



**COMMERCIAL
AVIATION RESOURCES**

Quality Assurance Manual

REVISION C


08/30/2022

Controlled Copy Document

Manual Number: N/A

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**1431 Greenway Drive,
STE 800, Irving, Texas, 75038**

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This is to certify that the Quality System of

Commercial Aviation Resources

1431 Greenway Dr STE 800
Irving, Texas 75038
UNITED STATES

*has met the requirements of the Aviation Suppliers
Association's Quality System Standard "ASA-100" and
FAA Advisory Circular 00-56B.*

Certificate Number: 00020922-1
Initial Accreditation Date: September 1, 2022
Certificate Issue Date: September 1, 2022
Certificate Expiry Date: August 31, 2025


Michele Dickstein

Michele Dickstein
President
Aviation Suppliers Association



2233 Wisconsin Avenue, NW • Suite 503 • Washington, DC 20007 • PH: 202-347-6899

ASA-100 Accreditation logo authorized for use only by companies accredited to ASA-100 Quality System Standard.

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	INTRODUCTION & CORPORATE POLICY STATEMENT	EFFECTIVE DATE: 08/30/2022

INTRODUCTION AND CORPORATE POLICY STATEMENT

The policy and intent of Commercial Aviation Resources — abbreviated as **CAR** — is to provide quality products and services which meet or exceed the requirements of all applicable Federal Aviation Regulations (FAR's), to comply with FAA Advisory Circular 00-56B, European Aviation Safety Agency (EASA) regulations, the Aviation Suppliers Association Quality System (ASA-100 Revision 5.0), and most importantly the specifications of our customers.

The entire CAR organization is dedicated to becoming the “**First Call**” made by its worldwide customers and service providers whenever and wherever they might need support. This dedication stems from every employee's commitment and responsibility to continuously improve the quality of the products and services provided by our company. Accordingly, CAR fosters a work ethic and environment in which every employee shares the responsibility for adherence to all policies and procedures addressed in this manual.


The policies and procedures contained in this manual describe the company's overall Quality System which is designed to provide for the receipt, inspection, storage, shipment and traceability of parts obtained from authorized Original Equipment Manufacturers (OEM's), FAR Part 121/135 Air Carriers, FAR Part 145 Repair Stations, aftermarket distributors, aircraft dismantling services, and when approved by CAR customers — Foreign Air Carriers. The policies also address long standing accepted industry practices.

CAR has assigned primary responsibility for the continuous monitoring of this Quality System to the Head of Operations & Quality who is directly responsible to the Managing Director.

(Signed copy on file at Commercial Aviation Resources)

APPROVED: _____

Managing Director

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RECORD OF REVISIONS


This manual has been developed, distributed and is maintained by the Quality Assurance Organization of Commercial Aviation Resources. The manual details concise and easy-to-follow procedures covering all company quality assurance activities.

The manual is issued externally to our customers and regulators upon request on an un-controlled basis. Internally the manual is available as a “read only” file on the CAR network. A hard copy is retained by the Quality Assurance Manager and is available for viewing.


Interim revisions may be made to this manual, in advance of the normal revision cycle, when it is determined that a correction to the manual is immediately required. Interim revisions will be controlled and issued with an Interim Revision Number. Interim revisions are issued and controlled by the Quality Assurance Department and will be incorporated into the next regular scheduled manual revision.

<u>ISSUE</u>	<u>DATE</u>	<u>COMMENTS</u>	<u>APPROVED</u>
Initial	12-01-21	Initial Document Release	Init copy on file
Rev A	01-01-22	<ol style="list-style-type: none"> 1. Revised Organizational Chart 2. Updated or added new forms to QAP-16 to reflect the new Quantum format: <ol style="list-style-type: none"> a. Sample Purchase Order Form b. Sample Repair Order Form c. Sample Invoice Form d. Sample Sales Order Acknowledgement e. Sample Invoice f. Sample Packing List g. Sample ATA Spec 106 Material Certification Form 3. General revisions to wording to signify clear compliance with FAA Advisory Circular 00-56B and ASA-100 Rev 5.0 throughout. 	Init copy on file
Rev B	08-18-22	<ol style="list-style-type: none"> 1. Many general additions/revisions as a result of operational observations and guidance from ASA training video and presentation 2. Deleted images of the various forms listed in QAP-16.0 3. Added facility temperature and humidity requirements and monitoring 4. Established/enhanced minimum training requirements for inspections during shipping and receiving 5. HAZMAT clarification, section III.15 of ASA 5.0 requirements are covered in this manual in sever affected chapters (QAP-3/4/5 and 13). 	

		<ul style="list-style-type: none"> 6. Details added on how approved/unapproved vendors are identified and monitored 7. Description of CAR facility added to QAP-3.0 8. Added wording that requires ASA/accreditation authority approval of major changes to the Quality Manual and/or procedures prior to implementation 	
Rev C	8-29-22	<ul style="list-style-type: none"> 1. Many general revisions relating to formatting and deletion of references to obsolete standards as documented in ASA Initial Audit CMAR-201-NCR-001 and CAR007. 2. Added wording and clarification around the receiving and records processes in order to properly identify the Source of parts/materials at the time of receipt so that our outgoing ATA 106s in block 13b show the correct source as documented in CMAR-201-NCR-004 and CAR010. 3. Added wording and clarification to QAP-4.0 Procurement to show method for documenting supplier history in Quantum Controls as documented in CMAR-201-NCR-005 and CAR011. 4. Addition of image of ASA-100 Certification to p. ii when/if approved/received from ASA. 	

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	PROCEDURE: QAP-1.0 ORGANIZATIONAL STRUCTURE	EFFECTIVE DATE: 08/30/2022

ORGANIZATIONAL STRUCTURE

[Ref. ASA-100, Part III.1]

A. GENERAL

This procedure describes the organizational layout of CAR and details the general responsibilities of each department.

B. APPLICABILITY


The information contained in this procedure is intended for the knowledge and use of all company personnel.

C. RELATED MATERIALS

Quality Assurance Procedures QAP-1.0 through QAP-16.0.

D. PROCEDURE


1. Commercial Aviation Resources (CAR) consists of three departments which are Sales & Purchasing, Finance/HR & Admin, and Operations & Quality which are all led by the Managing Director.
 - a. **Finance/HR & Administration** oversees and is responsible for all daily activities regarding accounts payable/receivable, customer records, Human Resources (including training/records) and general office administrative functions.
 - b. **Sales & Purchasing** is responsible for all sales activities and for the purchase and procurement of parts, materials, repairs/repair management and outside support services. The department is the primary contact and coordinator of all customer support service activities. Sales is also responsible for ongoing market development.
 - c. **Operations & Quality** is responsible shipping, receiving, all warehouse operations and for the development of Quality Assurance Procedures and maintenance of all related records, and execution of the internal audit program.
 - d. The Managing Director is responsible for the overall business operations of CAR, as the principal he is ultimately responsible for ensuring that the procedures contained in this manual are adhered to at all times. This role includes responsibility for oversight of the internal audit program. Furthermore, it is the MD's responsibility to reasonably staff the company's departments to achieve its business goals and objectives. For any instance, in

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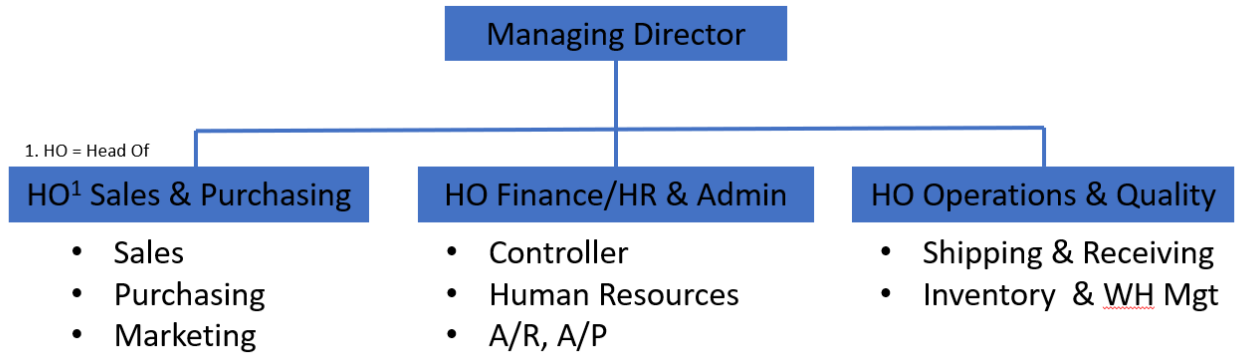
any quality assurance procedure (QAP), where the designated responsible manager is not immediately available, it is the Managing Director’s responsibility and authority to delegate the responsibility to any other employee or staff member that has received the appropriate training and certification for the tasks as needed. It is the policy of CAR to have as many members of the staff as practicable to be cross trained as with the global pandemic and labor shortages, it is in the best interests of our customers to remain continually operational by having a skilled and flexible workforce.


(Signed copy on file at Commercial
Aviation Resources)

APPROVED: _____
Managing Director

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CAR ORGANIZATIONAL CHARTS




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	PROCEDURE: QAP-2.0 QUALITY ASSURANCE SYSTEM & PROCEDURES	EFFECTIVE DATE: 08/30/2022

QUALITY ASSURANCE SYSTEM & PROCEDURES

[Ref. ASA-100 Part III.1]

A. GENERAL

1. Commercial Aviation Resources has established and implemented a comprehensive quality system that is described and documented in this Quality Assurance Manual. The manual contains Quality Assurance Procedures as applicable to CAR's business operations which coincide with the functions listed in the Table of Contents. The procedures are designed to ensure that all products and services provided by CAR meet or exceed the applicable FAR's, EASA, ASA-100, FAA AC 00-56B, and all customer specifications. The Quality Assurance Organization is responsible for the development, documentation, implementation, and monitoring of procedures that comply with the applicable requirements and standards. The Quality System has been implemented through the application and monitoring of the following requirements:
 - a. The formally documented Quality Assurance Manual. Revisions to the manual will be coordinated by the Head of Operations & Quality. All revisions will be approved and signed by the Managing Director. Prior to final approval, the ASA accreditation organization shall be informed, in writing, of any significant changes and/or revisions to the quality system or manual and CAR shall receive written notification of the acceptance of the change prior to implementation.
 - b. Internal audits, which monitor all activities for compliance with customer specifications, regulatory requirements, and good industry, practice. The audit program is designed to provide a complete quality system review annually along with continuous quality improvement. Identification of non-compliance root causes and effective corrective action is a key focus of the internal audit program.
 - c. Control of non-conforming products.
 - d. Appropriate training of all personnel involved in the various quality system functions and activities.
 - e. A roster of personnel who are authorized to accomplish specific functions and inspections along with details of those activities.
 - f. All parts and materials must be traced to a prior source and bear acceptable documentation of at least one of the receipt requirements of ASA-100 Appendix A (most recent revision noted in Introductions & Corporate Policy Section of this manual).
A. CAR recognizes it's responsibility to prevent Suspected Unapproved Parts (SUPS) from entering the supply chain, therefore, all concerned employees will be kept informed of FAA

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Advisory Circular 21-29 (Detecting and Reporting Suspected Unapproved Parts) and the reporting procedures contained therein.

- g. Preparation, accountability, and maintenance of all quality records.
- h. Continual review and improvement of required quality control methods and procedures, skills and resources to achieve desired quality levels.
- i. Identification and clarification of acceptable standards for handling CAR's inventory.

