



MAXIMUM AERO SUPPORT, INC.
19602 BERMUDA ST. CHATSWORTH, CA 91311 PH 818.826.3468 FX 818.698.0393

Quality Assurance Manual

Issued to: Aviation Suppliers Association

Manual # : 3

Copyright

Maximum Aero Support, Inc.
19602 Bermuda St. Chatsworth, CA 91311
Telephone: 818-826-3468 Facsimile: 818-698-0396

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Record of Revisions

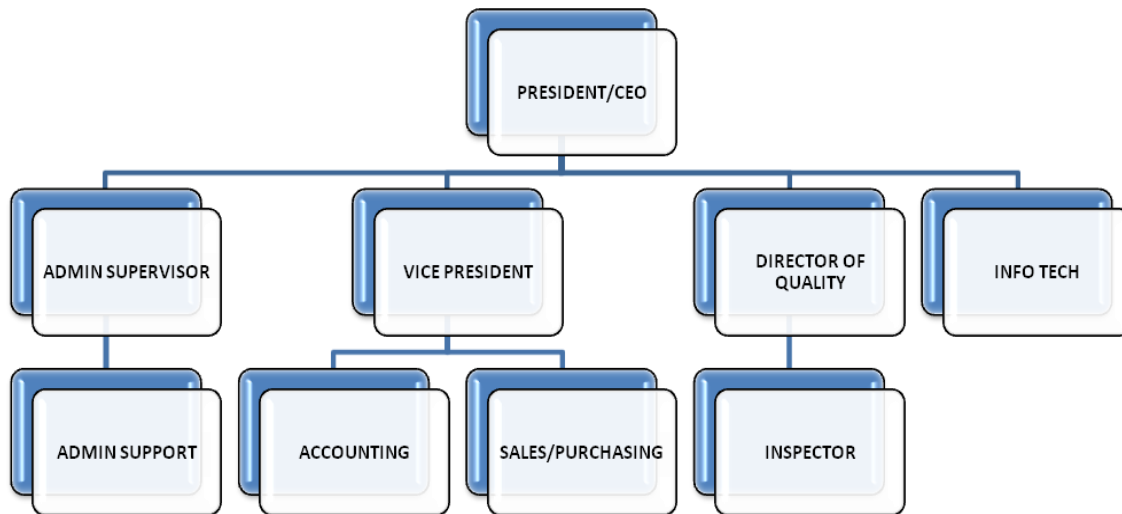
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Original	N/A	January 01, 2011	RR
1	July 03, 2012	August 8, 2012	RR
2	September 25, 2012	September 30, 2012	RR

Quality System and Quality Manual

- A.** The purpose of this manual is to define and assure that Maximum Aero Support has a system sufficiently adequate to assure a quality product that complies with customer specifications.
- 1)** The quality system, including procedures and operations, shall be described in detail in this manual.
 - 2)** All elements of the ASA-100 standard may not be outlined in this manual as they do not fall within the scope of this company's current operations. These will be noted as non-applicable in appropriate sections of the manual. All elements of the ASA-100 standard will be listed in the Table of Contents.
- B.** This manual shall be made readily available to management and supervisory personnel responsible for the activities described. This system shall contain all of the applicable elements of the adopted governing specification, which are the ASA-100 and FAA AC 00-56, and be described in sufficient detail to be used as operating instructions.
- C.** This manual shall be kept current and readily available to employees, the customer's auditor or designee and the Aviation Suppliers Association. Other quality system documents to be maintained current include: ASA-100, AC 00-56, AC 21-29, and the ATA Specification 300 (2000 or later version). The Director of Quality (DOQ) shall maintain a list of controlled copies of this manual on QAMFORM1, QAM Distribution List. Revisions to the manual will be identified with a vertical bar in the left column, approved by the DOQ and recorded on the revision page. Copies of revised pages or the entire manual will be sent to holders of controlled copies of this manual with an acceptance sheet that is to be returned verifying receipt of the revisions.
- D.** Significant changes to this manual (those changes involving the processes and procedures used to comply with the ASA-100 and AC 00-56) shall be submitted to the ASA for written acceptance of the changes prior to implementation. Minor changes involving administrative or editorial changes (changes in title for example) may be made unilaterally and distributed without prior written acceptance from the ASA. All changes (significant or otherwise) made to the manual shall still be sent to the Aviation Suppliers Association for inclusion into their controlled copy.

