interaction is defined in **Figure 1** below.

Figure 1: **TOULOUSE AIR SPARES Process Flow and Interaction**



The eight (8) processes mentioned in **Figure 1** are independently described in Process Description Forms: resources, pilot, constraints, tools, indicators, and results.

The processes that could affect product conformity which are out-sourced include repair, re-certification of product and shipping. These processes are conducted in a controlled manner and to a certain extent in accordance with our system.

Suppliers are approved and their performance evaluated.

4.2 Documentation Requirements

4.2.1 General

All Quality Management System (QMS) related documentation and records are consistent with both our Quality Policy, as well as the **EN9120** Aerospace series Quality Management Systems requirements for stockist distributors (based on **ISO9001)**.

On behalf of TOULOUSE AIR SPARES, the President ensures that the QMS and its documented procedures are effectively implemented and maintained.

The range and detail of the documentation is dependant on the complexity of the work, the methods used, and the skills and training needed by the personnel involved in carrying out the activity.

Reference is made in the roadmap, **Appendix-A**, between the **ISO9001 & EN9120** sub-clause and the applicable documentation.

Records are kept to demonstrate effective implementation of the QMS.

4.2.2 Quality Manual

All activities regarding the distribution and supply of aviation equipment are included within our Quality Manual.

The sequence and interaction between the processes is defined in the process flow depicted in **Figure 1** above.

Due to TOULOUSE AIR SPARES not being involved in a Manufacturing environment, the following sub-clauses fall outside the scope of the organisations activity:

- Design and development (§ **7.3**);
- Validation of processes for production and service provision (§ **7.5.2**).

Should this situation changes in future, procedures shall be established, documented, implemented and maintained.

The roadmap, contained in **Appendix-A** of this document, indicates the interrelation between **ISO9001 & EN9120** and various levels of documentation.

In addition, relevant Works Instructions are referred to in the Procedures.

The Process flow, an overview of processes within TOULOUSE AIR SPARES, based on product realisation and system management, can be found in **Figure 1** above.

The Quality Documentation System implemented within TOULOUSE AIR SPARES:

(1) Policies;
(2) Quality Manual;
(3) Procedures;
(4) Work Instructions, which can include specifications, testing/inspection instructions, standards...
(5) Records;
(6) Tools and Indicators Fact Sheets

Product/service quality and therefore the achievement of customer requirements, is controlled through the QMS.

Level 1:

The **Quality Policy** Documentation contains the President Quality Policy statement and also the policy and strategy employed in TOULOUSE AIR SPARES for implementing each of the relevant **ISO9001 & EN9120** elements. This document also provides an entry into the lower level documents.

Level 2:

The **Quality Manual** Documentation

Level 3:

The **Procedures** Documentation describes the activities and documentation flow, both internally, as well as between TOULOUSE AIR SPARES and their customers/suppliers.

Level 4:

The **Works Instruction** Documentation includes all detailed instructions used to control and define specific activities in all areas of the organisation.

Level 5:

Records of all activities, which relate to product quality are established and maintained as necessary.

Level 6:

The **Tools** and **Indicators** used within TOULOUSE AIR SPARES ensure the implementation of a Continuous Improvement.

4.2.3 Control of Documents

Documented procedures are established and maintained to ensure the control over all data and documents, be they internal or, where applicable, received from external sources.

The President will review, update and re-approve documents, as and when required. This results usually from an internal audit or corrective / preventive action.

Considering the vast amount of external information, the President decides which external documents are to be controlled, and in which way.

These documents and data can be in the form of any media, e.g. hard copy and/or electronic media. The President ensures that documents are kept legible and readily identifiable.

All documents and data are reviewed and approved by the President prior to issue.

To ensure that only current issues are in use, a master list, indicating revision status, will be kept up to date by the President or Quality Manager.

To ensure that relevant documents are available where needed, documents are made electronically accessible to everyone on the TOULOUSE AIR SPARES team, via a shortcut on individual computers connected to the network server. The President or Quality Manager will ensure that revisions to all documents will be updated on the network server, and that everyone is notified of the document revisions. Documents which, are not available in electronic format, will be issued in accordance with a distribution list, authorised by the President, and kept by the Document Controller.

Where relevant, well identified, dead files of obsolete documents/data are kept.