B. QUALITY ASSURANCE PROCEDURES

The Head of Operations & Quality is responsible for ensuring that the policy and procedures regarding the Quality Assurance System are adhered to. In his absence, refer to QAP-1.0.D.d for responsibilities.

1. GENERAL

Quality Assurance Procedures are issued by Quality Assurance and consist of instructions or procedural methods for accomplishing the tasks and activities related to the handling of CAR's components and materials inventory. The procedures help ensure that all quality requirements are consistently met and maintained.

2. APPLICABILITY


This procedure is applicable to employees involved in the implementation or revision of Quality Assurance Procedures along with those having final approval authority or responsibility for distribution of approved copies. Compliance with all documented procedures is mandatory.

3. DEFINITIONS

Quality Assurance Procedures (QAP's): The policies and instructions issued by the Quality Assurance Organization which disseminate established means and methods for accomplishing and managing the various tasks affecting the quality of CAR's components and material inventory.

4. RELATED MATERIALS (FORMAT)

Procedures are documented in this Quality Assurance Manual, and QAP forms are located in QAP-16.0 (FORMS) and subsequent pages of this manual.

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5. PROCEDURE

- a. Any company employee may recommend Quality Assurance Procedures. Suggested procedures describing the purpose and procedural methods should be submitted as a rough draft using the approved format to Quality Assurance for review and approval.
- b. Any employee may also recommend procedures for revision. Current procedures should be marked up in red ink—showing the suggested changes—and submitted to Quality Assurance for review and approval.
- c. Any company employee may generate a Corrective Action Report for any concern or issue relating to the company’s quality processes, procedures, or operations. The company shall utilize the ASA recommended Corrective Action Report Form. A log of Corrective Action Reports shall be kept by the QA department, and this department shall have responsibility for assigning appropriate people to study the issue or concern raised in the report; document the findings (if any), identify appropriate actions to for future avoidance and generally resolving and closing our the report.
- d. Quality Assurance will assign QAP reference numbers to new procedures and will maintain appropriate records of all work involved in the development of, or revision to, any procedure. QAP reference numbers will begin with QAP 1.0 and will run consecutively thereafter.
- e. Quality Assurance Procedures will be formatted in the following manner:

GENERAL or REQUIREMENT APPLICABILITY DEFINITIONS RELATED MATERIALS METHOD or POLICY PROCEDURE

1. DEFINITIONS:


GENERAL or REQUIREMENT: An overview of the purpose or requirement of the procedure and its desired end result.

APPLICABILITY: Includes a description of the organizations, tasks, or activities impacted by the procedure.

DEFINITIONS: Provides an explanation of key terms used in conjunction with the procedure.

RELATED MATERIALS: Defines specific documents and other materials related with the procedure.

METHOD or POLICY: Defines how the purpose or requirement is complied with.

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PROCEDURE: Contains detailed steps for use in achieving the desired end result of the requirement.

NOTE


Procedures will normally use the GENERAL or REQUIREMENT, APPLICABILITY, METHOD or POLICY, and PROCEDURE identifiers. The DEFINITIONS and RELATED MATERIALS identifiers are used only when applicable.

- e. Drafts of proposed new or revised procedures will be routed to all departments that may be affected by the changes for review and concurrence. Final versions of all procedures will be submitted to the Managing Director for his approval. Approval by the Managing Director will be noted by his signature on the last page of each procedure on the "Approval" line.
- f. Upon approval by the Managing Director, final revisions will be forwarded to the appropriate accreditation/registration organization for review.
- g. Quality Assurance Procedures are reviewed each year by Quality Assurance for accuracy and applicability.

(Signed copy on file at Commercial
Aviation Resources)

APPROVED: _____

Managing Director

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	PROCEDURE: QAP-3.0 HOUSING AND FACILITIES	EFFECTIVE DATE: 08/30/2022

HOUSING AND FACILITIES

[Ref.ASA-100, Part III.3]

A. REQUIREMENT

1. CAR will provide and maintain storage facilities, which ensure that stored inventory is properly protected at all times to prevent damage. Appropriate storage racks will be provided so that sufficient space is provided for individual components as necessary. As practical, components will be stored in their original shipping container or other suitable storage containers will be provided as necessary.
2. Unserviceable components and material will be identified as such e.g., "As Removed (AR)", "As-Is", "Unserviceable", or "BER" and properly stored in separate locations from "Serviceable" material and components in a manner and fashion which will prevent the issuance of an unserviceable unit.
3. Maintains a temperature range within the facility between 50-90 degrees Fahrenheit.
4. Maintains a relative humidity range within the facility between 20%-60%.


B. APPLICABILITY

1. CAR is not involved in, and does not perform, any aircraft or component maintenance activities or related parts sales, therefore parts storage areas do not require controlled access to prevent cannibalization of components and materials by maintenance personnel.
2. CAR does not deal with, nor does it sell non-aviation related products or materials.
3. This procedure is applicable to all components and materials under CAR's custody and control.

C. RELATED MATERIALS – (N/A)

D. POLICY

CAR will provide appropriately secured storage areas of sufficient size so as to properly store all components and materials in its possession. Serviceable units which are too large or of too great a quantity to permit their storage in the Serviceable Storage Area may be stored in other appropriately identified areas as deemed necessary.

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CAR has a policy to provide a facility with adequate environmental controls to monitor and ensure that the temperature, and humidity remain within acceptable levels to house avionics/electrical equipment.

D. PROCEDURES

1. The Managing Director shall have the responsibility for obtaining, leasing or renting adequate facilities to appropriately serve our business requirements. The facility need not be fancy nor large, but enough to satisfy the business needs including this quality policy. The Managing Director will endeavor to select property that allows for expansion/growth with the business.

Facility Description: The company operates from a single, centralized locations, and the entirety of the operation is conducted at the current location. The facility is conveniently located near the Dallas-Fort Worth (DFW) airport in Irving, TX just east of the runway/airport property in order to best serve AOG customers. The company is renting space in a finished, multi-purpose office building. Within an environmentally enclosed space, we house our offices, racks for serviceable materials, shipping/receiving, ESD station, scrapped materials bin, and quarantine bin locker.

2. All inventories in CAR's possession will be stored indoors in a secured facility having a finished (i.e. not dirt) floor. Units will be stored on racks to the greatest extent practicable or palettes if needed so as to prevent damage.
3. Components will be stored in their original shipping containers whenever practical. Otherwise, they will be stored in plastic bags or bins of sufficient mil thickness or other similar container/containment to adequately protect units from dirt, dust and moisture. Protective bags will be sealed at all times.
4. Serviceable components and materials are identified in their bin location with their material condition (OH, RP, SV, etc....) and are stored in different bin areas than the "As-Removed (AR)", "As-Is" and other "Unserviceable/Repairable" units.
5. Beyond Economical Repair BER components are identified as such and scrapped and stored in the Scrapped Material Bin/BER cage. The Head of Operations & Quality, controls access.
6. Non-conforming components and materials received from outside sources will be identified as such and held in the designated Quarantine area until the discrepancies e.g., incorrect part numbers, quantities or missing required documentation are properly dispositioned by Quality Assurance.
7. Once accepted for receipt, all components and material will be entered into CAR's inventory system. The condition of the unit, which is obtained from the accompanying certification

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documents and the storage location of the unit are entered into the inventory system at the same time.


8. The Head of Quality & Operations shall check the temperature and humidity monitor daily to ensure it is actively measuring and recording the environment where the aircraft parts are stored. Is acceptable to set alerts/alarms on the monitoring system/device to warn of exceedances.

9. The Head of Quality & Operations shall maintain a digital record of the temperature and relative humidity in the warehouse and document through Corrective Action Report if either metric falls outside of the required range.

(Signed copy on file at Commercial Aviation Resources)

APPROVED: _____

Managing Director

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	PROCEDURE: QAP-4.0 PROCUREMENT	EFFECTIVE DATE: 08/30/2022

PROCUREMENT

[Ref. ASA-100, Part III.5 & III.15]

A. REQUIREMENT

CAR will maintain a procurement system, which ensures that only quality components, materials, and services are purchased from outside sources.


B. APPLICABILITY

This procedure is applicable to all CAR personnel.

C. DEFINITIONS

The following terms and Component/Material Codes are used and recognized by CAR:


- **HAZMAT (Hazardous Materials) materials that require adherence to Title 49 of the code of Federal Regulations (49 CFR)**
- **PC (Production Certificate)** conveys production approval for a complete aircraft, engines or propellers and associated spare parts, which pass through a PC holder's approved quality system.
- **PAH (Production Approval Holder)**: a TC, PC, PMA, or TSO holder.
- **TC (Type Certificate)** conveys FAA design approval for a complete aircraft, engines or propellers.
- **OEM (Original Equipment Manufacturer)**: An aircraft or engine manufacturer or other designated and authorized manufacturer that is the holder of a Production Certificate (P, Parts Manufacturer Approval (PMA), or Technical Standards Order (TSO).
- **PMA (Parts Manufacturer Approval)**: PMA is issued for replacement or modification parts under FAR 21, Subpart K, Section 21.303. Such parts are permanently and legibly marked with the letters "FAA-PMA", the name, trademark, or symbol of the holder of the PMA, the part number; and the name and model designation of each type certificated product on which the part is eligible for installation. Parts which are too small, or where it is otherwise impractical to mark the parts per the foregoing, may be tagged with the required information on the tag or as an alternative when necessary the tag may reference the specific readily available manual or catalog for part eligibility information.
- **TSO (Technical Standard Order)**: FAA authorization for aircraft systems such as seats, wheels and brakes which meet minimum performance known as a "TSO Standard". When *authorized* to manufacture under a TSO Standard, this is known as "TSO Authorization" which constitutes both design and production approval.

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- **FN (Factory New)**: A new (unused) product, assembly, accessory, part or material produced in conformity with approved data that is accompanied by a manufacturer’s material certification, and has no operating time or cycles.
- **Hold**: State of a CAR PO that is not Received to allow for time in Quarantine as inventory items in this category will not show up as a Stock Line and therefore will not be available for allocation to a sale until such time as Quality Assurance has appropriately dispositioned the material and the Hold status is changed.
- **NE (New Unused)**: See FN above.
- **NS (New Surplus)**: A new (unused) product, assembly, accessory, component, part or material produced in conformity with approved data which has been released as surplus by the manufacturer, owner-operator, repair facility, etc.; has no operating time/cycles, and which is being sold by a person other than the original equipment manufacturer.
- **OH (Overhauled & Certified)**: Part, which has been overhauled by an authorized OEM or FAA/EASA Part 145 Repair Agency. The part will have a Time Since Overhaul (TSO) of 00:00 hours.
- **RP (Repaired)**: Part, which has been repaired by an authorized OEM or FAA/EASA Part 145 Repair Agency and Block 11 (or equivalent) of the certifying document (typically an 8130-3) states “REPAIRED”.
- **SV (Serviceable)**: Part is used but certified as airworthy by a Part 121/129 airline or authorized FAA/EASA part 145 repair agency.
- **TEST/ISP**: Part is used serviceable material (USM) that is certified as airworthy by a Part 121/129 airline or authorized FAA/EASA part 145 repair agency and block 11 of the 8130-3 states “Tested”.
- **AR (As removed)**: Part is used but not certified as airworthy. The part can usually be economically repaired and/or overhauled to SV or OHC condition.
- **AS (As Is)**: Any part, the condition of which cannot certainly and accurately be classified and therefore its status is unknown.
- **BER (Beyond Economical Repair)**: The part is being evaluated for disposition as “REPAIR” or “SCRAP”.