Quality System and Quality Manual

E.1) Organization Chart



Quality System and Quality Manual

E.2) Personnel Responsibilities

President: The President is ultimately responsible to assure that the integrity of the quality system is maintained. Such responsibility for routine functions is delegated to staff members as may be described in this manual. In the absence of the President, the Vice-President shall assume duties performed by the President.

DOQ: The Director of Quality reports to the President and is responsible for the following Functions:

- a) Maintenance of the QAM, QAM distribution list, and inspection roster
- b) Training of personnel
- c) Self-audit program
- d) The receiving and shipping inspection functions
- e) Assuring any publications referred to in this manual are kept current
- f) Maintenance of the approved vendor list and quality history
- g) Assuring shelf life and limited life products are properly documented and stored
- h) Records
- i) Material control of parts in the storage area

In the absence of the DOQ, the President shall carry out the duties of the DOQ

Vice-President: The Vice-President reports to the President, and is responsible to accomplish delegated tasks as required. The Vice-President is also responsible to assure that sales, purchasing, and warehouse employees follow company policy.

Inspectors: These employees perform shipping and receiving inspections in accordance with QAMFORM's 6 and 7, and must be so authorized by the DOQ as noted on the inspection roster.

Sales/Purchasing personnel: See section 5

Quality System and Quality Manual

- E.3)** The Distribution and Revision Control System for quality documentation and other Technical Data. See Paragraph 1 C, and section 13
- E.4)** Record Keeping: See section 12
- E.5)** Training Requirements and Records: See section 4
- E.6)** Shelf Life Material Control: See section 9
- E.7)** Discrepant Material Control: See section 8
- E.8)** Receiving Inspection: See section 6
- E.9)** Tool and test equipment calibration program: See section 7
(NA) At this time MAS does not have a tool and test equipment calibration program
- E.10)** The Storage Facilities and Applicable Specifications. See section 3
- E.11)** Parts Identification: See section 8
- E.12)** Environmental Controls: At this time Maximum Aero Support does not store any material that requires specific storage temperatures. Nonetheless, the warehouse area is heated and/or cooled appropriately for the climates experienced.
- E.13)** Control of Inspection Stamps: See section 6 D
- E.14)** Self-Audit Program: See section 2

Self-Audit Program

A. The purpose of Maximum Aero Support's self-audit program is to assure that the adopted AC 00-56 and ASA-100 quality system has been implemented, and to provide the necessary feedback for continuous improvement in the operation. The DOQ or a qualified and appropriately authorized designee will perform the self-audit. The audit shall be conducted annually using the ASA-100 self-audit checklist available at www.aviationsuppliers.org. The audit may be accomplished in sections scheduled throughout the year. However all elements of the ASA-100 must be covered within the year. Findings shall be recorded on QAMFORM3, Self-Audit Finding Report.

Additionally, use of QAMFORM3 shall assure that:

- I) Responses are appropriate and prompt as required;
- II) Corrective action has been performed and documented;
- III) If similar findings exist in other areas they are addressed;
- IV) Root causes are corrected;
- V) Follow-up action if required is implemented.

