

Mantor Aviation Company

QUALITY ASSURANCE MANUAL

QA Manual 2012 Revision 7 Uncontrolled Copy

Ph: 507-553-5053
Fax: 612-395-5267

Introduction

Mantor Aviation Company is a supplier of aircraft parts, components, and other related support items applicable to the commercial aviation marketplace worldwide.

The product control system described in this manual meets the requirements set forth in FAA AC 00-56 Distributor, as well as requirements set forth in Aviation Supplier's Association (ASA-100).

In order to ensure the integrity of parts supplied, the quality manual adheres to the following general guidelines:

- Adequate warehousing facilities
- All areas are ventilated and provide adequate space for their intended purpose.
- All parts within the serviceable storage area are environmentally protected to prevent any possible damage during storage
- All unserviceable and non-aviation related items shall be segregated from serviceable or new products in such a manner as to preclude the issuance/delivery of an unserviceable or non-aviation product for intended use on a type certificate aircraft, engine component or accessory.

The procedures and policies outlined in the quality assurance manual are to ensure the highest quality standards in the purchase and sale of aircraft parts.

Section 1 - Responsibility and Authority

The President of Mantor Aviation Company is responsible for the quality of the company's services and inventoried products. Responsibility for implementing the quality procedures of the company is delegated to the Manager, Quality Assurance.

The Quality Assurance Manager has the organizational freedom to identify problems; to initiate, recommend, solve and/or verify solutions to quality problems; and to access management at any level if action is required.

The Quality Assurance Manager will ensure the inspection of all incoming parts whether new, overhauled, serviceable or repairable, to certify that all requirements set forth by Mantor Aviation Company have been met.

All items not meeting the criteria set forth by Mantor Aviation Company shall be rejected, properly identified and set apart from stock. No item will enter inventory until a final disposition has been determined and the reason for the rejection has been satisfied.

The Quality Assurance Manager shall perform quality audits to verify the conformance of products and services. Any other employee performing the quality audits must be trained in the area being audited but may not audit an area they are responsible for. A third party quality audit may be accomplished at any time at the discretion of the Manager, Quality Assurance or the President of Mantor Aviation Company.

The ultimate responsibility for quality remains with the President, however, the Quality Assurance Manager has the authority for implementation and maintenance of the Quality System and is responsible for the coordination and evaluation of the system.

The Quality Assurance Manager has been delegated the responsibility for ensuring that the Quality Systems is documented, implemented and maintained. He shall:

- Provide guidance, control, and accountability of the Quality System.
- Provide a focal point between Mantor Aviation Company and its customers.
- Be responsible for representing Mantor Aviation Company on any external or internal interactions and/or audits.
- Have the authority for accepting or rejecting incoming products and halting shipments that do not comply with specification, standards, or contract requirements.

Management Review

The quality System used by Mantor Aviation Company will be reviewed annually to ensure that it properly reflects the requirements. The entire system will be reviewed annually as a minimum of Quality Assurance. These reviews will be conducted on the basis of information such as; internal audits, customer feedback, and supplier data. This review will also consider the overall business strategy with respect to the Quality System. The records of these reviews will be retained and readily available from the Quality Assurance Manager.

Section 2 – Quality Systems, Quality Manual and Quality Plan

Quality System

Mantor Aviation Company shall document and establish a comprehensive Quality System to ensure that all products in their possession for resale conform to specified requirements. This system shall also provide for all of the areas/activities given below:

1. The documented and controlled collection of Quality Procedures and instructions shall be in accordance with FAA AC 00-56 Distributor, as well as requirements set forth in Aviation Supplier's Association (ASA-100).
2. Mantor Aviation Company Quality System shall be implemented through the application and maintenance of:
 - a) Formally documented Quality Manual and company procedures. The Quality Manual shall be periodically reviewed by Mantor Aviation Company as part of the management reviews. Changes to the manual shall be signed by the President of Mantor Aviation Company and the Quality Assurance Manager shall be controlled as required by the Document Control Procedure. The process used to create the company procedures shall identify the distinct activities which are required by customer and industry specifications to maintain product quality while in inventory at Mantor Aviation Company. The company procedures will address the quality objectives, customer specifications, organizational responsibilities and authority, product flow and inspection techniques. The Quality Assurance Manager will be responsible for identifying and releasing conforming and nonconforming products.
 - b) Identification and acquisition of controls, resources, and skills to achieve the required quality levels.
 - c) Continual improvement and updating of quality control methods and inspection techniques.
 - d) Training/awareness of all personnel involved in quality tasks or activities concerning the quality System.
 - e) Clarification of standards of acceptability shall be the on going responsibility of the Quality Assurance Manager.
 - f) The Quality System shall specify a periodic review of compatibility of inspections and required documentation.
 - g) The identification and preparation of quality records.