D. RELATED MATERIALS

Purchase Order Form, QAP-16.0
Repair Order Form, QAP-16.0
FAA Advisory Circular 21-29 (SUP)
ASA 100 Revision 5 Appendix A

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E. POLICY

CAR has implemented a procurement system for controlling the purchase of the following items and services:


1. Spare parts from certificated FAR Part 121 airlines and Part 145 repair stations, authorized OEM’s, holders of PMA, other distributors, aircraft dismantling operations and foreign airlines or other sources when approved by the customer.
2. Factory new components and material received from the authorized manufacturer.
3. Services provided by certificated FAR/EASA Part 145 repair stations.

CAR has a policy to AVOID the procurement of **HAZMAT**. In addition, CAR seeks to avoid receiving it and shipping it as we are a small company that has the latitude to pick the ATA chapters, parts, and services which we offer. As HAZMAT relates to Procurement, Receiving & Inspection personnel, they shall be trained sufficiently to identify the markings associated with HAZMAT, and to place the items in Quarantine for appropriate disposition. Procurement personnel shall choose parts to be placed in inventory that are not HAZMAT.

F. PROCEDURE

1. Deviations from the following procedures must be communicated to, and approved, in writing, by the customer prior to the shipment of any part. In the event written approval cannot be obtained from the customer, CAR personnel will make appropriate notes of verbal approval given by the customer.
2. The Sales & Purchasing Department has primary responsibility for controlling all purchases of components and materials for subsequent resale as well as outside repair services required by CAR. All purchases and requested repair services will be documented on an appropriate Purchase Order or Repair Order and entered for tracking purposes into CAR’s computer system. The purchase of HAZMAT shall be avoided, and the buyer shall not buy parts and components identified as such and shall be vigilant to notice markings similar to those shown below when reviewing trace/sourcing documentation prior to placing the PO.



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3. All parts and materials must be traced to a prior source and bear acceptable documentation of at least one of the receipt requirements of ASA-100, Rev 5.0 Appendix A.

4. CAR recognizes its responsibility to prevent Suspected Unapproved Parts (SUPS) from entering the supply chain, therefore, all procurement, shipping and receiving employees will be kept informed of FAA Advisory Circular 21-29 (Detecting and Reporting Suspected Unapproved Parts) and the reporting procedures contained therein through ongoing training.

5. All special customer requirements will be documented on the purchase order which is supplied to CAR's supplier or service provider e.g., FAR/EASA Part 145 repair station. However, as CAR is primarily a "Stocking Distributor" we rarely "Broker" parts. Inasmuch, it is common to procure spare parts and materials before the customer is known thus there are not specific customer requirements. However, all trace/certification requirements of Appendix A must still be adhered to in order to avoid procuring unsellable parts.

6. Regarding the requirement to maintain records of component and material traceability, copies of all traceability documents e.g., Certificates of Conformance, air carrier documents, invoices, Maintenance Releases etc. will be retained for seven years. Every effort will be made to store and protect all such records against damage from moisture, fire etc. as practical. These documents shall be scanned and stored electronically in the company's computing system.

7. CAR actively maintains a list of approved and unapproved Vendors/Suppliers who are FAA/EASA certificated MROs (for ROs) , or in compliance with FAA Advisory Circular #00-56B, or have a history of acceptable performance (for POs) shall be considered satisfactory. Suppliers are approved for continued use as long as they continue to meet CAR quality standards and **MUST** provide the required certification and traceability documents per ASA-100 Appendix A for all components and materials which they furnish.

8. CAR Procurement personnel shall actively perform due diligence on prospective suppliers/vendors for which they are considering placing a PO. In other words, this is not a requirement simply to add a vendor quote to the system. But, companies for which we are contemplating/preparing a PO, the buyer must check to see if the proposed supplier complies with one of the following criteria: a) ASA-100 certified, b) AC-0056B compliant, c) AFRA certified, or d) acceptable quality checklist, d) FAA Shop, or e) Other Shop (for instance EASA). These certifications can be found on the ASA website (a and b), or the AFRA website (c). Most shops have their FAA Air Agency Certificate readily downloadable from their website. Finally, CAR utilizes the ASA Quality Checklist shown in our Standard Forms Training document to vet potential suppliers not meeting one of the other criteria. It is the buyer's responsibility to perform this check, and Edit the appropriate Company information by checking the appropriate due diligence boxes within Quantum Controls for the supplier as shown below. Note, in the example shown, the supplier has not been vetted for a PO at this time as none of the boxes are checked.



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PROCEDURE: QAP-4.0 PROCUREMENT

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Quantum Control Commercial Aviation Resources Live Database (User: SYSDBA) - You have unread messages!

Name: Spectrum Aerospace Code: SA2 Acct Cmp: []
Dept: Warning Terms: NET 30 Phone: 480-966-0077
Contact: Not Approved Vnd Terms: NET 30 Alt Phone: []
Attention: [] Currency: USD Fax: 011 []
Class: [] Open SO Core #: 0.00 SO Core Value: []
AR Balance: 0.00 Customer *Unapproved* ASA-100 Checklist
 Vendor *WARN 1* AC-0056B FAA Shop
 Shop *WARN 2* AFRA Other Shop
AP Balance: 0.00 Open PO Amount: 0.00 Site: []
AP Cr Limit: 0.00 UDF 11 [] Disc %: []


Print	Invoice #	Items	Cost	Price	Currency Va	Currenc	Tax Amt	Post Stat	Posting De	Employee	Airway Bill	SO Number
-------	-----------	-------	------	-------	-------------	---------	---------	-----------	------------	----------	-------------	-----------

9. CAR will further document compliance with paragraph (7) above by means of continuous monitoring. For any material received from a supplier that is not accompanied by acceptable certification and trace documents including the non-incident statements (NIS), as a part of the Quarantine/Hold process, the material is entered into the Receiving Discrepancy Log, and the HO Operations and Quality shall place a warning in the Company Management Module of Quantum Controls (the “ERP system”) that warns Sales and Purchasing of the supplier. The flag remains for a period of 12 months if there are no additional occurrences. A second “Warn” is also possible. Finally, a vendor can become “Unapproved”. In cases of egregious issues a company may be placed on the Unapproved list without having received the prior Warnings at the sole discretion of CAR. The ERP system is also where a person can see what a certain company is approved for as shown in the example below: Icon Aerospace is approved as a Shop and is in good standing. Icon is an FAA approved repair station and has a good history with CAR.

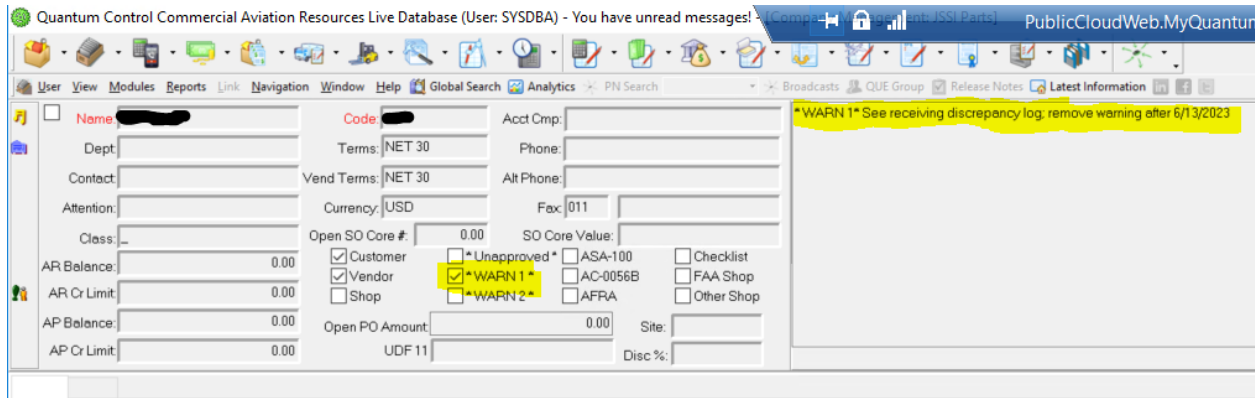
Quantum Control Commercial Aviation Resources Live Database (User: SYSDBA) - You have unread messages!

Name: Icon Aerospace, LLC Code: 23 Acct Cmp: []
Dept: [] Terms: NET 30 Phone: 704-821-4266
Contact: [] Vnd Terms: NET 30 Alt Phone: []
Attention: [] Currency: USD Fax: 011 []
Class: [] Open SO Core #: 0.00 SO Core Value: []
AR Balance: 0.00 Customer *Unapproved* ASA-100 Checklist
 Vendor *WARN 1* AC-0056B FAA Shop
 Shop *WARN 2* AFRA Other Shop
AP Balance: 0.00 Open PO Amount: 0.00 Site: []
AP Cr Limit: 0.00 UDF 11 [] Disc %: []

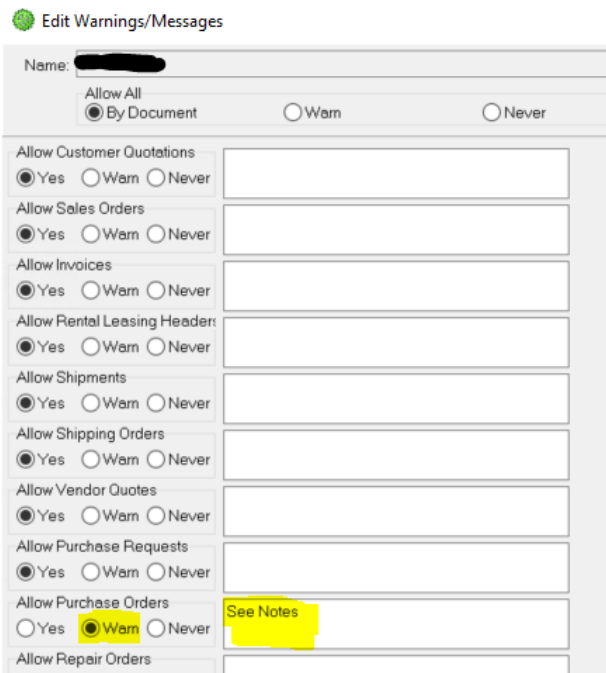
Print	Invoice #	Items	Cost	Price	Currency Va	Currenc	Tax Amt	Post Stat	Posting De	Employee	Airway Bill	SO N
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Furthermore, in the next example, a company which is approved both as a vendor (supplier) and a customer is shown with the Warn 1 indicator. Additionally, there is a note (upper right) that informs where to find more information and the date when the warning can be removed. Also note, this vendor is still approved (otherwise “Unapproved” would be checked). Some discrepancies are minor and easily corrected which is why they are still eligible in this case.