All document and data changes are reviewed and (re-) approved by the President. The revision status is identified in the relevant document.

Where practicable, the reason for change is indicated in the document/data.

The President/Quality Manager will ensure that invalid/obsolete documents/data are removed from all points of use.

4.2.4 Control of Quality Records

TOULOUSE AIR SPARES maintains quality records to demonstrate conformance to customer's requirements as well as the effective operation of the QMS. As all records are indicated under the "Record" section in the relevant procedure, no separate procedure for this has been introduced.

These records do include relevant quality records provided by TOULOUSE AIR SPARES suppliers.

Where agreed contractually, our customers have access to relevant quality records.

All these records are legible, identifiable, and stored, in such a way that they are easily retrievable and adequately protected.

In general, unless stated otherwise, the following rules apply:

- Identification will be by form number and/or name;
- Indexing will be numerical, alphabetical or date as decided by the custodian;
- Collection, distribution and responsibility will be indicated in the relevant procedure;
- Access is as follows:
  - All staff has access to records pertaining to their own operational area;
  - Management has access to all records, if so required;
  - Customers must obtain permission of the President, unless otherwise specified in a customer's agreement.
- Storage and maintenance will be in such a way that prevents damage, deterioration or loss;
- Retention time is defined in the individual procedures;
- The responsible person will physically destroy all records past their retention times, at 6 monthly intervals or less.

Records can be in the form of any type, e.g. hard copy or electronic media.

Records shall include:

- Individual procedures;
- Manufacturer, distributor, repair station, test and inspection reports,
- Original certificates of conformity (manufacturer, sub-tier distributor), copies of airworthiness certificates

- Non conformance, concession, and corrective action records
- Lot traceability records
- Environmental or shelf life condition records

Records are traceable to the original documentation and remain available if necessary.

Documented procedure for Electronic media is available in the Procedures manual.

5 MANAGEMENT RESPONSIBILITY

5.1 Management Commitment

The President has defined TOULOUSE AIR SPARES' Quality Policy, which provides a framework for setting objectives whilst implementing a Quality Management System (QMS) that conforms to **ISO9001 & EN9120**.

The President shall ensure that:

- Employees are aware of the importance of meeting customer as well as statutory and regulatory requirements;
- Quality policy is established;
- Quality objectives are established;
- Management reviews are conducted;
- Adequate resources are available;
- The Accreditation Organisation will be notified, in writing, prior to implementation of any significant changes to the Quality Management System.

5.2 Customer Focus

Prior to tendering, accepting a contract or order, these are reviewed paying special attention to the following aspects:

- That all requirements are adequately defined; either documented or, in case of a verbal agreement, is clearly agreed upon. In case the customer does not provide a specification, it will be agreed with the customer which closest specification will be used;
- That all differences between the tender and the final contract/order are resolved; and
- That TOULOUSE AIR SPARES is capable of satisfactorily fulfilling the customer's requirements.

This is done with the aim of enhancing customer satisfaction

5.3 Quality Policy

The President has defined TOULOUSE AIR SPARES' Quality Policy, which provides the framework for setting of objectives, whilst implementing a QMS that conforms to **ISO9001 & EN9120**.

This policy is stated in Section 3 of this document.

Communication and understanding of the requirements of the Quality Policy is included in the Procedure dealing with Training.

Continuing suitability of the Quality Policy is evaluated during Management Review meetings.

5.4 Planning

5.4.1 Quality Objectives

Based upon the Quality Policy, as well as a "Quality Risk Analysis", the President formulates specific objectives, on at least an annual basis. These objectives are formally reviewed, and adapted, if required, during Management Review meetings.

5.4.2 Quality Management System Planning

The President ensures that:

- Planning of the QMS is carried out to meet the requirements in Section 4.1 as well as the quality objectives;
- The integrity of the QMS is maintained at all times.

In addition to this, special attention will always be given to:

- Identifying and acquiring, if necessary, any resources and skills needed to ensure customer satisfaction;
- Ensuring compatibility between our processes and the applicable documentation;
- Ensuring that we employ the latest, but economically viable, technologies, as applicable;
- The identification of any measurement requirement involving capability that exceeds the known state of the art;
- Identifying suitable verification at appropriate stages;
- Clarifying acceptability standards.