Section 3 – Document Control

Document Control

Mantor Aviation Company shall implement and maintain a comprehensive document control system. This system will ensure that no document changes are enacted unless the parties authorized to approve have properly signed them off. All matters relevant to the conformance of products and processes (as outlined in the Qualify Manual and the Quality Procedures) shall be formally documented and maintained. The overall responsibility for the control of the document system resides with the Quality Assurance Manager and/or the Department Assistant Quality/Material. The document control process will define the following:

- A. That current revisions of all documents are available at locations where the specific quality related task or activity is being performed.
- B. That obsolete revisions are promptly removed from all points of controlled distribution.
- C. That the same functions must approve each document for both original issuance and all subsequent revisions.
- D. That all documents shall have a master copy, which is retained by the Quality Assurance Manager in hard copy form.
- E. Those temporary changes to documents shall also be formally approved by the same functions that approved the original document. This will be accomplished through a “special temporary instruction.”
- F. That the Quality Assurance Manager will ensure that controlled copies are issued to the appropriate functions. Controlled documents are removed from all locations when obsolete by the next revision as defined in the document control procedure.
- G. That a master revision list will be kept by the Quality Assurance Manager to identify the current revision and review date. Each document will be reviewed for currency at least once per year. Documents may be reissued after a reasonable number of changes have occurred.

Section 4 – Product Identification and Traceability

Product Identification and Traceability

Mantor Aviation Company shall maintain a formal system providing for the identification and traceability of product through all stages of receipt to shipment to the customer.

- A. Incoming products whether purchased for inventory or on consignment are inspected in accordance with Section 5 (Inspection).
- B. All products received will maintain the identification as furnished by seller or consignee.

Section 5 – Inspection

Inspection

The Quality System of Mantor Aviation Company shall ensure that proper inspection of all products received and inventoried is carried out in accordance with internal inspection procedures.

Receiving Inspection

Procedures for receiving inspection are defined and documented in Mantor Aviation Company product Receiving Procedure. Procedures are in place to ensure products that are not acceptable are segregated from acceptable products. The Quality Assurance Manager provides support and he/she is responsible for maintaining all inspection records associated with the products whether they are from receiving or shipping inspection.

Shipping Inspection

Procedures for shipping inspection are defined and documented in Mantor Aviation Company Product Shipping Procedure. Procedures are in place to ensure products shipped are in compliance to customer and industry standards. Any product found not to be in compliance with the specifications outlined in the Product Shipping Procedure would be labeled to be held for review and dispositioned by the Quality Assurance Manager.

Section 6 – Control of Nonconforming Products

Control of Nonconforming Products

All nonconforming products within Mantor Aviation Company facility shall be clearly marked or designated and shall be segregated from products which are conforming. Nonconforming product disposition shall be documented and retained. The Quality Assurance Manager is responsible for managing the nonconforming product process throughout the “receipt to ship” process.

Disposition of Nonconforming Products

Any product considered being nonconforming should be dispositioned by the Quality Assurance Manager in one of the following manners:

- A. Return product “as is” to seller.
- B. Send product to OEM or a FAA approved Repair Station or repair, rework or overhaul.
- C. Send product to OEM or a FAA approved Repair Station for a functional test.

The Quality Assurance Manager will obtain instruction and approval (in writing) from the customer before any nonconforming product can be shipped.

Section 7 – Handling, Storage, Packaging and Delivery

Handling, Storage, Packaging, and Delivery

Mantor Aviation Company shall provide packaging, storage, handling and delivery in such a way as to prevent damage and deterioration of product(s).

Handling

All products shall be handled in accordance with the appropriate methods and procedures as outlined in the appropriate quality procedures. All critical areas of product i.e.; curvic couplings, knife-edge seals, etc. shall remain protected at all times.

Storage

All products shall be stored in the warehouse area with the following guidelines:

- A. Access to the products in the warehouse shall be limited to those employees possessing the appropriate level of training to ensure products are properly handled as to prevent damage, deterioration or otherwise affect its usability.
- B. All products will be stored in such a way as to protect them from dust and extreme temperatures and humidity.
- C. Electrostatic Discharge (ESD) susceptible parts shall be packaged and handled to prevent damage.

Packaging

All products shall be packaged in a manner as to conform to all customer requirements and prevent damage, loss, deterioration or reduction in usability during shipment or subsequent storage. When required, packaging of product is completed in accordance with the American Transport Authority (ATA) 300 Specification.

Delivery

Product delivery is handled through commercial transport carriers contracted by Mantor Aviation Company unless specific customers require their own transportation methods.

Section 8 – Quality Records

Quality Records

Mantor Aviation Company shall maintain a formal Quality Records system. All records shall be legible and clearly identifiable as to product/process or activity they pertain to and are readily retrievable.

Records Responsibility

The Quality Assurance Manager and/or Department Assistant Quality/Material is responsible for ensuring that all appropriate records associated with the Quality System, procedures and processes are controlled and maintained. Quality Assurance shall periodically assess each function holding Quality Records to ensure such records are properly recorded, stored and that they are kept current. This action shall occur through the use of internal auditing. Quality records shall be made available to the customer when contracted to do so and shall be available through Quality Assurance.