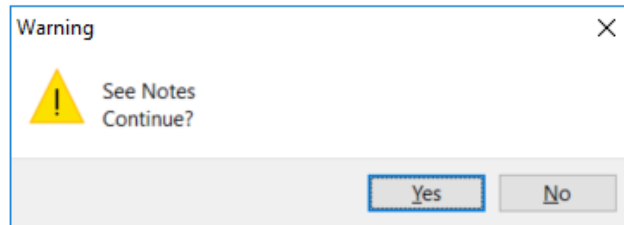


However, the system has one more check to ensure that the buyer is aware of the situation. The Head of Quality Control has the additional responsibility for entering the warning messages into Quantum for any company for which it warrants. An example of some of the warnings are shown below. Notice the “Never” category, which shall be set for any “Unapproved” supplier and the system will not allow buyers to place POs, nor sales people to create quotes, sales orders, and ultimately invoices. This functionality is also how CAR controls sales to embargoed nations, etc.



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Next, in this example, should a buyer try to place a PO with this specific supplier, a message would be displayed that shows a warning similar to the image below. The notes and warnings are completely customizable to fit the scenario.



Finally, a supplier's performance is continually monitored each time they fulfill an order for us. The source control for the approved/unapproved suppliers is maintained within the system, but a current list may be easily exported at any time for ease of review.


10. A Material Inspection Checklist (QAP-FORM-5.1) is prepared by the Receiving Inspector for all components and materials received into CAR. The condition of the unit is noted on the checklist as appropriate. Materials received which do not meet CAR quality standards, documentation standards including NIS, or purchase order requirements are placed on Hold, segregated, and placed in the Quarantine area until the discrepancy is resolved with Quality Assurance. The original copy of the inspection checklist is filed in the company records.

11. Supplier Performance Reports are prepared by Quality Assurance which are for review by the Managing Director to determine supplier performance e.g., unacceptable number of rejected or discrepant items and other key factors to determine if the supplier's approved status is to be reinstated or denied. Management and Quality Assurance shall meet as necessary to review Supplier Performance where the Material Discrepancy Log and other supplier matters will be reviewed.

12. If the review determines that CAR should no longer utilize a supplier, the supplier will then be set in the computer database as an unapproved vendor. The computer data base will prevent purchase orders from being issued to that vendor.

13. Procurement of Airframe Accessories, Components/Rotables and Materials

- a. Every supplier utilized by CAR must provide proper documentation and traceability of all aircraft parts delivered to the company. All parts and materials must be traced to the prior source and bear acceptable documentation of at least one of the receipt requirements of ASA-100, Rev 5.0, Appendix A.

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- b. All parts received in other than new condition must have certification stating that the part was not removed from an aircraft or engine that was subjected to extreme stress or heat (as in a major engine failure, accident or fire and that the parts themselves have not been subjected to extreme stress or heat (as in a warehouse fire and were not obtained from any Government or from a military source.
- c. Parts, which have been subjected to such conditions, shall be properly identified as such. In addition, parts subjected to such conditions or ones obtained from the government or military sources will not be shipped by CAR until the customer is advised of these facts and elects to accept the parts in their “As Is” condition.
- d. When applicable, the Time Since Overhaul (TSO), Time Since New (TSN), Cycles Since Overhaul (CSO), Cycles Since New (CSN), and other relevant and pertinent information must be traceable back to records from the last operator of the part.
- e. Parts purchased in overhauled or repaired condition that are represented as having an Airworthiness Directive (AD) accomplished must be accompanied by a FAA form 8130-3 and work order report. The FAA form 8130-3 and work order report must indicate the AD number, date and method of accomplishment.


14. Procurement of Factory New Products: The OEM authorized manufacturer’s or distributor’s standard Certificate of Conformance is acceptable to CAR.

15. Procurement of foreign manufactured parts (FAR 21.502): a part manufactured in a foreign country with which the U.S. has an agreement for the acceptance of those parts is acceptable to CAR when the country of manufacture issues a certificate of airworthiness certifying that the parts meets those requirements.

16. Procurement of Consignment and Distribution Products: CAR will maintain all original documentation for parts and components. Original certifications will be provided for the customer when possible. If the original OEM documents and certifications contain multiple quantities and/or part numbers, a “Certified True” copy will be provided in accordance with procedures found in chapter 13.E.11.

17. FAR Part 145 Repair Stations

- a. Only certificated repair stations having obtained an FAA (or EASA) license, an officially sanctioned repair station, shall be used to ensure the shops have a reliable anti-drug and alcohol misuse program shall be used by CAR.”
- b. Sales and Quality Assurance shall review FAR 145 Repair Stations’ copies of their Air Agency Certificates and Operation Specifications

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18. Repair Orders

- a. Repairable parts that require identification, evaluation, repair, or overhaul will be sent to FAA (or EASA) certificated repair stations only. In such cases, the Sales Department, based on input from the customer and Quality Assurance, initiates a Repair Order.


Use only certificated repair stations having obtained a license from the FAA (or EASA) in order to ensure an “Antidrug and Alcohol Misuse Prevention Program Operations Specifications” (A449) shall be utilized by CAR. The FAA currently requires all licenses repair stations to maintain an adequate drug and alcohol abuse program and CAR relies on this fact in order to maintain compliance with regulations relating to such programs.

- b. Sales and Quality Assurance shall ensure that those FAR 145 Repair Stations provide copies of their Air Agency Certificates.
- c. EASA accepted FAR part 145 repair organizations may be used for EASA operators or when the customer approves it.
- d. The Repair Order will specify the part number/description, quantity, serial number, condition and a complete description of the work required. The requirement for a copy of the work order (teardown report), and documentation pertaining to the accomplishment of any Airworthiness Directives (AD’s) must also be stated on the Repair Order. Documentation of AD accomplishment provided by the repair station must include the AD number, accomplishment date, and the method used to comply with the AD.
- e. Copies of repair orders will be retained on file for seven years.

(Signed copy on file at Commercial Aviation Resources)

APPROVED: _____

Managing Director

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	PROCEDURE: QAP-5.0 RECEIVING & INSPECTION	EFFECTIVE DATE: 08/30/2022

RECEIVING & INSPECTION

[Ref. ASA-100, Part III.6 & III.15]

A. GENERAL

This procedure describes the receiving and inspection system used during the receipt of aircraft components and materials from all CAR approved suppliers.

B. APPLICABILITY

This procedure applies to all personnel involved with the inspection of aircraft parts and materials received into CAR's inventory.

C. DEFINITIONS


1. **Storage**: The designated area where parts and material which have passed the Material Receiving Inspection are placed for routine storage ready for allocation to a customer's order and prior to preparation for shipment to the Customer.
2. **Quarantine**: The designated area where parts and materials which have not passed the Material Receiving Inspection are placed on Hold and set aside until the related discrepancies are satisfactorily resolved with Quality Assurance.
3. **BER Area**: The Scrapped Materials Bin" is the designated area where items have received final disposition as Beyond Economical Repair by CAR or its customer, and are held until disposed of by Quality Assurance. Prior to being scrapped, potential BER material will be in the secure Quarantine area waiting disposition.
4. **HAZMAT**: Hazardous materials that require adherence to Title 49 of the Code of Federal Regulations (49 CFR).

D. RELATED MATERIALS

Material Inspection Checklist
 CAR Purchase Order Form
 CAR Repair Order Form
 Corrective Action Report (ASA Form)

E. POLICY

The policy of CAR regarding receipt of parts into inventory is that all parts and materials shall be inspected as necessary to ensure that all units delivered to the company are free

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from shipping damage and other defects, conform to Purchase Order requirements, are in an airworthy or repairable condition, and are in an acceptable state of preservation. In addition, receiving inspections are developed to ensure that the supplier has provided all required documentation and that all documents conform to the requirements contained in the applicable Quality Assurance Procedures.

The policy of CAR regarding HAZMAT is to avoid procuring it, receiving it and shipping it as we are a small company that has the latitude to pick the ATA chapters, parts, and services which we offer. As HAZMAT relates to Receiving & Inspection personnel, they shall be trained sufficiently to identify the markings associated with HAZMAT, and to place the items in Quarantine for appropriate disposition.

F. PROCEDURE

1. All aircraft components and materials delivered to CAR are to be inspected by members of the warehouse team who shall be qualified and authorized through training in this process. An Inspection Authorization Roster will be maintained by the Head of Operations & Quality which lists the names of those who are eligible to perform the process.


CAR inspectors do not use Inspections Stamps. All sign-offs will be accomplished by manual signature or initials in the appropriate box or location on the applicable form.

2. The inspector will conduct a thorough visual inspection of all incoming components and materials, which will include but is not limited to the following:
 - a. A check for physical damage which may have occurred during shipment of the part. This inspection will also ensure that all ports and openings are properly protected against dust and dirt with appropriate plastic caps or sealed plastic bags.

WARNING

TAPE SHALL NOT BE USED TO COVER ELECTRICAL CONNECTIONS OR FLUID FITTINGS/OPENINGS. ADHESIVE RESIDUE CAN INSULATE ELECTRICAL CONNECTIONS AND CONTAMINATE HYDRAULIC OR FUEL UNITS.

- b. Components and materials purchased as new will be inspected for evidence of prior use.
- c. Verification of part numbers — including dash numbers/letters — model numbers, serial numbers, quantity etc. to ensure that these items coincide with all purchase order requirements and accompanying documentation received with the part.

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- d. In cases where part numbers, model numbers, quantities, dash numbers/letters etc. are substituted, verify that the substituted items match what was requested on the CAR purchase order and agreed to between the aircraft operator and supplier for part number substitution.

Substitutions made without CAR's prior knowledge will be held in the Quarantine area after being documented on the Material Inspection Checklist by the QA receiving inspector. The Sales Department will then be advised to request proof of interchangeability from the supplier. As appropriate, the customer will be notified for their consent regarding the substitution.

In the event an altered data plate is detected, the receiving inspector will contact the repair facility issuing the airworthiness release certificate and request an explanation. If a satisfactory answer is not received, the OEM will be contacted for verification of the serial number and possible modifications that could account for the data plate change. If the findings are not satisfactory the component will be rejected and returned to the vendor or appropriate repair facility.

- e. Verification that all required documentation and proof of traceability e.g., Maintenance Release, Certificates of Conformance, traceability documents have been provided by the supplier, are properly completed and contain all required signatures.


The Material Inspection Checklist form may be created in an electronic format (Form QAP-FORM-5.1 as noted in QAP 16.0.

All inspection findings will be noted on the Material Inspection Checklist (QAP-FORM-5.1) as a P(PASS) or F(FAIL) with appropriate mark or comments entered for each inspection step in the Comments section.



QAP-FORM-5.1 will note the PASS, FAIL, YES, or NO etc. in the appropriate block area. Any noted comments will be entered in the Findings section.

QAP-FORM-5.1 has a checkbox for HAZMAT – if the inspection of the materials received show markings similar to below, complete the QAP_FORM-5.1, and place the material in Quarantine for further disposition.



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- f. Verification that all Factory New (FN) aircraft fasteners and standard parts are accompanied by OEM test reports.
- 3. Components and materials meeting the above criteria will then be received into inventory, entered into the computer inventory system, and moved to the rack/storage location. Original copies of the completed Material Inspection Checklist shall be filed in the appropriate location and all certification/traceability documents will be attached to the part and placed in its container. All documents are to remain with the unit and will be shipped with the component to the customer with the exception of the Material Inspection Checklist, which is always filed.
- 4. Inventory Control Labels with barcodes will be issued which contain the part number, serial number, description, location, and material condition of part e.g., FN/OH/RP/SV. Labels are to be attached to the parts container for use during annual inventory checks by warehouse personnel and to assist locating the part for any reason. The barcode is automatically generated by the CAR electronic system at the end of the receiving process, and an example is shown below.