5.5 Responsibility, Authority and Communication

5.5.1 Responsibility and Authority

Responsibilities and authorities of all personnel are detailed in the Job Descriptions Index personalised for each staff member. Responsibilities and authorities are also available in the relevant Procedures and Work Instructions.

All personnel have the necessary authority to carry out their responsibilities.

The interrelation of personnel is outlined in the Organogram, authorised by the President. The President keeps up-to-date copies of these. All copies distributed from there are for information purposes only, and are not controlled documents.

5.5.2 Management Representative

A Quality Manager is named and is responsible to ensure that:

- The QMS is established, implemented & maintained;
- The performance of the QMS is regularly reviewed and used as a basis for improvement;
- Ensure promotion of awareness of customer requirements throughout the organisation;
- The organizational freedom is used to resolve matters pertaining to quality and that product conformity is maintained.

When required, the Quality Manager can liaise with external parties on Quality System matters.

The Quality Manager reports on the performance of the QMS to the Top Management, to try and improve the QMS.

5.5.3 Internal Communication

In view of the size of the company, verbal internal communication continuously takes place between Management and Staff. This includes communication up and down as well as cross lateral. Where matters require highlighting, specific information meetings are held. The effectiveness of the QMS is discussed during Management Review meetings, as well as information sessions, as applicable.

5.6 Management Review

5.6.1 General

Management reviews shall be conducted at least annually by the President to ensure continuing suitability, adequacy and effectiveness of our Quality Management System in meeting the requirements of **ISO9001 & EN9120**. We will further review our performance in meeting our objectives as defined by Management. These meetings include opportunities for improvement and the need for changes to the QMS. The President chairs such meetings.

In order to establish the suitability, adequacy and effectiveness of the QMS, to satisfy the requirements of **ISO9001 & EN9120**, as well as our own quality objectives, a complete review of the system is done at least once per annum.

On a defined frequency, a Quality review is conducted to follow up indicators evolution and check that no "dangerous" tendency is described.

5.6.2 Review Input

This review will include, amongst others, quality objectives, customer satisfaction, corrective actions, customer complaints, non-conformances, internal audit results, developments in technology, new and alternate products and suppliers as well as their performances, and trend analysis where appropriate.

5.6.3 Review Output

During the review, minutes are taken by the Quality Management or delegate. Thereafter, minutes are typed and approved by the President. Minutes of these meetings are distributed to all Staff, and are kept for future reference.

6 RESOURCE MANAGEMENT

6.1 Provision of Resources

The adequacy and suitability of resources are reviewed at least annually during the Management Review meeting, to ensure that:

- The Quality Management System (QMS) is implemented and maintained, while its effectiveness is continually improved;
- Customer satisfaction is enhanced by meeting, or exceeding, their requirements.

Prior to acceptance of any contract (which includes all Sales), TOULOUSE AIR SPARES verifies that all necessary resources, including personnel and equipment, as well as those needed to enhance customer satisfaction, are available, or, can be obtained.

6.2 Human Resources

6.2.1 General

All personnel shall be suitably qualified to perform their specific tasks, whether managing, performing or verifying work affecting quality. Suitably qualified includes appropriate education, training, skills and /or experience.

6.2.2 Competence, Training and Awareness

Documented procedures detail the system to ensure that all TOULOUSE AIR SPARES staff is suitably trained to perform their duties.

Training requirements will be identified and communicated to the President, who will in turn ensure that the necessary training is provided. The President evaluates training effectiveness.

Part of training is to ensure that employees are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives. This is mostly done by informal discussions, internal communication and internal audits.

Training can be either on the basis of appropriate education, internal and/or external training and/or experience.

Records of education, training, skills and experience will be kept as detailed under Control of Quality Records.

6.3 Infrastructure

Management ensures that the infrastructure is available and maintained to ensure conformity to product and service requirements.

Infrastructure needs shall be determined on an on-going basis by the President.

Typically they include, but are not limited to:

- The provision and use of suitable environment (buildings, workspaces, facilities, etc), processing equipment (software and hardware) and supporting services (telephony, transportation, IT, etc);
- The monitoring of all equipment to ensure proper functionality, and replacement when continuing process capability is endangered.