Records Retention

The following Quality Records are maintained for a minimum of seven years unless otherwise designated by the Document Control, Storage, and Retention Procedure.

- ◆ Management Review records
- ◆ Internal Audit records
- ◆ Product Inspection, Test and Conformance records
- ◆ Where Purchased/Where sold records
- ◆ Training records (indicating employee qualifications for the Quality activities performed)
- ◆ Nonconformance records

Section 9 – Training

Training

Mantor Aviation Company shall ensure that all employees performing tasks, which affect the quality or the usability of the product, are qualified and capable of the activities to which they are assigned. The training provided shall be formally recorded, retained and readily available as Quality Records. The Quality Assurance Manager is responsible to ensure that such employees are kept current in the skills and techniques required fulfilling the mission of the Quality Program.

Performance of Quality Related Duties

No employee shall be permitted to perform tasks affecting the quality of products without possessing adequate skill, education and/or experience required to do so.

Section 10 – Statistical Techniques

Statistical Techniques

This requirement is not applicable to Mantor Aviation Company. Should this become a requirement in the future, a change to the Mantor Aviation Company Quality Manual will be made and a corresponding written procedure will be generated. It shall be the responsibility of the Quality Assurance Manager to develop the subject procedure.

Section 11 – Right of Access

Right of Access to Mantor Aviation Company

Mantor Aviation Company not only welcomes our customers and suppliers to visit it's facility but will allow at any time, with reasonable notice, customers and suppliers to audit the facility.

Reasonable notice is defined as a minimum of 24 hours notice and all visits and audits are to be conducted during normal business hour

PARTS IDENTIFICATION AND TRACEABILITY PROCEDURE

Parts Identification and Traceability

- 1) **Purpose:** To establish and define the methods used to ensure proper identification, traceability and documentation required on all aircraft parts, components and accessories from receipt to shipment.
- 2) **Authority:** ASA-100 and related industrial standards.
- 3) **Policy:**
 - a) Aircraft or engine parts that have been subjected to extreme stress or heat.
 - i) Any and all aircraft or engine parts that have been subjected to extreme stress or heat (as in a major engine failure, accident or fire) are identified on Mantor Aviation Company material certificate. However, this condition would only be permitted when received in writing on the customer's request for purchase.
 - ii) It shall be the responsibility of the receiving inspector upon receipt of any parts in the condition described above to so document that condition on the Mantor Aviation Company tag, prior to entering such parts into inventory. Any inventory of this nature will be placed in bond and segregated from all conforming hardware.
 - b) Traceability to original equipment manufacturer (OEM).
 - i) It shall be the responsibility of the receiving inspector to ensure that all parts, components and accessories received by Mantor Aviation Company are accompanied with proper documentation that maintains traceability back to a certified agency.
 - (1) Physical examination of each part received to ensure proper part marking, serialization (if required), federal cage code, inspection stamps, etc.
 - (2) Physical examination of all paperwork accompanying each part i.e.: maintenance release tag certificates of conformance and other related documents.
 - (3) If the proper traceability cannot be ascertained, then subject parts will be so identified and held in the "on hold" location until proper traceability is on hand or return parts "as is" to supplier.
 - c) Airworthiness Directives.
 - i) Where applicable, all AD's that have been accomplished on a particular part, component, accessory or APU will be clearly documented on the material certification, or in the case of an APU, in the APU log book. The certification of compliance shall specify AD number, AD amendment number, date, and method of compliance.
 - d) Customer's Purchase Request.
 - i) All parts shipped from Mantor Aviation Company will be in strict compliance to the customer's purchase request. The customer must approve any deviations in writing.
 - e) Items Certified as Overhauled.
 - i) It is the responsibility of the shipping inspector to ensure that any item being shipped that is certified as overhauled, truly has been overhauled within the past 24 months (or earlier, as required) if the nature of the part is such that it would deteriorate with calendar time, whether in service or not.
 - ii) Any items not in compliance with the criteria of paragraph above will be sent to the OEM or a certified FAA repair station or 121/129-air carrier for re-certification.
 - iii) When it is unknown whether an item falls in the category of paragraph above, the OEM is to be contacted for clarification before the part in question is shipped to customer.
- 4) Documentation and Certification
 - a) Mantor Aviation Company will provide the customer with a certification signed by the Quality Assurance Manager or his designee, that the parts or components:
 - i) Were not removed from an aircraft or engine that as subjected to extreme stress or heat (as in major engine failure, accident, or fire).
 - ii) Were not themselves subjected to extreme stress or heat (i.e., warehouse fire).
 - iii) Were manufactured by the original equipment manufacturer (OEM) in accordance with the aircraft/engine manufacturer's or the customer's engineering specifications.
 - iv) Were not obtained from U.S. Government or Military Services.
 - b) Mantor Aviation Company will provide a document from a FAA certified repair station or a 121/129 carrier for each serviceable part indicating he part is serviceable.