	
Crt1#: 57	Crt1ID: 1
PN: 291SP017 DESC: MICROPHONE, HAND SN: NSN1167B MFG CODE: ELNO PO: PO101033 COND: RP REC.DATE: 8/11/2022 UOM: EA Mfg Lot # LOCATION: WH01 RECEIVER #: RC101069 EXP DATE: CERT SOURCE: Siberia Airlines REMARK: Tagged By: Unicorp Systems, Inc Notes: <div style="border: 1px solid black; width: 100px; height: 20px; display: inline-block;"></div>	
 QTY: 1	

- 5. All components and materials received by CAR will be logged into the computer inventory system by manufacturer's part number, serial number, description, and quantity. If a unit lacks a manufacturer's serial number a unique CAR lot number will be assigned to that unit only by the computer inventory system. Materials are assigned a specific location and are segregated by the manufacturer's lot/batch number or the unique CAR lot number.

NOTE

Specific lot/batch numbers will not be intermixed with other lot/batch numbers.

- 6. Materials received which do not meet CAR quality standards or purchase order requirements are documented on the Material Inspection Checklist, segregated, and placed in the Quarantine area until the discrepancy is resolved to the satisfaction of

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Quality Assurance. The original copy of the inspection checklist remains with the component until the discrepancy is resolved.

7. Items received having a Limited Shelf Life period with a specific expiration date e.g., passenger/crew life vests will have the expiration date entered onto a readily recognizable colored label which is attached to the parts container for monitoring during inventory checks. The shelf life information shall also be entered into the electronic inventory records system during the process.

NOTE


Refer to Quality Assurance Procedure QAP-9.0 for a complete description of the CAR Shelf Life Program.

8. Post Overhaul/Repair Items: Items returned to CAR from approved repair agencies after repair or overhaul will be inspected to verify that all ports and openings are properly protected, maintenance release documents are properly completed and signed, and have accompanying work order/teardown & evaluation reports attached. Correct part numbers, serial numbers, quantities, total time/cycles etc. will also be verified.
9. Incident Related Parts: QA Inspectors will immediately reject all incident related parts or parts without an acceptable NIS statement. Parts will be identified as incident related parts and placed in the Quarantine area until they are returned to the vendor. However, in some cases based on customer requirements and critical need, such parts may be sent to a FAA approved repair agency for evaluation and repair provided that the parts incident history is properly documented and provided to the repair agency.

NOTE

In all such cases, the potential customer will be fully apprised of the condition, history of and repairs made to all incident related parts.

10. The receiving inspector will initiate Return Material Approvals (RMA) whenever overhauled or repaired parts are returned on a Warranty Claim. The receiving inspector will also enter it into the Discrepant Material Receipt Log, assign it a Corrective Action Number, and place the item in Quarantine until the shop/vendor has approved the RMA. The item in question will then be routed to the approved repair station for teardown and evaluation. Upon return of the unit from the repair station, a copy of the teardown and evaluation report will be attached to the Return Material Authorization report. If the repair station report indicates "No Fault Found" and the unit is returned to service, the customer complaint will be considered invalid and the Return Material Authorization report will be retained in the appropriate file. The processes for completion of the Corrective Action Report and dispositioning the unit out of Quarantine shall follow their normal procedure. Note, each vendor/supplier has its own unique RMA form.


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11. Pre-Overhaul/Repair Inspections: For inspections of parts to be sent to a FAA/EASA approved repair agency for repair Refer to Procedure QAP-13.0.

(Signed copy on file at Commercial Aviation Resources)

APPROVED: _____

Managing Director

	QUALITY ASSURANCE MANUAL	REVISION C
	PROCEDURE: QAP-6.0 MATERIAL CONTROL	EFFECTIVE DATE: 08/30/2022

MATERIAL CONTROL

[Ref. ASA-100, Part III.8]

A. REQUIREMENT

All components and material are to be handled in an appropriate manner and shall be protected from damage and deterioration at all times. Aircraft parts storage areas will be periodically checked for overall effectiveness of storage practices and material identification methods and procedures.

B. APPLICABILITY

This procedure applies to all aircraft components and materials received into CAR's inventory.

C. RELATED MATERIALS


Receiving Inspection Procedure, QAP-5.0.

D. POLICY

CAR will manage its inventory so as to consistently meet or exceed all industry and customer requirements.

E. PROCEDURE

1. Whenever practical, materials shall be delivered and stored in the manufacturer's original packaging. The packaging/storage bin shall bear a barcode label that, at a minimum, shall identify the part number, description, material condition (OH, RP, AR, etc.), PO, date of receipt, serial number (for serialized parts), lot or batch number if applicable, and the quantity. Special packaging shall be maintained as necessary.
2. Rejected or non-conforming materials will be documented on the Material Inspection Checklist, identified as such and segregated into the Quarantine area. Any corrective actions will be implemented by QA Management and will be coordinated between Quality Assurance and the Sales Department.
3. Serviceable components and materials will be identified as such and segregated from unserviceable/repairable units. In addition, "Serviceable" and "Unserviceable" storage areas will be prominently identified with proper signage to clearly delineate the status of individual parts.
4. All components received into CAR's inventory are tracked by their individual serial number or by a unique lot number assigned by the computer inventory system. The computer assigned lot

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	PROCEDURE: QAP-6.0 MATERIAL CONTROL	EFFECTIVE DATE: 08/30/2022

number remains with the part until the part is sold at which time it is entered on the CAR shipping document for tracking and traceability purposes.

- In cases where multiples of the same manufacturer's part number need to be received unserialized, unique CAR lot numbers will be assigned by the computer system for each purchase and the parts are stored in individual and separate locations.

When a sale to a customer requires combining various lot numbers to make up the total quantity required, each lot number will be separately packaged and the lot number will be notated on the packaging.

NOTE

CAR does not inventory large quantities of standard miscellaneous hardware, however, in all cases hardware will be identified and segregated by separate lot and batch numbers as required. This will help expedite a manufacturer's recall should one become necessary.

- When appropriate, CAR shall use ATA Specification No. 300 Revision 2014.1 packaging, or equivalent, or the customer's specified packaging as required.
- Flammable, toxic, or volatile materials shall be stored in a safe manner per the manufacturer's recommendations in flame retardant cabinets or as required by local fire regulations. Storage locations and cabinets will be clearly identified and labeled "FLAMMABLE MATERIALS ONLY" or in some other acceptable manner.

NOTE


Dispensing containers such as spray bottles shall be clearly identified or labeled as to contents.

- Material subject to damage from electrostatic discharge [ESD] shall be packaged, handled, and protected with all required precaution and in accordance with safe handling requirements for electrostatic sensitive devices [ESD]. Properly insulated tables and grounding straps will be provided to all persons involved in ESD handling. All warehouses personnel shall be trained.

NOTE

All ESD material has markings shown below to alert personnel of the sensitivity; all ESD sensitive material must be handled at the ESD station that is appropriately grounded and operated by warehouse personnel that have received CAR ESD training.



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9. When Shipping/Receiving personnel encounter ESD parts and/or materials, they shall make an entry into the CAR ESD log that indicates the ESD grounding system was tested prior to EACH use.
10. No part number ambiguity will be permitted. CAR's computer inventory system is such that parts cannot be labeled with multiple part numbers thus eliminating confusion as to the part's manufacture or applicable specifications.

NOTE

CAR's personnel are not permitted to alter or replace a part's data plate or manufacturer's part number.

11. Batch segregation shall be maintained for all new materials requiring flammability testing, and for other items for which it is appropriate.

12. Annual Inventory Checks

- a. Annual inventory audits shall be conducted against the computer inventory system listing using a combination of the barcodes and manual hand count. Accompanying certification paperwork will be verified to be present for each part. In the event the certification is not located, and the part is not in the AR or As-Is material condition, the part will be placed in Quarantine for the appropriate QA disposition.


WARNING

TAPE SHALL NOT BE USED TO COVER ELECTRICAL CONNECTIONS OR FLUID FITTINGS/OPENINGS. ADHESIVE RESIDUE CAN INSULATE ELECTRICAL CONNECTIONS AND CONTAMINATE HYDRAULIC OR FUEL UNITS.

(Signed copy on file at Commercial Aviation Resources)

APPROVED: _____

Managing Director

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	PROCEDURE: QAP-7.0 TECHNICAL DATA CONTROL	EFFECTIVE DATE: 08/30/2022

TECHNICAL DATA CONTROL

[Ref. ASA-100, Part III.13]

A. REQUIREMENT

Technical data applicable to the supplier's product lines shall be maintained in a manner, which ensures such data is current and accessible, as appropriate.

B. APPLICABILITY

This procedure does not currently apply to CAR because the company does not currently utilize OEM distribution contracts, and the company is not required to maintain technical data and accordingly does not do so.

NOTE

Refer to Part C.3 below for handling of Airworthiness Directives [AD's].


C. POLICY

1. The Head of Operations & Quality is responsible for ensuring that the policy regarding Technical Data is adhered to. In his/her absence refer to QAP1.0-1.0.D.d.
2. CAR shall mark all technical data that is used for reference purposes only e.g., Illustrated Parts Catalogs [IPC] as "**UNCONTROLLED DATA**".
3. Airworthiness Directives
 - a. When applicable, all AD's which have been accomplished on a particular component, part or accessory will be specifically documented on the return to service FAA form 8130-3. The AD number, AD amendment number if applicable, date and method of compliance will be referenced on the airworthiness release documents.

(Signed copy on file at Commercial Aviation Resources)

APPROVED: _____

Managing Director

	QUALITY ASSURANCE MANUAL	REVISION C
	PROCEDURE: QAP-8.0 RECORDS	EFFECTIVE DATE: 08/30/2022

RECORDS

[Ref. ASA-100, Part III.12]

A. REQUIREMENT

CAR shall have in place a system governing the storage, distribution, and retrieval of all documents and records having a seven year retention requirement and which are directly related to product quality and traceability.

B. APPLICABILITY

This procedure applies to all records and documentation concerning components and materials received and sold by CAR.

C. RELATED MATERIALS


Procurement Procedure, QAP-4.0
 Receiving Inspection Procedure, QAP-5.0
 Training Procedure, QAP-10.0
 Certification & Traceability Procedure, QAP-12.0

D. POLICY

CAR's policy is to fully comply with the stated requirement.

E. PROCEDURE

1. Revision level and date will control all documents, e.g., Quality Assurance Procedures and company procedures.
2. All changes to company documents will be reviewed and approved by the Managing Director.
3. After receipt of a part, all documents associated with the part will be scanned into the CAR computer database and stored as digital images. After sale of a part, copies of all purchase orders, invoices, certifications, traceability documents, shipping documents and all FAA/ EASA repair station repair and/or overhaul work orders and teardown/evaluation reports will be scanned electronically and stored in our computer/ERP systems which is searchable/verifiable by customer name. All records will be retained for a minimum of seven years on site with backup on the company's cloud server.

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4. Records for materials with flammability requirements shall be retained for a minimum of seven years after sale of the part or material. Such records shall verify conformance to applicable flammability requirements.

NOTE

CAR stocks only minimal quantities of materials with flammability requirements, all material certs and documentation including physical and chemical test reports, shall be retained for a minimum of seven years after sale of such items. Certificates of Conformance from authorized OEM's and distributor's supplying such material to CAR shall be maintained, traceable, and readily retrievable.