If necessary, these requirements shall be discussed during Management meetings. Following a decision, infrastructure shall be budgeted for, and acquired as required.

6.4 Work Environment

Management determines and manages the work environment needed to achieve conformity to product/service requirements.

This includes, amongst other issues, adequate office space, ventilation, temperature/humidity control, lighting, seating, applicable ESD equipment, and any other facilities related to mainly office work.

7 PRODUCT REALIZATION

7.1 Planning of Product Realization

Documented procedures are established to ensure that our customers' specified requirements are met.

In order to do so:

- We establish quality objectives and product/service requirements;
- We provide resources, processes and documents for the product/service required;
- We identify all criteria for product/service acceptance (including any verification, validation, monitoring, measurement, inspection certificates, etc…)
- We keep records to substantiate product/service compliance.

By following our documented system, TOULOUSE AIR SPARES shall ensure that the internal and external requirements are met.

Inspection procedures are established and are maintained to ensure that parts meet the specified requirements.

This section is not a requirement of **EN9120** (but of **ISO9001**), however, it is retained as it enhances control of our business processes.

7.1.1 Configuration Management 

All changes to existing customer contract must be communicated in writing per the customer.

Before accepting amended contract, TOULOUSE AIR SPARES has to make sure that we can reply to the new customer's requirements.

Records of all changes/updates will be kept.

7.1.2 Control of work transfer 

Repair Activities are performed by Approved Repair Stations: EASA Part145 / FAA145.

Repair quotations are reviewed with customer prior acceptation.

7.2 Customer Related Processes

7.2.1 Determination of Requirements Related to the Product

Prior to the acceptance of an order, orders are reviewed to ensure that the customer requirements are clearly defined. This includes special delivery requirements.

Requirements not stated by the customer, but necessary for the intended use, are determined.

Applicable, statutory and regulatory requirements are implemented and maintained within TOULOUSE AIR SPARES.

7.2.2 Review of Requirements Related to the Product

Documented procedures for all sales and related activities, as well as the co-ordination thereof, are available in the Procedures manual.

This includes internal and external communication channels and customer interfaces.

Prior to tendering, accepting a contract or order, these are reviewed, paying special attention to the following aspects:

- That all requirements are adequately defined; either documented or, in case of a verbal agreement, is clearly agreed upon. In case the customer does not provide a specification, it will be agreed with the customer which closest specification will be used;
- That all differences between the tender and the final contract/order are resolved; and
- That TOULOUSE AIR SPARES is capable of satisfactorily fulfilling the customer's requirements.

- That TOULOUSE AIR SPARES has evaluated risks such as short delivery time scale (AOG), modification on products (alternates), Airworthiness Directives.

Records of all enquiries/tenders and contracts will be kept.

7.2.3 Customer Communication

Communication with customers take place regarding:

- Product information;
- Enquiries, orders, contracts, including amendments; and
- Customer feedback, including complaints.

7.3 Design and Development

This element is not applicable to the activities performed at TOULOUSE AIR SPARES and is only brought in to bring the numbering in line with **ISO9001** numbering.

7.4 Purchasing

7.4.1 Purchasing Process

Documented procedures are established and maintained to ensure satisfactory control over all suppliers providing products and services to TOULOUSE AIR SPARES.

All suppliers are evaluated and selected on their ability to provide the products and services required by TOULOUSE AIR SPARES.

The President has the responsibility and authority to make decisions in this regard.

Where applicable, the selection of suppliers will be discussed with our customers.

The President, in consultation with whomever he might deem beneficial, defines the type and extent of control over suppliers.

A list of suppliers is maintained on the specialised computer system. This list indicates possible suppliers, and the President or Quality Manager, prior to placing the order will give the final approval of a supplier, using whatever information is available.

The performance of our suppliers is continuously monitored. Evaluation scope is in place to prevent purchase of counterfeit parts.

Any non-conformance experienced shall be recorded in accordance with documented procedures. This may include, for example, bad service or poor quality material.

The President or Quality Manager is authorised to remove suppliers from the approved suppliers list, should no positive progress be made.

7.4.2 Purchasing Information

All purchasing data clearly describe the products ordered including where applicable precise identification such as type, number, grade, specification, drawings, etc…, as well as the required certification needed to accompany the goods.