B. A distributor that is seeking accreditation to the ASA-100 Standard shall contact ASA. ASA-100 is subject to both copyright and trademark protection. ASA is the only entity who is authorized to provide a certification statement certifying compliance to the ASA-100 Standard. In order to participate in the ASA Accreditation program the distributor is required to sign a contract and ASA shall audit the distributor is required to sign a contract and ASA shall audit the distributor under a preset audit plan determined by ASA as stated in the contract. Upon notification by ASA of a successful audit, ASA shall provide the distributor with the appropriate documentation needed to participate in the FAA AC 00-56 accreditation. A distributor is not considered accredited until it meets the requirements of FAA AC 00-56. An acceptable audit result does not relieve the distributor from maintaining its quality system.

Facilities

- A.** Maximum Aero Support's facility shall be configured to assure that storage does not damage inventory. Storage areas shall have adequate space and appropriate racks so that parts are stored in a manner that will preclude damage. The existing site has approximately 800 total square feet. 300 square feet of storage and 500 square feet office spaces. There is no "off-site" storage facility. See detailed floor plan of the storage facility on following page.
- B.** The storage area is secured to prevent unauthorized access. The entire facility is secure, and contains smoke detecting systems as well as posted fire extinguishers. Maximum Aero Support does not engage in aircraft/component maintenance.
- C.** Maximum Aero Support deals solely with aircraft parts in its brokering and distribution operation.
- D.** Serviceable parts (including new, overhauled, inspected, repaired etc.) shall be segregated from unserviceable parts (including unserviceable, as removed, as is, repairable, etc.) in a manner that will control the issuance of those parts. Such segregation shall include physically storing these parts in designated areas, and indicating their condition in Maximum Aero Support's computerized inventory/sales system.



Training and Authorized Personnel

- A.** Maximum Aero Support shall have personnel who are properly trained to perform inspection, handling and record keeping procedures to support the adopted quality system, which is the ASA-100 and AC 00-56.
- B.** Inspection personnel shall be properly trained and authorized. Maximum Aero Support personnel authorized to perform receiving inspections, shipping inspections, and to sign Maximum Aero Support certifications shall be so authorized on QAMFORM2, Inspection Roster. The DOQ shall be responsible for maintaining a current roster on file. In order to be placed on this roster, personnel must at a minimum have the following training criteria documented on QAMFORM4:
- I)** Unapproved parts and counterfeit parts and material
 - II)** Receiving and shipping inspection
 - III)** ASA-100 familiarization
 - IV)** Parts and warehousing
 - V)** Standard terminology
 - VI)** FAA AC 00-56
 - VII)** ESD handling
 - VIII)** Company self-audit procedure – for so authorized personnel.
- C.** All training, both OJT and classroom, shall be documented on QAMFORM4, Training Record, or be documented on a certificate of training (or equivalent) in the event the training was performed by organizations external to Maximum Aero Support. Training records shall be retained for at least two years after the employee has left employment with the company. QAMFORM4 includes:
- I)** Description of the training;
 - II)** Date(s) and length of instruction;
 - III)** Name of the employee receiving training;
 - IV)** Signature of the instructor within the organization, or in the case of training received outside the company, the name of the organization providing the training, and the instructor's name;
 - V)** Any additional information required by law or regulation.
- D.** The roster of personnel authorized to perform inspection functions and their alternates shall be maintained on QAMFORM2 as previously described. Because there are multiple names on the roster, the list itself serves to designate alternates.
- E.** A training program that addresses unapproved parts, and counterfeit parts and materials must be put in place. Personnel involved in procurement as well as the receiving inspection, shipping inspection, and material control department shall be trained in these topics.

Maximum Aero Support, Inc.