NOTE

Although CAR stocks only minimal quantities of standard aircraft hardware such as fasteners, records confirming fastener integrity, including physical and chemical test reports, shall be retained for a minimum of seven years after sale of such items. Certificates of Conformance from authorized OEM's and distributor's supplying such material to CAR shall be maintained, traceable, and readily retrievable.


NOTE

Refer to Quality Assurance Procedure QAP-12.0 for details of records concerning certification and traceability of parts and materials sold by CAR.

(Signed copy on file at Commercial Aviation Resources)

APPROVED: _____

MANAGING DIRECTOR

	QUALITY ASSURANCE MANUAL	REVISION C
	PROCEDURE: QAP-9.0 SHELF LIFE PROGRAM	EFFECTIVE DATE: 08/30/2022

SHELF LIFE PROGRAM

[Ref. ASA-100, Part III.9]

A. REQUIREMENT

CAR shall maintain a program, which assures the identification and proper handling of shelf life limited materials. The program shall include component assemblies containing shelf life limited items.

B. APPLICABILITY

This procedure applies to all parts and materials received into CAR, which are identified by the manufacturer as shelf life limited items.

C. DEFINITIONS

Age Sensitive Material: Material that is subject to deterioration by environmental factors in the normal course of manufacturing, storage or use.

Age Control: Control of materials to assure that a maximum period of time has not elapsed before its use.

Shelf Life: The usable life of material based on date of manufacture to date of expiration.

Cure Date: quarter and year shall indicate Cure date. The year will be divided into quarters as follows:

1st Quarter: January through March

2nd Quarter: April through June

3rd Quarter: July through September

4th Quarter: October through December


D. RELATED MATERIALS

Procurement Procedure, QAP-4.0

Receiving Inspection Procedure, QAP-5.0

E. POLICY

CAR's policy is to periodically monitor all affected inventory to ensure that shelf life limits are accurately listed in CAR's computerized inventory system.

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	PROCEDURE: QAP-9.0 SHELF LIFE PROGRAM	EFFECTIVE DATE: 08/30/2022

F. PROCEDURE

1. The Head of Operations & Quality is responsible for ensuring that the policy and procedures regarding the Shelf Life Program are adhered to. In the absence of the Head of Operations & Quality refer to QAP1.0-1.0.D.d.
2. Items received into CAR which are identified as Shelf Life Limited by the manufacturer, and which have a specific expiration date, will have that date entered onto a readily recognizable, label which is then attached to the parts container. Items that are marked with a cure date will have the cure date entered onto a readily recognized, label which is then attached to the parts container.


All Shelf Life Limited and cure dated items will be entered into CAR’s computerized inventory system. The inventory system list will contain the part number, serial number/lot number, description, quantity, bin location, and cure date or expiration date as applicable.

NOTE

A label substantially similar to the image below shall be used to identify material subject to this QAP is shown below.



3. Sales will advise potential customers of the appropriate dates when quoting an item. It is the customer’s responsibility to accept or reject individual items based on their requirements.
4. No expired material or part will be represented as having remaining shelf life.
5. For Shelf Life Limited materials CAR’s policy is to ship the oldest cure date or manufacture date, as applicable, first, unless customer requirements dictate otherwise.
6. Rotables without a specific expiration date are not considered by CAR to have a shelf life, and sales, when quoting, has the responsibility to advise customers of the tag who are given the opportunity to either accept or reject the item based on customer requirements.
7. Material will be stored in a manner that will provide protection from sunlight, water, and temperatures in excess of 120°F.


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8. Warehouse personnel are responsible for monitoring age sensitive material and for removing and properly disposing of materials when necessary.

(Signed copy on file at Commercial Aviation Resources)

APPROVED: _____

Managing Director

	QUALITY ASSURANCE MANUAL	REVISION C
	PROCEDURE: QAP-10.0 TRAINING	EFFECTIVE DATE: 08/30/2022

TRAINING

[Ref. ASA-100, Part III.4 & III.15]

A. REQUIREMENT

CAR warehouse personnel shall be properly trained to perform inspection, parts handling and record keeping in accordance with all applicable quality assurance procedures. Personnel involved in procurement, receiving inspection, shipping inspection and material control will be trained in a program that addresses unapproved parts; and counterfeit parts and materials in accordance with all applicable quality assurance procedures.

B. APPLICABILITY

This procedure applies to all personnel performing the function and activities of supervisor, inspector, receiving, and shipping.


C. RELATED MATERIALS

Quality Assurance Manual – Quality Assurance Procedures
Employee Training Records

D. POLICY

1. CAR inspection personnel must be properly trained, qualified, and authorized to perform the various inspection functions. Inspectors must be competent in the techniques, methods, and procedures of inspection as well as with all equipment used to evaluate product quality.
2. All training, both formal (classroom) and on-the-job (OJT) shall be properly documented.
3. Employee training records shall be retained for 2 years after an employee leaves the company.
4. CAR shall have an annual training program that addresses unapproved parts (SUP), counterfeit parts and materials, HAZMAT and ESD procedures. Personnel involved in procurement, receiving inspection, shipping inspection and material control shall be trained in these topics.
5. It is CAR policy for personnel involved in Purchasing, Shipping and Receiving to receive OJT or similar training to sufficiently recognize HAZMAT markings should they be encountered.

E. PROCEDURE

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1. General

- a. Training is accomplished primarily by on-the-job training [OJT] under the direction and supervision of the any of the following, the Managing Director, Head of Operations & Quality, Manager of Human Resources, or any other person appropriately trained within the given topic/discipline in question.
- b. OJT training focuses on the following:
 - Quality Assurance Procedures
Incoming Inspection Procedures
Packaging per ATA Spec 300 Revision 2014.1
 - Pre-Shipment Inspection Procedures
 - E.S.D. Procedures
 - Dangerous Goods (HAZMAT)
 - Unapproved and counterfeit parts and materials
- c. All employees, especially those directly responsible for product quality must be thoroughly familiar with all Quality Assurance Procedures contained in the Quality Assurance Manual.
- d. CAR shall maintain an “Employee Training Record” for each employee having responsibility for parts and materials handling. The training record will contain the employee name, hire date, position and a list of each training activity and category applicable to CAR's business operation. The training records shall be maintained by the Managing Director or his designee.
- e. The record will also include the date of training, a comments section, and the names of both the trainer and trained employee. They type of training, either OJT, or classroom/group training shall be noted.

2. Inspection Training

Quality Assurance Inspectors will be specifically trained in the following:

- a. Packaging: Packages will be inspected to ensure no shipping damage has occurred.
- b. Condition and Identification: Parts will be inspected for visible damage, missing components, and proper protection of all ports and openings. Manufacturer's data plates will be checked for part numbers, serial numbers etc.
- c. Repaired or Overhauled Units: Tags and teardown reports provided by the FAA repair agency will be inspected for all required information and signatures. Part numbers, serial numbers,

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quantities, descriptions, and modification dates will also be checked. Maintenance Release documents will be checked for required entries and signatures.

- d. Certification and Traceability: All certification and traceability documents will be checked for required entries and proof of traceability back to the OEM having PMA approval or to an FAA certificate holder. Parts with missing documentation will be held in quarantine for resolution or returned to the supplier. CAR Purchase Order numbers must be on all shipping documents provided by the supplier and the documents must agree with the Purchase Order requirements.
- e. Dangerous Goods (HAZMAT): Employees will be trained to recognize Hazmat items and refer such items to properly trained personnel. Personnel designated by the Quality Assurance Manager will be trained and certified, in compliance with CFR 49, IATA & ICAO regulations, to handle and ship Hazmat. Recurrent training will be performed for all Hazmat Employees at time intervals as prescribed by 49 CFR § 172.704 and IATA Dangerous Goods Regulation 1.5. An acceptable alternative to this training is to engage an outside contractor that is appropriately trained and certified in order to assist/oversee the action/activity related to HAZMAT.
- f. ESD Procedures: All warehouse personnel shall be trained in ESD procedures and shall have the ability to recognize ESD sensitive items and the ability to handle them per the current ESD training/procedures. Recurrent training for ESD shall be performed annually.


NOTE

It is the MD's responsibility to reasonably staff the company's departments with appropriately trained employees to achieve its business goals and objectives. For any instance, in any quality assurance procedure (QAP), where the designated responsible employee is not immediately available, it is the Managing Director's responsibility and authority to delegate the responsibility to any other employee or staff member that has received the appropriate training and certification for the tasks as needed. It is the policy of CAR to have as many members of the staff as practicable to be cross trained as with the global pandemic, labor shortages, and customer AOGs, it is in the best interests of our customers to remain continually operational by having a skilled and flexible workforce.

(Signed copy on file at Commercial
Aviation Resources)

APPROVED: _____

Managing Director

	QUALITY ASSURANCE MANUAL	REVISION C
	PROCEDURE: QAP-11.0 MEASURING & TEST EQUIPMENT	EFFECTIVE DATE: 08/30/2022

MEASURING & TEST EQUIPMENT
[Ref. ASA-100, Part III.7]

A: REQUIREMENT:

If required by contract or for sample inspection, measurement and test equipment [M&TE] shall be maintained under an effective calibration program.

B: APPLICABILITY: Any item identified as REQUIRED to be calibrated in order for CAR to comply with ASA and other regulations.

CAR does not test, repair or overhaul spare parts, in other words, not an MRO, and as such has very few items that could require calibration.

NOTE

CAR does not currently have any requirements to perform dimensional inspections using calibrated equipment. Should such requirement become applicable, CAR will implement per this procedure of the Quality Assurance Manual.


C: RELATED MATERIALS:

Calibration requirements from manufacturer of ESD Station grounding system documentation.

D: POLICY:

It is CAR policy to maintain a record of the equipment's "In Service Date" and other manufacturer recommendations for equipment calibration (if any). The policy is to follow the equipment manufacturer's recommendation or the accreditation organization's requirements – which ever is the shortest calibration interval. A log shall be kept relating to calibrated equipment.

It is the QA Director's responsibility to monitor the calibration log and pending calibration expiration dates and to take appropriate action to ensure that CAR always can meet its readiness requirements.


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	PROCEDURE: QAP-11.0 MEASURING & TEST EQUIPMENT	EFFECTIVE DATE: 08/30/2022

E: PROCEDURE

1. Document the “In Service Date” of the equipment in question in the Calibration Log.
2. Monitor the expiration date for the calibration for the equipment.
3. Take action to avoid a lapse in ability to use the equipment through procurement of an appropriate backup, sending to a shop for calibration, or replacement.

(Signed copy on file at Commercial
Aviation Resources)

APPROVED: _____
Managing Director

	QUALITY ASSURANCE MANUAL	REVISION C
	PROCEDURE: QAP-12.0 CERTIFICATION & TRACEABILITY	EFFECTIVE DATE: 08/30/2022

CERTIFICATION & TRACEABILITY

[Ref. ASA-100, Part III.10]

A. REQUIREMENT

CAR must have a system and related procedures which demonstrates that all parts and materials are traced to a prior source and bear acceptable documentation of at least one of the receipt requirements of ASA-100, Rev 5.0. Appendix A. CAR recognizes it's responsibility to prevent Suspected Unapproved Parts (SUPS) from entering the supply chain, therefore, all concerned employees will be kept informed of FAA Advisory Circular 21-29 (Detecting and Reporting Suspected Unapproved Parts) and the reporting procedures contained therein..

B. APPLICABILITY

This procedure applies to all components and materials purchased by CAR for resale.