- c) The document (maintenance release) must contain a maintenance release statement for return to service signed by an authorized individual of the repair station.
 - d) New Parts
 - i) Mantor Aviation Company shall maintain in its files supporting documentation that traces new parts to the OEM. The following types of documentation will be attached to the purchase order to support the necessary traceability:
 - (1) Packing Slip
 - (2) Shipper Invoice
 - (3) C of C
 - ii) It is the responsibility of the shipping inspector to ensure that the accompanying documentation states that the part is new and was received from and produced by a FAA approved manufacturer.
 - e) Overhauled Parts
 - i) Mantor Aviation Company will furnish the customer with necessary documentation that traces the part to the certified FAA repair station, OEM, or the 121/129-air carrier that last accomplished the overhaul. The supplier will in the form of a maintenance release tag or 8130-3 tag furnish this documentation where part was purchased.
 - ii) Mantor Aviation Company will also provide the customer with a teardown report or finding analysis that describes the condition found at last overhaul and lists significant parts replaced. This documentation will also be furnished from the supplier where part was purchased.
 - iii) All supporting documentation required to meet the criteria established in above paragraphs will become part of the shipping package going to the customer.
 - f) Time Controlled or Life Limited Parts
 - i) All parts requiring time control or life limit will be shipped to the customer with a life limit record indicating time since overhaul (TSO), time since new (TSN) and time remaining. The life limit record will also become part of the shipping package going to the customer.
 - ii) If a time controlled or life limited part is received by Mantor Aviation Company without a life limit record, then the part will be placed in bond until life limit record is received or return part "as is" to supplier.
- 5) Receiving and shipping personnel will utilize receiving and shipping check sheets, respectively to ensure the identification and traceability requirements described in this procedure are adhered to.

Responsibility: The Quality Assurance Manager and/or Chief Inspector are responsible to ensure compliance to this procedure

DOCUMENTATION CONTROL, STORAGE, AND RETRIEVAL PROCEDURE

Documentation Control, Storage, and Retrieval

- 1) Purpose: To establish and define the methods used to ensure the control, storage and retrieval of all documentation received or generated by Mantor Aviation Company that could effect product quality or the traceability of product.
- 2) Authority: ASA-100 and related industrial standards.
- 3) Policy:
 - a) Control of Documentation
 - i) Revision level and date will control all documents, i.e., company procedures, forms, and other technical data.
 - ii) All changes to company documents will be reviewed and properly signed off by authorized person (S).
 - iii) Only current revisions to procedures, forms and technical data are permissible for use at related workstations.
 - iv) All obsolete documents will be removed from workstations when obsolete by the next revision.
 - b) Changes to Controlled Documents.
 - i) All changes to controlled documents shall be submitted to the Quality Assurance Manager utilizing the "Document Change Request."
 - c) Master Library
 - i) The Quality Assurance Manager and/or the Department Assistant will maintain a master library (hard copy) of all controlled documents.
 - ii) A master listing (hard copy) listing all controlled documents by title, the Quality Assurance Manager, and/or the Department Assistant utilizing the master control list will maintain number and current revision level.
 - d) Document/Record Storage
 - i) All hard copy records/documents are maintained in metal file cabinets for the current year.
 - ii) All hard copy records/documents prior to current year are maintained in appropriate cardboard containers and or metal file cabinets.
 - iii) All records/documents that effect product quality or product traceability are maintained for a minimum of seven years.
 - e) Document/Record Retrieval
 - i) All documents/records that effect product quality or product traceability can be retrieved manually or via the computer by part number, purchase order number or by supplier name.
 - ii) All records are currently maintained on site at Mantor Aviation Company, therefore can be readily retrieved to satisfy a traceability requirement.
- 4) Controlled Documents/Forms: All controlled documents/forms created by Mantor Aviation Company will be reviewed at least annually to ensure currency and accuracy.

Responsibility: The Quality Assurance Manager and/or Chief Inspector are responsible to ensure compliance to this procedure.