All orders must be reviewed and authorised by the President, or, in the absence of the President, by the duty Manager of the Financial Department or of the Sales Department, prior to release.

7.4.3 Verification of Purchased Product

No purchased material is released, unless it is verified that it complies with our (and our customers) requirements.

The nature of this verification is determined by the amount of control exercised by the supplier (supported by recorded evidence), as well as any special laid down requirements, e.g. FAA/EASA or JAA regulations.

In case TOULOUSE AIR SPARES chooses to verify products/services at the supplier premises, then this arrangement for product/service release will be contained in either a general agreement or in the specific purchasing agreements.

In case the customer requires verification of the supplier activities, this will be specified in the purchasing agreement.

This situation however, will not absolve TOULOUSE AIR SPARES of providing an acceptable service/product.

7.5 Production and Service Provision

7.5.1 Control of Production and Service Provision

In order to ensure that all activities take place under controlled conditions, the following steps have been implemented:

- Documented instructions, defining the manner of operation are available at the workplace where the absence of such instructions could adversely affect quality;
- The provision and use of suitable software and environment;
- Controls to ensure that compliance with the relevant standards and procedures/work instructions is achieved;
- Suitable parameters and service characteristics are monitored and controlled;
- Workmanship criteria are clearly specified; and
- All equipment is monitored to ensure proper functionality, and replaced when continuing process capability is endangered.

No products will be released unless the relevant authority has ascertained that the products comply with the relevant specification/requirements, and that all documentation is correctly completed.

Extreme care is taken to ensure that products are properly preserved, and protected from adverse conditions. This care is extended to the delivery process, as and when required.

As part of our quality thinking, we follow up on our deliveries to our customers, to verify that we achieved customer satisfaction.

Records are kept in accordance with the requirements outlined in the various procedures.

Due to the nature of our business post-delivery activities is not a specified requirement, and, therefore, not applicable to TOULOUSE AIR SPARES. Should this however become part of our business in future, we shall establish and maintain procedures to address this requirement.

7.5.2 Validation of Processes for Production and Service Provision

Not applicable, refer Section 4.2.2.

7.5.3 Identification and Traceability

The specialised computer software used by TOULOUSE AIR SPARES permits product identification and traceability from receipt, through all stages of handling, storage and delivery.

Traceability will be maintained to either the production source or a FAA/EASA certificate holder.

Details of special traceability requirements are in the relevant procedure.

Records of the above activities provide evidence that the products/services:

- Have been inspected;
- Passed or failed; and
- Have been released by an identified and traceable inspection authority.

The inspection status will be indicated by suitable means, e.g. use of personal stamps for incoming inspection, physical location inside the store, and signatures on relevant records for the service related aspects.

This ensures that no product is released unless it has passed the required inspections.

In the unlikely event of a concession, these will only be granted in very extreme cases, by the President in person.

As all of this is as indicated in the various, relevant procedures, no separate procedure has been introduced.

7.5.4 Customer Property

A special storage area is designated for customer-supplied product. Any such product received is checked and properly recorded in the specialised computer system. Customer property is stored in the customer's own packaging, or, should it be deemed necessary, re-packed in adequate packaging, to avoid damage to the contents, and kept in the designated storage area.

Any such product that is damaged, lost or otherwise unsuitable for use is recorded and reported to the customer.

7.5.5 Preservation of Product

Documented procedures are established to ensure the proper handling, storage, packaging, preservation and delivery of all products handled by TOULOUSE AIR SPARES.

The handling of product, and customer supplied product, from receipt to delivery is controlled by means of work instructions (if required), training and personnel discipline, so as to prevent product damage / deterioration.

All products are stored in dedicated areas.

In order to facilitate stock control, withdrawal is strictly controlled and recorded. All products are suitably protected, e.g. anti-static bags, pipe end covers, etc.

All products are packaged in accordance to the customer's requirements and/or accepted methods prevailing in the industry.

Care is always taken to prevent deterioration of the product.

7.6 Control of Monitoring and Measuring Equipment

As only visual inspections are performed, it is not our business to inspect products using equipment that needs calibration.

For information, we use scale(s) for counting of small parts, which does not require calibration in terms of **ISO9001 & EN9120**.

8 MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1 General

TOULOUSE AIR SPARES carries out a number of quality performance measurements, especially with regards to achievement of objectives, and customer satisfaction (this with the aim of improving the overall performance).