Procurement

- A.** Maximum Aero Support's procurement system shall assure that materials and components purchased are traceable to a prior source and bear acceptable documentation that conforms to at least one of the receipt requirements listed in appendix A of the ASA-100 Standard. Maximum Aero Support's record keeping system described in section 12 of this manual shall serve as the record to demonstrate traceability of such purchased materials and components (with the exception of as-is, as removed, items in the Q cage, or in the discrepant area). This record of traceability shall be supplemented by Maximum Aero Support's computerized inventory, sales, and purchasing system. Such information will be provided to interested parties upon request. The distributor shall maintain a procurement system such that materials and components purchased (1) are traceable to prior source, and (2) bear acceptable documentation that conforms to at least one of the receipt requirements listed in Appendix A.
- B.** In cases where a customer informs Maximum Aero Support of any special requirements regarding a part to be purchased, Maximum Aero Support shall communicate such special requirements to its procurement sources via its purchase order. Deviations of customer's purchase orders shall be disclosed and approved by the customer.
- C.** Purchasing personnel shall adhere to the following conventions regarding use of approved vendors, here summarized:
- Purchases from PAH's such as prime manufacturers, PMA holders, TSO Mfg's and their authorized distributors, Airlines, Repair Stations, or Accredited Distributors are unrestricted.
 - All other suppliers are subject to approval via QAMFORM5, Supplier Audit Form. The DOQ shall ensure that no purchases are made unless QAMFORM5 has been sent, and subsequently approved and on file. QAMFORM5 is only issued upon initial setup of the supplier; the customer's continued provision of quality parts serves as the basis for the sustained approved supplier listing.
 - All approved suppliers shall be placed on the approved vendor list. The DOQ shall be responsible for the monitoring and control of companies on this list.
 - QAMFORM8, Receiving Discrepancy Log, shall serve to establish the quality history of all suppliers.

Procurement

D. Maximum Aero Support shall assure that:

- 1) A part from an aircraft or engine that is known to have been subjected to extreme stress, heat or environment is identified as having been exposed to such circumstances. In addition, parts that are known to have been otherwise subjected to extreme stress or heat (i.e., a warehouse fire) shall also be identified as such to the customer. Maximum Aero Support's Purchase Order to its suppliers requires that such parts be identified. When so identified, Maximum Aero Support will disclose this to the customer upon initial contact, and in the documentation supplied to the customer with the part.
- 2) All Airworthiness Directives (AD's) that are represented as having been accomplished are documented. Certification of compliance shall specify AD number, AD amendment number, date, and method of compliance, i.e., "AD xx-xx-xx terminated (date). Replaced shaft seal with P/N _____ shaft seal (signature)." Receiving inspection shall check for such documentation.
- 3) Items identified as overhauled, rebuilt, repaired, inspected, or modified have the appropriate signed (not stamped or preprinted) and dated documentation attached to substantiate the condition of the part. Receiving inspection shall check for the presence of such documentation.

With the exception of activities mentioned in this section to be performed by the DOQ or Inspectors, Sales and Purchasing staff are responsible to carry out the requirements herein.

Receiving Inspection

- A.** Inspectors shall conduct a complete visual inspection of all incoming parts and materials, and check for presence of appropriate documentation. Inspections shall be carried out in accordance with QAMFORM6, Receiving Inspection Guide. Documents shall be copied and/or scanned during the receiving inspection process. When a part is drop shipped to Maximum Aero Support's customer, all traceability documentation shall be forwarded to Maximum Aero Support for review and approval prior to the part being shipped to the customer. Maximum Aero Support shall forward their own certificate of conformance to the customer.
- B.** Sample visual inspection of fasteners for workmanship and documentation shall be performed during the receiving process. Certifications provided to Maximum Aero Support containing information such as physical and chemical properties of fasteners or conformity statements shall be kept on file.
- C.** Suspected Unapproved Parts shall be reported in accordance with FAA AC 21-29.
- D.** Inspection stamps shall be used for acceptance and rejection of parts and material. Stamp issuance and control shall be documented on QAMFORM11, Stamp Control Log. Inspection stamp identification imprints shall not be re-used for two years after an inspector to whom the imprint was assigned leaves the position; or the stamp with the imprint is lost or stolen.
- E.** At this time Maximum Aero Support makes only occasional purchases of standard parts, fasteners, or raw materials; it is not a significant distributor of such commodities. However, sample visual inspection shall be performed when these items are received.