RECEIVING INSPECTION PROCEDURE

Receiving Inspection Procedure

- 1) Purpose: To establish and define the methods used to properly receive purchased, consigned or work order parts into inventory.
- 2) Authority: ASA-100 and related industrial standard.
- 3) Policy: Upon receipt of parts into the company's inventory, receiving inspection will verify the following.
 - a) All parts are free of defects, handling damage and are in a good state of preservation.
 - b) Part number, including dash number and letter, serial number, reworks lot number match accompanying paper work.
 - c) Packing slip material certification tracing part/parts to a certified agency and certificate of airworthiness are available.
 - d) If part is a time controlled/life limited part, are times furnished, i.e. TSO, TSN, CSN, CSO, etc. be sure life limited parts card is with part and times and cycles are properly recorded.
 - e) If part/s were received on a Mantor Aviation Company work order as inspected, repaired, overhauled, or modified, is a maintenance release form or 8130-3 tag from a certified FAA 145 repair station, OEM or 121/129 carrier available stating the condition/status of the part/s.
 - f) If part/s received were purchased in "as is" condition (no maintenance release available) then the receiving inspector is to complete and affix an Mantor Aviation Company tag to the part and place in non-conforming inventory.
 - g) Any part/s received on a Mantor Aviation Company work order or purchase order that are found to be physically defective, or where discrepancies exists in paper work, the receiving inspector shall complete a supplier defective form. One copy is to stay with part on hold, or returned with parts to supplier, and one copy forwarded to the Manager of Quality Assurance for review and final disposition. The copy to be retained in supplier's file.
 - h) When receiving electrostatic sensitive devices the receiving inspector must perform this task at the ESD receiving bench. The inspector must ensure that he/she is properly grounded, utilizing the ankle strap while standing on the grounded floor mat.
 - i) No part number substitutions will be permitted. In the event of substitution, they will be accepted only after we receive written approval from our customer and the purchase order is modified accordingly.

Responsibility: The Manager of Quality Assurance is responsible to ensure compliance to this procedure.

SHIPPING INSPECTION PROCEDURE

Shipping Inspection Procedure

- 1) Purpose: To establish and define the methods used to ensure all products shipped from Mantor Aviation Company meet the requirements of the customer, and all regulatory requirements.
- 2) Authority: ASA-100 and industrial standards.
- 3) Policy: Before shipping any part/s to a customer, the shipping inspector will verify the following:
 - a) Part number and quantity match customer P.O.
 - b) Part/s being shipped are free of visible damage and are in a good state of preservation.
 - c) If part/s are serviceable repaired, overhauled, modified, or inspected, a maintenance release tag from a FAA certified agency must be attached.
 - d) Information on maintenance release tag matches part/s i.e., S/N, P/N, etc.
 - e) Material certification, form has been completed.
 - f) The material certifications accurately reflect part condition and source from where procured. Must be traceable to a FAA certified agency.
 - g) When applicable, 8130-3 form is included in shipment, and information matches P/N and S/N of part to be shipped along with part condition.
 - h) If part/s are to be exported and are new or newly overhauled, 8130-3 tag must accompany part. If no 8130-3 tag is available then arrangements to contact a DAR must be made to complete an 8130-3 tag.
 - i) Part/s are properly packaged to prevent damage during transportation. AA 300 specification is utilized when required.
 - j) All necessary in-house paperwork has been copied for traceability files.
- 4) Work Orders: All parts being shipped from Mantor Aviation Company for repair, overhaul or inspection are to be shipped on an Mantor Aviation Company work order. In order to ensure that the approved sources receive the flow down requirements from Mantor Aviation Company, a complete description of work to be performed, and other requirements must be fully explained in the body of the work order.
- 5) ESD Parts: When shipping electrostatic sensitive devices the shipping inspector must perform this task at the ESD shipping bench. The inspector must ensure that he/she is properly grounded, utilizing the ankle strap while standing on the grounded floor mat.
- 6) Required Material Certs. The shipping inspector will ensure that the material certs., is properly filled out and signed by the Manager of Quality Assurance or his Designee. The completed cert. is to accompany the shipping invoice as part of the packing slip.

Responsibility: The Manager of Quality Assurance is responsible to ensure compliance to this procedure.

PRODUCTS INSPECTION AND TESTING PROCEDURE

Product Inspection and Testing Procedure

- 1) Purpose: To establish and define the methods used to assure that all parts, components and accessories are properly tested (when applicable) to meet the requirements set forth in the Quality Manual.
- 2) Authority: ASA-100 and related industrial standards.
- 3) Policy: All products received by Mantor Aviation Company that are deemed to be in a “repairable” condition shall be segregated from conforming stock and identified with Mantor Aviation Company form, as “repairable” further inspection/testing required.
 - a) Prior to any part being sold as “serviceable”, a repair by the OEM, a certified FAA repair station, JAA or 121/129 carrier, must be performed prior to being sold from the repairable inventory, ie: an inspection, or functional test. After inspection or functional test, the part must be accompanied with a maintenance release tag or 8130-3 tag describing work performed and condition.
 - b) Any part, component or accessory that has exceeded its shelf life as defined by the OEM will also be segregated from conforming stock and identified with a Mantor Aviation Company tag, “F/T or shelf life expired” further testing/inspection required. In order for any part, component, or accessory to be sold that falls into this category, the criteria set forth in paragraph (A) will be complied with.
 - c) Any exceptions to the criteria defined in this procedure must be in writing from the customer that the part, component, or accessory may be sold in a repairable or unserviceable condition.
- 4) Responsibility: The Quality Assurance Manager is responsible to ensure compliance to the procedure.