Quality performance measurement data is not only collected, but also converted and used for determining trends, where possible. They form the basis for improvement drives.

Statistical techniques, where practical, can be used to assist in this regard.

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

To control and evaluate our services, the Commercial Sales Department will send the "Customer Satisfaction Questionnaire" (CSQ01) to every Customer at the end of each calendar year. After receipt of the Customer's reply, the person in charge of the Customer analyses it to identify any problem(s) that can be solved immediately, and transmits it to the Quality Manager for a global annual analysis.

If no answer is received, the CSQ01 Form is re-sent with a reminder by the Commercial team.

8.2.2 Internal Audit

Documented procedures are in use to verify, on a regular basis, whether quality activities and related results comply with the documented Quality Management System (QMS), the requirements of **ISO9001 & EN9120**, as well as to determine the effectiveness of this system.

All elements of the QMS are audited on a regular basis, in accordance with the internal audit schedule.

Internal audits are co-ordinated by the President or Quality Manager, and carried out by personnel independent of those having direct responsibility for the area being audited.

All findings will be recorded on Findings Reports, and are discussed with the auditee, who will sign for witnessing the findings.

Records of audits and their results are maintained.

The President will make sure that any necessary corrections and corrective actions are undertaken by the direct manager of the area being audited without undue delay to eliminate detected nonconformities and their causes. The President will also make sure that these corrections and corrective actions, are effectively implemented.

The results of these internal audits will be presented at the Management Review Meeting.

8.2.3 Monitoring and Measurement of Processes

The processes are mainly monitored on a planned basis by conducting internal audits. Further more, informal discussions and workshops are used to iron out minor shortcomings, which will result in improvement of overall performance.

If a "dangerous" tendency is described with measurements established, a corrective action will be established to correct it. TOULOUSE AIR SPARES will check if the non-conformity may have caused a non-conforming product, to identify it, and control it.

8.2.4 Monitoring and Measurement of Product

Incoming Inspection

No incoming material is released, unless it is verified that it complies with our (and our customers) requirements.

The nature of this verification is determined by the amount of control exercised by the supplier (supported by recorded evidence), as well as any special laid down requirements, e.g. FAA or EASA regulations.

In-process Inspection

Documented procedures ensure that products are inspected at appropriate points in the operation to verify their conformity.

No products are released for further activities until it has been established that the product complies with the relevant requirements, unless identified in such a way that immediate recall is possible.

Final Inspection

Inspection of final products/service is enforced via documented procedures so as to provide evidence that the customer's requirements have been met.

No products are despatched/handed-over to the customer until such time that all the specified inspections have been satisfactorily completed, recorded and authorised.

Due to the nature of our business, a separate procedure has been established to determine customer satisfaction after delivery of the products/services.

Records

Proper records, identifying releasing authority where practical, are kept in accordance with the record keeping system.

Inspection Documentation

Measurement requirements for product acceptance, is documented and include criteria for acceptance and/or rejection.

8.2.5 Evidence of conformance – Certificate of Conformity

TOULOUSE AIR SPARES requires for any product, documentation established according to product condition. In case of division into lots, information concerning quantities is annotated.

TOULOUSE AIR SPARES delivers product with its proper certificate of conformity to establish a global traceability link.

8.3 Control of Non-Conforming Product

Documented instructions are in use to ensure early detection of non-conforming products/services, thus preventing the unintended use of such products/services.

Whenever such products/services are encountered they are identified, documented, evaluated, segregated (if possible), disposed of, while the relevant functions are informed.

Documented procedures, clearly defining responsibilities and authorities, are in use to dispose of any non-conforming product/service.

The customer is always informed of the proposed use and/or repair of the product where it does not meet the specified requirements.

If this is the case, proper records denoting the accepted non-conformity and/or repairs, as well as the acceptance thereof, are kept.

Whenever products are repaired, such product is re-inspected in accordance with documented procedures. Extreme care will be taken, to ensure that the product/service complies with all requirements.

If product recall is necessary, TOULOUSE AIR SPARES has defined specific actions.

8.4 Analysis of Data

Trends are analysed regarding the effectiveness of some processes and the QMS, to indicate opportunities for continuous improvement. This is mainly done by the President, who will use appropriate methods to establish trends, as well as identify opportunities for improvement.