C. RELATED MATERIALS


Procurement Procedure, QAP-4.0
 Receiving Inspection Procedure, QAP-5.0
 ATA 106 Material Certification Form, QAP-16.0
 ASA 100 Appendix A

D. POLICY

CAR shall provide each customer purchasing parts or materials from the company with certification that meets all FAA, EASA, ASA, and customer requirements.

E. PROCEDURE


1. CAR shall provide the customer with documentation in accordance with the "Required for shipment" column of ASA-100, Rev 5.0, Appendix A.
2. CAR shall provide an ATA 106 Material Certification Form similar to that contained in QAP -16.0, for all parts and materials as specified by the customer.
3. Spaces for the following information shall be included on the ATA 106 certification form:
 - Customer Purchase Order Number
 - Invoice Number
 - Part number
 - Date of Shipment

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- Part Description
- Serial Number/Lot Number
- Quantity
- Total Time & Cycles Since New/Overhaul [TSN/CSN - TSO/CSO] (if applicable)
- Condition of Part
- Traceable to FAA approved source (Block 13b)
- Last Certified Agency (Block 13c) if applicable
- Name of Authorized OEM Manufacturer
- For All Time Controlled or Life Limited Parts: Time remaining to overhaul or scrapping.

In addition, if a particular part was obtained from any of the following, it will be so identified on the material certification form:


- Obtained from any government or military services.
 - Aircraft or engine subjected to extreme stress or heat, major failure, accident, or fire.
4. The Shipping Inspector shall pay close attention to the entry into Block 13B to ensure that this block indicates the airline trace (or 145) source for where the part's trace is from as shown in the Receiving Parameters figures below:

13A. Remarks: The above referenced material (1) has not been damaged during, or identified as the root cause of a reportable incident or accident as defined by Annex 13 to the Chicago Convention; (2) has not been subjected to severe stress, heat, or environment, unless its airworthiness status was re-established by an approved maintenance organization in accordance with the instructions of the type certificate holder and/or OEM of the part, and supported by an authorized release certificate; or (3) has not been installed on an aircraft which was obtained from a military source or was previously fitted to a state aircraft as deemed by Article 3 of the Chicago Convention.	
13B. Traceable To: Frontier Airlines	13C. Last Certificated Agency: AOG Reaction, Inc.
14. New Parts/Material Verification: THE FOLLOWING SIGNATURE ATTESTS THAT THE PART(S) OR MATERIAL(S) IDENTIFIED ABOVE WAS (WERE) MANUFACTURED BY A FAA PRODUCTION APPROVAL HOLDER (PAH), OR TO AN INDUSTRY COMMERCIAL STANDARD.	18. Used, Repaired or Overhaul Parts Verification: THE FOLLOWING SIGNATURE ATTESTS THAT THE DOCUMENTATION SPECIFIED ABOVE OR ATTACHED IS ACCURATE WITH REGARD TO THE ITEM(S) DESCRIBED.
15. Signature:	19. Signature: 
16. Name: _____ 17. Date: 8/29/2022	20. Name: Doug Carriger 21. Date: 8/29/2022

NOTICE: The above signature binds the seller and the SIGNER to the accuracy of the information provided in the FORM. Should the information provided in this Form contain inaccuracies or misrepresentations, the signer and SELLER may be liable for damages and be subject to criminal prosecution under state and federal law.

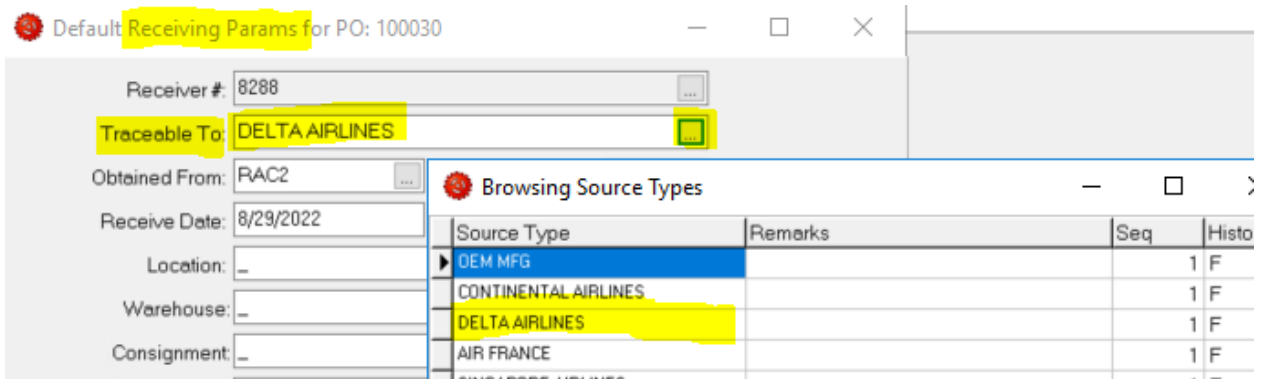
Draw Line w/straight edge

Sign Here

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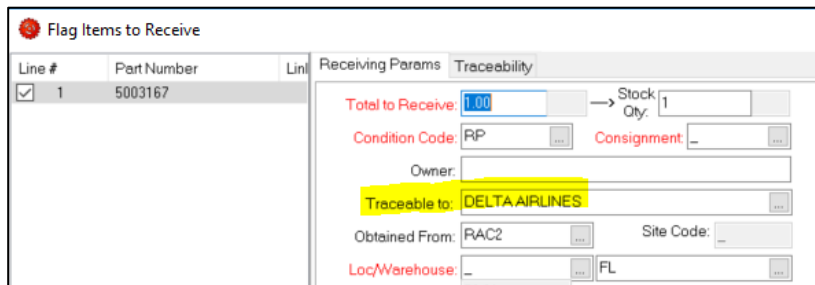
The Shipping Inspector shall draw a line through blocks 15-16 as shown and sign the form in Block 19. Blocks 13B and 13C should auto populated based on the steps taken during the Receiving process described further below.

In order for Blocks 13B and 13C to populate appropriately, the Receiving Inspector must input the correct trace (specific airline or 145 shop) depending on the trace for the part as shown below.

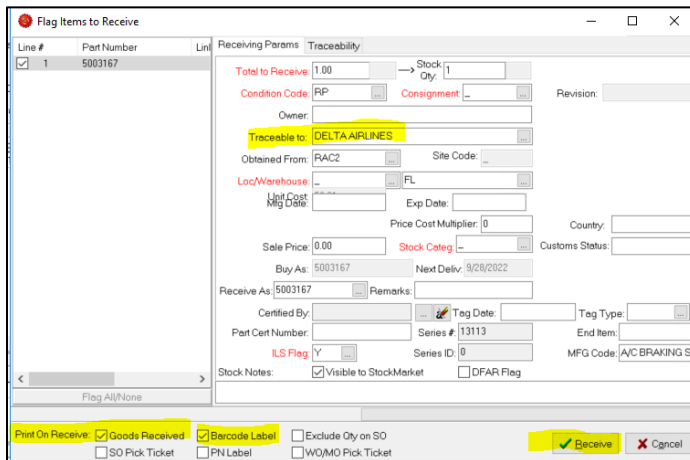



Source Type	Remarks	Seq	Histo
DEM MFG		1	F
CONTINENTAL AIRLINES		1	F
DELTA AIRLINES		1	F
AIR FRANCE		1	F

Next screen in the receiving process will show “Traceable to” populated with your choice.



If the part has been tagged or it is serialized, click the “Traceability” tab and enter the serial number and the shop/tag info. This will populate Box 13C of the ATA 106.



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	PROCEDURE: QAP–12.0 CERTIFICATION & TRACEABILITY	EFFECTIVE DATE: 08/30/2022

If an Inspector finds Block 13B to be incorrect; place the items in Quarantine for appropriate resolution.

4. When parts have been sent to an FAA/EASA certificated repair station for repair or overhaul, CAR shall also obtain a document from the repair station in the form of a Maintenance Release for return to service statement indicating that the part is in serviceable condition. A copy of the work order report from the repair station describing the condition found at repair/overhaul along with the significant parts, which were replaced, will also be obtained. Part numbers and serial numbers shall be included on all documents.
5. Parts received from a FAR Part 121/135/129 air carrier shall be accompanied by a document from the air carrier stating that the part is in serviceable or repairable condition (Not applicable to new parts unless work or a test was performed on the part).
6. Traceability to Original Equipment Manufacturer's (OEM's)
 - a. All Factory New parts must have accompanying documentation showing traceability back to an OEM which holds a Production Certificate (P, Type Certificate [TC], Technical Standard Order (TSO), Parts Manufacturer Approval (PMA] or Supplemental Type Certificate [STC]. Compliance is accomplished by:
 1. Inspecting the part for proper OEM or PMA marking, serialization, part numbers, inspection stamps etc.
 2. Detailed scrutiny of all related paperwork e.g., Maintenance Release documents, Certificates of Conformance etc.


NOTE

Parts whose traceability cannot be determined will be held in Quarantine for appropriate QA resolution.

7. New Parts Other Than Surplus

CAR will maintain all supporting documentation tracing new parts back to the OEM. Records consisting of the following will be attached to the Sales Order and permanently filed:

- Shipping invoice document
- Packing Slip
- Certificates of Conformance

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8. New Surplus Parts

CAR will maintain all supporting documentation from the FAA approved OEM, FAR Part 145 repair station, FAR part 121/135 or Foreign 129 operator from which the part was obtained indicating the part is new.

(Signed copy on file at Commercial Aviation Resources)

APPROVED: _____

Managing Director

	QUALITY ASSURANCE MANUAL	REVISION C
	PROCEDURE: QAP-13.0 SHIPPING INSPECTION	EFFECTIVE DATE: 08/30/2022

SHIPPING INSPECTION

[Ref. ASA-100, Part III.11& III.15]

A. REQUIREMENT

CAR shall have a procedure in place, and appropriately trained personnel, to conduct a complete visual inspection of all items being shipped. Products shipped by CAR shall meet all regulatory, ASA-100, , and customer requirements.

Shipping of HAZMAT shall be avoided except under special circumstances approved by the Head of Quality & Operations at which point CAR shall engage an outside contractor to assist with the shipment's requirements.

B. APPLICABILITY

This procedure applies to all aircraft components and materials shipped by CAR.

C. RELATED MATERIALS


ATA Specification No. 300 Revision 2014.1
ATA 106 Part or Material Certification Form
Certification & Traceability Procedure, QAP-12.0
CAR Shipping Checklist
QAP-FORM-5.1 Material Inspection Checklist
Corrective Action Report (ASA form)

D. Policy

It is the policy of CAR to ship in accordance with all customer, regulatory and internal requirements on every shipment. What the customer receives makes a lasting impression that is vital to CAR success. The policy and goal is to achieve 100% accuracy in shipping to our customers.

It is the policy of CAR for all Inspectors to have successfully completed training in shipping, receiving, and our quality process in general. The training must be documented for each certified Inspector, and a list of certified/approved inspectors shall be posted near the shipping/receiving station.

It is the policy of CAR to avoid procuring, receiving, stocking and shipping HAZMAT. However, if unavoidable, CAR shall engage an outside contractor that is appropriately certified to assist with the activities.