NON-CONFORMING PRODUCT REVIEW PROCEDURE

Non-Conforming Product Review Procedure

- 1) Purpose: To establish and define the methods used to review non-conforming product as received or discovered by Mantor Aviation Company.
- 2) Authority: ASA-100 and related Industrial Standards.
- 3) Policy: Parts purchased as non-conforming.
 - a) The company may purchase known non-conforming parts from various sources. These parts will not be accompanied with a serviceable tag of any type; however, the source of last use should be known, and supported with documentation received with parts. Only parts that have been deemed as “repairable” will be identified with an Mantor Aviation Company tag and placed into repairable stock.
 - b) In order for a part to be identified as repairable and placed in repairable stock inspection will verify the following
 - i) Part is properly identified with part number and serial number with permanently etched or with nameplate (as required).
 - ii) Part has not been subjected to extreme stress, heat, or shows evidence as being subjected to a major failure or aircraft accident.
 - iii) Part is accompanied with supporting documentation indicating last source of use and/or part condition.
 - iv) Proof that part was manufactured by an OEM that is a holder of production certificate (PC), or technical standard order (TSO),
 - c) The Quality Assurance Manager or his Designee and the Appropriate Sales Director will place any parts not meeting the above criteria in bond for review if required. The Mantor Aviation Company tag will be utilized for this purpose. If after review, the criteria described in paragraph B (1) thru B (4) cannot be met, the parts will be dispositioned to “return as is” to seller or “scrap”.
 - d) Parts received as serviceable – rejected at receiving inspection.
 - i) Complete Mantor Aviation Company tag indicating discrepancy on reverse side of tag, attach to part and place part in bond for review and disposition shall be as follows:
 - (a) Return as is to supplier (from where purchased)
 - (b) Return to repair station as a reject (if part was sent out for repair/overhaul by Mantor Aviation Company)
 - (c) Place in repairable inventory
 - (d) Scrap
 - ii) An outside manufacturing engineer may be used to aid in the review of non-conforming parts to help determine reparability. However, no decision as to acceptance or scrap shall be signed off by an outside source.

Responsibility: The Manager of Quality Assurance is responsible to ensure compliance to this procedure.

TRAINING CONTROL

Training Control

- 1) Purpose: To establish and define the methods used to ensure proper training, both formal and OJT, is conducted and documented for those personnel performing the duties of receiving/shipping inspection and document control.
- 2) Authority: ASA-100 and related industrial standards.
- 3) Policy: The Manager of Quality Assurance will be responsible for the training of personnel performing receiving/shipping inspection functions and document control functions. The training records, qualifications, resume, etc. of the Director of Quality Assurance are maintained on file by the President of Mantor Aviation Company.
 - a) Training of receiving/shipping inspection personnel will consist of, but not limited to, the following:
 - i) Standards – ASA 100 Quality standards, ATA spec 106, 300.
 - ii) Handling damage.
 - iii) Identification (P/N, S/N, rework Lot NOS., OEM identifiers, etc.).
 - iv) Part protection; i.e. end caps, knife seals and curvic protection and preservation.
 - v) Verification of all paperwork, i.e. serviceable tags, 8130-3 tags, quantities match customer P.O./ Mantor Aviation Company invoice.
 - vi) Traceability
 - vii) Parts Handling
 - viii) Packaging
 - ix) Records Maintenance
 - x) ESD Control Program
 - b) The training records for receiving/shipping and document control personnel will be maintained by the Quality Assurance Manager.
- 4) Responsibility: The Manager of Quality Assurance is responsible to ensure compliance to this procedure.

INTERNAL AND SELF AUDIT PROCEDURE

Internal and Self Audit Procedures

- 1) Purpose: To establish and define the methods used to ensure adequate internal and self-audits are conducted to maintain compliance of the overall quality program.
- 2) Authority: ASA-100 and related industrial standards.
- 3) Policy:
 - a) All areas described in the Quality Manual and related quality procedures that could in any way effect product quality, will be audited by the Director of Quality Assurance or his Designee at least annually.
 - b) The individual responsible for the function being audited will be notified in advance of subject audits. However, the Director of Quality Assurance without notice may perform spot check audits at any time.
 - i) When formal Scheduled audits are conducted, related checksheets to the area being audited will be used.
 - ii) At the completion of each formally Scheduled audit, a findings report along with the signed audit checksheet will be given to the person responsible for the area being audited.
 - iii) A complete copy of all audit reports/findings will be forwarded to the President of Mantor Aviation Company for his review.
 - c) When discrepancies are noted as a result of formal audit or spot check audit, a corrective action request will be generated. The corrective action request will be issued to the person responsible for the area being audited. The responsible person will then have ten working days to complete the request for corrective action.
 - d) Both internal and self-audits shall be conducted at least quarterly by persons responsible for the areas defined in the master audit schedule. As a minimum, the following items are to be checked during a self audit:
 - i) Are current procedures being utilized at workstation?
 - ii) Are all related forms at workstation current?
 - iii) Housekeeping.
 - iv) Parts Storage.
 - v) Review of procedures and forms for currency.Evidence of self-audit completion and findings are to be submitted in writing to the Director of Quality Assurance.
 - e) Responsibility: The Manager of Quality Assurance is responsible to ensure compliance to this procedure.