8.5 Improvement

8.5.1 Continual Improvement

By using the Quality Policy, quality objectives, internal and external audit results, data analysis, corrective and preventive actions, and outputs from the Management Review meetings, TOULOUSE AIR SPARES, through the President, strives to continuously improve the effectiveness of the QMS.

8.5.2 Corrective Action

Documented procedures are implemented to ensure that corrective and/or preventive action is taken to remove the root cause(s) of actual or potential non-conformities.

These actions will be to a degree commensurate with the risks encountered, as well as the magnitude of the problems.

Whenever required, documented procedures, will be updated as a result of corrective and/or preventive action.

Customer complaints and non-conformances, are regarded of utmost importance, and are always reported to the President as soon as possible.

Procedures are in place to ensure effective handling of these.

Investigations into the root cause(s) of the problems will be formally recorded.

Corrective action will be determined to ensure the elimination of the root cause(s) of the problem.

Controls are implemented to ensure that corrective and/or preventive action taken, is effective.

Detailed records of actions taken will be kept.

In case of corrective actions not achieved, TOULOUSE AIR SPARES will decide of specific actions.

8.5.3 Preventive Action

Potential causes for non-conforming situations will be monitored by scrutinising, for example, audit reports, quality records, non conformance reports, customer complaints, liaison with customers, external reports, etc.

In case a potential non-conforming situation is detected, the President is informed as soon as practical.

The President will then determine the necessary steps to deal with the situation, initiate preventive action, and apply controls to ensure effectiveness and suitability of the preventive action.

The President will ensure that proper records are kept for submission of these to the Management Review Meeting.

TOULOUSE AIR SPARES will withdraw products from stock if suspected of non-compliance and inform all customers who have purchased the products from the same lot or batch.

APPENDIX-A: CONTROL OF QUALITY RECORDS & ROADMAP (ISO9001–EN9120)

	Description	Policy	PROC or WI Ref.	Form, Document, Template Ref.	Paper Record	Electronic Record	Retention Period
4.	**QUALITY MANAGEMENT SYSTEM**						
4.1	General Requirements	4.1					
4.2	Documentation Requirements	4.2					
4.2.1	General	4.2.1					
4.2.2	Quality Manual	4.2.2		POL01	X	X	Continuous
4.2.3	Control of Documents	4.2.3	PR.04.01 PR.04.02 PR.04.03 PR.04.04 PR.04.05	DOC01 DOC02 DOC03 DOC04 CEM01 CEM02	X		Continuous
4.2.4	Control of Quality Records	4.2.4	All	All	X	X	Continuous
5.	**MANAGEMENT RESPONSIBILITY**						
5.1	Management Commitment	5.1			X		Continuous
5.2	Customer Focus	5.2	PR.05.01 WI.07.03	Quotation		X	Continuous on MDS
				Client Enquiry	X		Maximum of 1 year or as per contract
				Client Order/ Contract	X		3 years
				Requisition		X	Continuous on MDS
5.3	Quality Policy	5.3			X	X	Continuous
5.4	Planning	5.4			X	X	Continuous
5.4.1	Quality Objectives	5.4.1	PR.05.02	ASP01		X	Continuous
5.4.2	Quality Management System Planning	5.4.2		QMP	X	X	3 years
5.5	Responsibility, Authority and Communication	5.5					
5.5.1	Responsibility and Authority (organogram)	5.5.1	PR.05.03 All	Organogram	X	X	Continuous
				STA01	X	X	Period until person ceased employment + 2 years
5.5.2	Management Representative	5.5.2					
5.5.3	Internal Communication	5.5.3					
5.6	Management Review	5.6	PR.05.04	MAL01 MQM01	X		3 years
5.6.1	General	5.6.1					
5.6.2	Review Input	5.6.2					
5.6.3	Review Output	5.6.3		Indicators Register	X	X	Continuous
6.	**RESOURCE MANAGEMENT**						
6.1	Provision of Resources	6.1					
6.2	Human Resources	6.2		Job Description	X		Employment duration + 2 years
6.2.1	General	6.2.1	PR.06.01	TRN01 TRN02 Certificates	X	X	Employment duration + 2 years
6.2.2	Competence, Training and Awareness	6.2.2					
6.3	Infrastructure	6.3					
6.4	Work Environment	6.4					
7.	**PRODUCT REALIZATION**						
7.1	Planning of Product Realization	7.1					
7.2	Customer Related Processes	7.2					
7.2.1	Determination of Requirements Related to the Product	7.2.1	PR.05.01	Client Enquiry	X		Maximum of 1 year or as per contract
7.2.2	Review of Requirements Related to the Product	7.2.2	PR.07.10				