Measuring and Test Equipment

(Not Available)

At this time Maximum Aero Support does not use any measuring and test equipment, either required by contract or for conducting sample inspections.

Material Control

- A.** Material in Maximum Aero Support's possession shall be handled in an appropriate manner and shall be protected from damage and deterioration. Special packaging shall be maintained as necessary. A visual check of the storage area shall be performed periodically in conjunction with the self audit to assure the effectiveness of storage and identification methods. Any flammable materials shall be stored in protective cabinets/lockers.
- B.** Batch/Lot control: Segregation of batch and lot shipments for parts so identified by the manufacturer shall be observed. This extends to parts of the same kind and part number received to be stored on the same purchase order. Records of purchases less sales shall equal inventory. Different lot or batch numbered parts shall be stored separately.
- C.** In the event of a recall by a manufacturer or other operator, Maximum Aero Support shall use its records and computerized history of sales and purchases to effect a recall and notification of its parts either in inventory, or already shipped to customers.
- D.** Whenever practical, Maximum Aero Support shall store and deliver parts in the manufacturer's original packaging. Packaging or attached paperwork shall identify the manufacturer or distributor, the P/N, serial number or batch/lot number, and the quantity. Maximum Aero Support shall use ATA Spec 300 packaging or equivalent, or use customer specified packaging when so stated, for example, on the customer's purchase order. In the event flammable, toxic, or volatile materials are to be shipped, they shall be packaged in a safe manner per manufacturer's instructions, local regulations, or HAZMAT regulations as applicable.
- E.** ESD protection: Material subject to ESD shall be packaged, handled and protected with necessary precaution, and in accordance with requirements for safe handling. Parts determined to be electrostatic sensitive devices shall not be removed from their protective packaging. If however, the part must be removed for the purpose of further inspection a grounded ESD mat and wrist strap will be used. Only ESD trained and authorized personnel shall handle this type of product.

Material Control

- F.** Maximum Aero Support shall assure that serviceable parts or components are adequately protected against the environment and damage by being properly wrapped, packaged, boxed etc., as appropriate. All fluid passages, lines, or electrical connections shall be capped or plugged. When specified by the manufacturer or repair station, parts whose performance would be adversely affected by an 'unclean' environment will be protected in accordance with instructions from those sources.
- G.** In order to preclude part number ambiguity, Maximum Aero Support shall use only the manufacturer's part number in their storage and labeling of parts. Maximum Aero Support shall not alter or replace any data plates under any circumstances.
- H.** If, during the receiving inspection process, a shipment is found to be discrepant or non-conforming, the part shall be segregated and placed in an area so designated until such time that the discrepancy is cleared or part is returned to the supplier. Parts that cannot be cleared of such discrepancies in a timely manner shall be placed in quarantine. All discrepant or non-conforming shipments shall be documented on QAMFORM8, Receiving Discrepancy Log. Corrective action shall be logged on this form as well. This log shall form the basis of a quality history for affected suppliers.
- 1)** Aircraft parts and materials shall be segregated from non-aircraft products.
- I.** Parts to be scrapped shall be mutilated by drilling, grinding, weld cutting, or other means as necessary to the extent that will preclude the possibility of their being restored and returned to service. Records of such mutilation shall be kept for all serialized and life limited parts. In addition, trace documents shall be maintained on all serialized parts scrapped. The DOQ shall be responsible to verify that the part was mutilated before being discarded. QAMFORM9, Scrapped Parts Log, shall be used to record P/N, description, serial number and the date of mutilation. QAMFORM9 records shall be maintained for at least 7 years. Subcontractors and/or repair stations utilized by Maximum Aero Support may perform the scrapping process; however these businesses shall provide a certificate of destruction for parts scrapped at their facility. Scrapped parts should adhere to ASA Best Practice – Disposition of Unsalvageable Aircraft Parts. The document is for guidance only and published by ASA.
- J.** Maximum Aero Support shall report suspected unapproved parts to the FAA according to AC 21-29 or to the appropriate CAA.