CORRECTIVE ACTION PROCEDURE

Corrective Action Procedure

- 1) Purpose: To establish and define the methods used to assure that a corrective action system is in place that documents system deficiencies and the steps taken to correct and eliminate system deficiencies.
- 2) Authority: AS-100 and related industrial standards.
- 3) Policy: The Manager of Quality Assurance will serve as the corrective action administrator. Even though the Manager of Quality Assurance will issue most corrective action request (C.A.R.), anyone in the organization may generate a C.A.R. In any case, the Manager of Quality Assurance will approve all C.A.R.'s. Department assistant will maintain a numerical register of all C.A.R.'s issued and there status.
 - a) Internal Corrective Action
 - i) A corrective action request will be issued whenever deficiencies are noted during the course of a formal internal audit or an unannounced spot check. In addition a C.A.R. may be submitted by anyone at anytime when a deficiency is noted that could effect product quality or safety.
 - ii) Once the C.A.R. has been completed, it is to be submitted to the Manager of Quality Assurance for review and approval.
 - iii) The Manager of Quality Assurance will, once approved, log the C.A.R. into the register and forward the C.A.R. to the responsible individual for response.
 - iv) The individual answering the C.A.R. shall submit the response in writing, utilizing the C.A.R. within 15 calendar days of receipt. If extension is required, it must be submitted in writing with target date of completion.
 - v) The following areas must be addressed on the C.A.R. in all cases.
 - (1) Root cause of discrepancy
 - (2) Action taken to correct discrepancy
 - (3) Action taken to prevent recurrence
 - vi) Existing stock will be checked for similar discrepancies.
 - vii) Once the C.A.R. answer has been completed, it shall be submitted to the Manager of Quality Assurance for final approval and closed out in the C.A.R. register.
 - b) External Corrective Action
 - i) A corrective action request will be submitted externally whenever deemed necessary by receiving inspection or the Manager of Quality assurance due to gross or repeated discrepancies being discovered.
 - ii) All other criteria outlined I paragraphs 3A (1) thru A (6) apply to external corrective action with the following exceptions.
 - (1) A cover letter to accompany the C.A.R. will be initiated by the Manager of Quality Assurance.
 - (2) Thirty Days from date of issue will be allowed for response to all external C.A.R.'s
 - (3) If no response a second letter will be issued as a reminder. This subjects the supplier to being removed from the approved supplier's list.
 - c) Customer/Third Party Corrective Actions
 - i) Corrective action response (s) shall be accomplished as require in accordance with the auditing agency requirements and time frame.
 - (1) Unless corrective action forms are not supplied by the auditing agency, customer corrective action response shall be utilized.

Responsibility: The Manager of Quality Assurance is responsible to ensure compliance to this procedure.

SCRAP CONTROL PROCEDURE

Scrap Control Procedure

- 1) Purpose: To establish and define the methods used to ensure all scrap parts, components and accessories are properly disposed of beyond further use.
- 2) Authority: ASA-100 and related industrial standards.
- 3) Policy: Parts determined to be scrap.
 - a) Once a part has been determined to be scrap through the non-conforming product review process will be so noted and the part placed in bond.
 - b) Once monthly, all parts identified, as scrap will be removed from bond and placed into locked container for pick-up by a local recycling company. The Mantor Aviation Company tag is to be removed from all parts prior to placing in the scrap bin. The company used by Mantor Aviation Company is working under a signed agreement that all parts will be mutilated beyond the possibility of reuse. The company also agrees that Mantor Aviation Company reserves the right to monitor or audit the scrap process at any time.
 - c) The Quality Assurance Manager maintains a database (word) on all serialized parts that are scrapped. Scrapped parts are listed by P/N, S/N, and reason for scrap.

Responsibility: The Manager of Quality Assurance and/or Chief Inspector is responsible to ensure compliance to this procedure.