	Description	Policy	PROC or WI Ref.	Form, Document, Template Ref.	Paper Record	Electronic Record	Retention Period
7.2.3	Customer Communication	7.2.3	WI.07.03	Credit Application	X		Continuous
				Client Order/ Contract	X		3 years
7.3	Design and Development	7.3	NOT APPLICABLE				
7.4	PURCHASING	7.4					
7.4.1	Purchasing Process	7.4.1	PR.07.01 PR.07.02 WI.08.01	SEQ01 + QA Approvals	X	X	Continuous
7.4.2	Purchasing Information	7.4.2		DR01		X	3 years
				DR02	X		3 years
				Contract with Supplier	X		5 years
				Purchase Order		X	Continuous on MDS
7.4.3	Verification of Purchased Product	7.4.3	PR.07.05	RVICL01		X	Continuous on MDS
					X		7 years
			WI.07.04	ESD01	X		Continuous
7.5	Production and Service Provision	7.5					
7.5.1	Control of Production and Service Provision	7.5.1	PR.07.07 WI.07.02	SVICL01		X	Continuous on MDS
7.5.2	Validation of Processes for Production and Service Provision	7.5.2					
7.5.3	Identification and Traceability	7.5.3	PR.07.05 PR.07.08 PR.07.09 WI.07.01	Certificates & Documents	X	X	7 years
				STA01	X		Period until person ceased employment + 2 years
7.5.4	Customer Property	7.5.4	PR.07.04	CSM01	X		7 years
7.5.5	Preservation of Product	7.5.5	PR.07.05 PR.07.06 PR.07.07 PR.08.06 WI.07.02	Certificates & Documents	X	X	7 years
				MSDS	X	X	7 years
				SVICL01		X	Continuous on MDS
				Shipping Instruction	X		3 years
				Contract Pouch	X		3 years
7.6	Control of Monitoring and Measuring Equipment	7.6		Calibration Certificates	X		3 years
8.	**MEASUREMENT, ANALYSIS & IMPROVEMENT**						
8.1	General	8.1	PR.08.01	RVICL01		X	Continuous on MDS
					X		7 years
				CSQ01	X		Continuous
8.2	Monitoring and Measurement	8.2					
8.2.1	Customer Satisfaction	8.2.1	PR.08.01	CSQ01	X		Continuous
8.2.2	Internal Audit	8.2.2	PR.08.03	AUD01 AUD02 AUD03 MAL01	X		5 years
8.2.3	Monitoring and Measurement of Processes	8.2.3	PR.08.03	Indicators Register	X	X	Continuous
8.2.4	Monitoring and Measurement of Product	8.2.4	PR.08.01	CSQ01	X	X	Continuous
			PR.08.02	CCF01 CCF02	X	X	3 years
8.2.4.1	Inspection Documentation						
8.2.5	Evidence of conformance – Certificate of conformity						

	Description	Policy	PROC or WI Ref.	Form, Document, Template Ref.	Paper Record	Electronic Record	Retention Period
8.3	Control of Non-Conforming Product	8.3	PR.08.04	NCR01	X		Continuous
			PR.08.07	PRN01	X		Continuous
				PRN02	X		Continuous
			WI.08.01	DR01		X	3 years
			PR.08.06	PSR01	X		Continuous
8.4	Analysis of Data	8.4					
8.5	Improvement	8.5					
8.5.1	Continual Improvement	8.5.1		ESAT01	X		3 years
8.5.2	Corrective Action	8.5.2	PR.08.05	CAR01 CAR02	X		3 years
			PR.08.02	CCF01 CCF02			
8.5.3	Preventive Action	8.5.2	PR.08.05	CAR01 CAR02	X		3 years
			PR.08.02	CCF01 CCF02			