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	PROCEDURE: QAP-13.0 SHIPPING INSPECTION	EFFECTIVE DATE: 08/30/2022

E. PROCEDURE

The Head of Operations & Quality is responsible for ensuring that the policy and procedures regarding Shipping Inspection are adhered to. In the absence of this manager refer to QAP1.0-1.O.D.d.

It is CAR policy that all materials receive two inspections before delivery to the customer, once during the receiving process and once during the shipping process. The shipping inspection shall be performed by or under the direct supervision of an appropriately certified inspector whose name appears on the posted roster. The inspection shall include completion of form QAP-FORM-5.1, and includes but is not limited to:

1. A check for any obvious physical damage.
2. Verification that the unit, item or material is NOT HAZMAT. If HAZMAT is suspected, through the items' markings, trace, or other documentation, indicate so on QAP-FORM-5.1, identify it as suspected HAZMAT in the notes of the form, and place the materials in Quarantine for appropriate disposition. Typical HAZMAT markings are shown below.




3. Verification that all appropriate plugs and caps are installed.

WARNING

TAPE SHALL NOT BE USED TO COVER ELECTRICAL CONNECTIONS OR FLUID FITTINGS/OPENINGS. ADHESIVE RESIDUE CAN INSULATE ELECTRICAL CONNECTIONS AND CONTAMINATE HYDRAULIC OR FUEL UNITS.

4. Verification that part numbers [including dash numbers & letters], model numbers, serial numbers, etc. of the items being shipped match all accompanying documentation.
5. Verification that part numbers [including dash numbers & letters], model numbers, serial numbers, etc. of the items being shipped match the customer's request/purchase order, if available, and the CAR sales order.


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6. Verification that the CAR packing slip contains all customer-required information.
7. Verification that the shipping container and packing is appropriate for the item(s) being shipped, that it meets any customer requirements and/or ATA Spec 300 Revision 2014.1 applicable requirements.
8. Verification that all applicable required documentation such as Maintenance Releases and repair orders, part/material certifications, Certificates of Conformance, traceability documents, invoices, and all related shipping documents are available, completed and properly signed.
9. Verification that AD's accomplished are properly documented on the FAA form 8130-3 or other airworthiness release documents.
10. Verification that copies of all records required for in-house retention are made and routed as required.
11. In the event that multiple quantities of a particular lot or batch must be split, a split shipment statement will be completed by an authorized person within Commercial Aviation Resources showing the approved document or FAA 8130-3 Form Tracking number and indicate the quantity being shipped. A "Certified True" Copy of the FAA 8130-3, or other approved document, will be provided for the customer. Commercial Aviation Resources will retain the original or received true copy for use with the remaining quantity. After all quantities of a particular lot have been shipped, the original will be filed with the last Sales Order. In no event shall the total quantity shipped from a particular lot or batch against all sales orders exceed the quantity on the original document.

The procedure for creating the Certified True Copy is to copy the original, and bring it to the Head of Quality who will verify the reproduction and stamp/sign it with the stamp shown below.




12. Any material that is classified as "Dangerous Goods" by CFR 49, IATA or ICAO regulations shall be packaged, identified and documented in compliance with all applicable Federal, State and local laws and regulations.
13. Drop shipments performed by Sales Personnel must be routed to Quality for review to assure that all documents comply with CAR's Quality Procedures and ASA-100 Appendix A.

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(Signed copy on file at Commercial
Aviation Resources)

APPROVED: _____

Managing Director

	QUALITY ASSURANCE MANUAL	REVISION C
	PROCEDURE: QAP-14.0 SCRAPPED PARTS	EFFECTIVE DATE: 08/30/2022

SCRAPPED PARTS

Ref. ASA-100, Part III.8]

A. REQUIREMENT

CAR shall have a documented procedure in place to mutilate scrapped parts using methods which will prevent the part from being restored and returned to service.

B. APPLICABILITY


This procedure applies to all parts which are out of time due to an expired Life Limit, those having no marketable value or which are deemed Beyond Economical Repair [BER] by CAR based on information provided by FAA/EASA repair stations with whom CAR does business.

C. POLICY

CAR shall mutilate all scrapped parts and materials sufficiently enough to prevent their restoration and subsequent return to service.

D. PROCEDURE

1. The Head of Operations & Quality is responsible for ensuring that the policy and procedures regarding handling of scrapped parts are adhered to. In the absence of the Head of Operations & Quality, refer to QAP1.0-1.0.D.d.
2. Quality Assurance shall maintain a record of all parts being scrapped. The record shall be maintained manually and list the part number, serial number, description, date when each part was destroyed, and initials of the person witnessing the mutilation of the part. Annually, the manually kept log shall be scanned to create a digital record of the scrapped material, and these records shall be retained for a minimum of seven years.
3. Parts being scrapped will be mutilated by designated CAR personnel by grinding, cutting, drilling, crushing or other means as appropriate. Such parts must be rendered unusable, unrestorable and unable to be returned to service. Furthermore, the items are marked with red paint.
4. In the event CAR chooses to use a sub-contractor, for instance an MRO/shop that is performing work for CAR on an RO, to scrap materials, CAR will determine, by on-site audit or other acceptable methods, that the sub-contractor's procedures and controls are in compliance with industry standards.


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5. Parts being returned from an CAR approved repair station as Beyond Economical Repair shall be identified as such and immediately moved to the secured BER storage location for final QA disposition.
6. Any third party; i.e. repair station, customer or recycler, etc.; authorized by CAR to scrap parts on it's behalf, must provide proof that the parts were scrapped in accordance with CAR procedures
7. The Managing Director or his designee shall verify that all parts being scrapped are adequately mutilated before being discarded.

(Signed copy on file at Commercial Aviation Resources)

APPROVED: _____

Managing Director

	QUALITY ASSURANCE MANUAL	REVISION C
	PROCEDURE: QAP-15.0 INTERNAL AUDITS AND SURVEILLANCE	EFFECTIVE DATE: 08/30/2022

INTERNAL AUDITS AND SURVEILLANCE

[Ref. ASA-100, Part III.2]

A. REQUIREMENT

The CAR Quality Assurance Manual shall include a detailed description of an internal audit and corrective action surveillance program. The program shall contain documented procedures and a schedule, which over the course of each year, are utilized to accomplish an in-depth review of the entire CAR quality system. The quality system shall be reviewed for compliance with all applicable FAA, ASA-100, and customer requirements.

B. APPLICABILITY

This procedure applies to the entire CAR Quality System.


C. RELATED MATERIALS

CAR Quality Assurance Manual — Quality Assurance Procedures
 ASA-100 Quality System and Related Checklist
 CAR Audit Finding Report Form, QAP-16.0
 CAR Corrective Action Form, QAP - 16.0
 CAR Internal Audit Checklist/s
 Internal Audit Schedule

D. POLICY

The Head of Operations & Quality is responsible for executing a complete review of the entire CAR Quality System each year by means of the internal audit program. The QA Manager is responsible for the implementation of a Corrective Action/Containment procedure for any non-conforming products. In the absence of the Head of Operations & Quality refer to QAP1.0-1.0.D.d. The purpose of the internal audit program is to:

1. Review internal functions and activities for compliance with established standards and procedures, and document all incidents of non-compliance/non-conformance for corrective action.
2. Ensure immediate action is taken to fix non-compliance/s and ensure that similar conditions do not exist elsewhere in the system.
3. Identify the root cause for the non-compliance/s.

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4. Develop and implement effective plans and procedures, which will prevent the non-compliance/s from recurring.

E. PROCEDURE

1. Internal Audits

An internal audit program shall be overseen by the Managing Director and developed, executed and administered by the Head of Operations & Quality. The manager shall ensure that:

- a. Qualified quality assurance inspectors using approved checklists conduct internal audits.
- b. An Internal Audit Schedule is developed and maintained. The schedule shall list each procedure contained in the CAR Quality Assurance Manual, which has a direct effect on product quality. The schedule shall indicate when each procedure is to be audited and the on-going status of each audit — from Scheduled to Closed-Out.

2. Audit Checklist/s

Audit checklists shall be developed using the ASA-100 requirements and related checklist, and the Quality Assurance Procedures contained in the CAR Quality Assurance Manual. Other criteria such as per FAA Advisory Circular 00-56B may be used as deemed appropriate by the Managing Director. Specific customer requirements shall be included in the checklists if appropriate.

3. Documentation of Audit Findings

Auditors shall document all incidents of non-compliance on a **CAR Audit Finding Report — AFR** (Ref. QAP-16.0). The AFR shall be routed to the Head of Operations & Quality, to supervisors directly responsible for the audited area, and to the Managing Director for review.


The AFR shall include a description of the applicable quality system requirement not being complied with and a response due date.

4. Management Review

The Head of Operations & Quality shall review all audit findings with the Managing Director of CAR, and jointly they shall issue instructions for corrective actions as deemed necessary.

5. Corrective Action and Follow-up

- a. Corrective action responses shall be entered in the third section of the AFR form for review by the Head of Operations & Quality

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- b. Corrective actions shall be reviewed to ensure that the root cause of the non-compliance has been identified and that an effective program has been implemented to prevent recurrence. As necessary, a re-audit of the deficient area shall be scheduled and conducted.
- c. When corrective actions have been verified and deemed satisfactory, the finding will be closed-out, signed and dated by the Head of Operations & Quality.

6. Audit Records

The Head of Operations & Quality shall maintain records of all internal audits. Such records shall include:

- a. Internal audit schedules.
- b. Audit checklists.
- c. Open Audit Finding Reports.
- d. Implemented corrective actions.
- e. Records of closed-out audits.
- f. Records of management reviews.

7. Corrective Action


Commercial Aviation Resources will have a documented and implemented corrective action procedure that is designed to eliminate causes of non-conformities and helps prevent their recurrence.

Commercial Aviation Resources Quality Assurance takes action necessary to contain the effect of the nonconformity on other products by use of the Quarantine procedure referenced in QAP 3.D.5, & QAP 4.F.1.h

The corrective action process includes investigation to determine root cause and implementing appropriate action to cancel the effects of the non-conformity and to effectively prevent its recurrence.

The Commercial Aviation Resources corrective action system establishes and defines requirements for:

- a. Reviewing non-conformities (including customer complaints),


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- b. Determining causes of non-conformities,
- c. Evaluating the need for specific actions to ensure non-conformities do not recur,
- d. Determining and implementing action needed,
- e. Maintaining records of results of action taken, and
- f. Reviewing the effectiveness of corrective actions taken.
- g. Flow down corrective action requirements to supplier when supplier is the cause.
- h. Specific actions when timely and/or effective corrective actions are not achieved,

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Aviation Resources)

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Managing Director

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FORMS INDEX

Forms are presented for reference only. The forms presented may be revised as necessary, without revision to the quality system manual. Forms may be added as required by Commercial Aviation Resources.

FORM TITLE

Material Inspection Checklist (QAP-FORM-5.1)
 Shipping Checklist
 Sample Purchase Order
 Sample Sales Order Acknowledgement
 Inventory Control Tag
 Sample Invoice
 Sample Packing List
 ATA 106 Material Certification
 Form FAA Form 8130-3
 Sample Repair Order
 Repair Order Work Scope
 ASA Suppliers Survey
 Corrective Action Report (ASA CAR form)
 ESD Log
 Roster of Inspectors
 Training Record Form
 Manual Distribution List
 Receiving Discrepancy Log
 Corrective Action Report (CAR) Log
 Scrapped Material Log

(Signed copy on file at Commercial
Aviation Resources)

APPROVED: _____

Managing Director