SUPPLIER CONTROL PROCEDURE

Supplier Control Procedure

- 1) Purpose: To establish and define the methods used to ensure that all suppliers used by Mantor Aviation Company for the purpose of inspection, repair, overhaul or functional test have and maintain the necessary quality systems as required or an approved FAA 145 repair station, OEM or a 121/129 domestic or foreign air carrier.
- 2) Authority: ASA-100 and related industrial standards.
- 3) Policy: All suppliers used to perform work as described in Paragraph 1 will be surveyed annually via a request for survey (questionnaire).
 - a) The supplier will have thirty days to complete and return the survey to Mantor Aviation Company.
 - b) The Manager of Quality Assurance will review the completed survey and if satisfied, will approve and maintain on file. Any survey not returned within the thirty day time frame would constitute follow-up by the Director of Quality Assurance.
 - c) If the survey is not approved, a request for corrective action will be submitted to supplier. The criteria defined in Mantor Aviation Company procedure shall apply.
 - d) On site/mail in surveys shall be conducted by the Manager of Quality Assurance or their Designee at least every three years. On site surveys may also be conducted at the discretion of Mantor Aviation Company when any of the following conditions exist.
 - i) Failure on the part of the supplier to respond to corrective action request.
 - ii) Quality rating falls below 90% for three consecutive quarters.
 - iii) Mantor Aviation Company customer request.
- 4) Responsibility: The Manager of Quality Assurance will be responsible to ensure compliance to this procedure.

RETURNED PARTS PROCEDURE

Returned Parts Procedure

- 1) Purpose: To establish and define the methods used to ensure that all returned parts to Mantor Aviation Company are properly dispositioned.
- 2) Authority: ASA-100 and related industrial standards.
- 3) Policy: All parts being returned to Mantor Aviation Company will be reviewed by receiving inspection and a report of the findings documented on the return report form. The following items must be verified by receiving inspection in order to complete the return report.
 - a) Can reason for return be verified?
 - b) Have all documents sent with the part been received with the part being returned.
 - c) Verify that part being returned is indeed the same part that was originally shipped.
 - d) Visually inspect for any obvious damage that was not apparent at the time of shipment.

Once the return report has been completed the return part will be placed in a designated return location and reviewed by the Manager of Quality Assurance or Chief Inspector and appropriate salesperson for final disposition.

If the reason for return was verified and the returned part is defective then the receiving inspector will check existing stock to determine if the same defect is apparent. If existing stock is found to be defective, the Manager of Quality Assurance will be notified and will make final disposition on the stock in question. He will also notify all customers that have purchased the same part from this stock of the possibility of their part being defective. This notification will be given in writing within twenty-four hours of the detection of possible defective parts sale.

SUSPECTED UNAPPROVED PARTS PROCEDURE

Suspected Unapproved Parts Procedure

- 1) Purpose: To establish and define the methods used to report suspected unapproved parts.
- 2) Authority: ASA-100 and FAA advisory circular, AC 21-29A, FAA order 8120-10.
- 3) Policy:
 - a) Any and all aircraft, engine, or accessory parts that in any way shows signs or indications that the part has been tampered with, i.e., part number, serial number or other identification changed will be reported to the Quality Assurance Manager for further evaluation.
 - b) Any and all aircraft, engine, or accessory parts that in any way indicates that the paperwork has been altered to change part number, condition, serial number, etc. will be reported to the Quality Assurance Manager for further evaluation.
 - c) Any part that arises suspicion as to its origin and/or traceability will be reported to the Quality Assurance Manager for investigation.
- 4) Reporting:
 - a) If determined by the Quality Assurance Manager any part in the condition described above is determined to be a suspected unapproved part he will generate a report, utilizing FAA form 8120-11, to the FAA following the guidelines of advisory circular AC no. 21-29a.
- 5) Tracking:
 - a) A log of all reports on suspected unapproved parts will be maintained by the Manager of Quality Assurance Manager.

Responsibility: The Manager of Quality Assurance is responsible to ensure compliance to this procedure.

SHELF LIFE CONTROL

Shelf Life Control

- 1) Purpose: To establish and define the methods used to identify and properly control shelf life controlled parts and materials.
- 2) Authority: ASA-100 and related industrial standards.
- 3) Policy:
 - a) Receiving Inspection – if during the process of receiving inspection it is noted that a part is identified as having a controlled shelf life, the receiving inspector will tag all such parts, indicating the part or parts have a shelf life requirement. If the expiration date of the shelf life is known, then that date is to be entered in the computer as well as written in the appropriate block on the tag during the receiving process. The expiration date will be entered in the remarks field on the “parts view screen.”
 - b) Shipping Inspection – if during the process of shipping inspection, a part is known to have a self-life, the shipping inspector will verify that the shelf life of the part has not expired. If the shelf life of the part has expired then the part is to be placed on hold awaiting customer approval. This approval must be received in writing before the part can be shipped. Without customer approval, the part is to be scrapped. In the event the part is the property of a consignment customer, then that consignment customer will make final disposition of the part, either to scrap locally or return.
 - c) When a part is believed to be shelf life controlled and the shelf life expiration date is not known, then every effort will be made to contact the OEM to obtain the necessary specifications for that particular part. When this cannot be determined, then the sale of such parts will be at the discretion of the buyer.
- 4) Responsibility: The Manager of Quality Assurance and/or Chief Inspector is responsible to ensure compliance to this procedure.

January 1, 2011

Nick Mantor
President & QA Assurance Manager
Mantor Aviation Company