Shelf Life Control

- A.** Parts which have shelf life limitations shall be placed in an area of the warehouse so designated for such parts. Parts placed in this area shall be entered on QAMFORM10, Shelf Life Items Control Log. The form contains provisions for location, part number, quantity, and expiration date. The form shall be posted in the designated area of storage and checked prior to removing and issuing stock. Parts that have reached the end of their useful shelf life shall be removed from this stock and placed in quarantine for further disposition. The DOQ is responsible for the administration of the shelf life control program.

The program shall specify a system that will assure that no expired material or part will be represented as having remaining shelf life. The determination of whether a part is shelf life limited is determined solely by the manufacturer or other certificate holder, such as an airline, or repair station. Maximum Aero Support shall rely on supplied documentation, part marking, teardown reports, or package marking to determine if shelf life limits exist.

Certification and Release of Materials

- A.** Maximum Aero Support shall provide the customer with documentation in accordance with the "Required for Shipment" column of Appendix A of the ASA-100 standard. When a Certified True Copy is required for shipment the document shall be stamped with a statement asserting that it is a Certified True Copy of the original. Maximum Aero Support shall provide the customer with documentation in accordance with the "Required for Shipment" column of Appendix A.
- B.** The following conditions, when disclosed to Maximum Aero Support, shall likewise be disclosed to the customer on Maximum Aero Support's material certification.
- I)** Parts removed from an aircraft or engine that were subjected to extreme stress, heat or environment such as major engine failure, accident, fire, or saltwater immersion.
 - II)** Parts subjected to extreme stress or heat (i.e., warehouse fire).
 - III)** Parts previously installed in a public aircraft, such as a government use aircraft or military aircraft.
- C.** Maximum Aero Support's record keeping system described in section 12 of this manual shall serve as the record to demonstrate traceability of purchased materials. This record of traceability shall be supplemented by Maximum Aero Support's computerized inventory, sales, and purchasing system.

Certification and Release of Materials

- E.** The following procedure shall be followed when copies are made for redistribution shipments and when the approval tags are copied:
- I)** A Certified True Copy of the document shall be sent with the shipment. It shall be stamped with a statement asserting that it is a Certified True Copy of the original.
 - II)** As parts are issued quantity in stock shall be decreased in the inventory control system.
 - III)** The original document shall remain with the inventory until sold. At which time it shall be kept on file at Maximum Aero Support for 7 years from the date of sale to the customer.

Shipping

- A.** Maximum Aero Support shall use ATA Spec 300 packaging or equivalent, or as specified by the customer. Parts shall be packed in such a manner as to preclude damage from rough handling of the container.
- B.** Shipping inspections shall be carried out in accordance with QAMFORM7, Shipping Inspection Guide.

Records

- A.** Maximum Aero Support's records consist of three areas of storage:
- I)** Records of purchases and sales as kept on its computerized inventory, purchases and sales system.
 - II)** Hard copies of applicable documents such as airworthiness tags, material certs, certificates of conformity etc. This shall include those documents that contain information such as serial number and lot or batch numbers when applicable. See section 6A
 - III)** Scanned copies of applicable documents such as airworthiness tags, material certs, certificates of conformity etc. This shall include those documents that contain information such as serial number and lot or batch numbers when applicable. See section 6A.

Through the combination of these records, Maximum Aero Support maintains a system such that data is readily available and identifiable for each customer, and each purchase. Such records shall be maintained for at least 7 years from the date of sale to the customer.

- B.** At this time Maximum Aero Support makes only occasional purchases of standard parts, fasteners, or raw materials; it is not a significant distributor of such commodities. When however, certifications are provided to Maximum Aero Support containing information such as physical and chemical properties of fasteners or raw stock, or conformity statements, copies shall also be kept on file for at least 7 years from the date of sale to the customer.
- C.** See paragraph 12 B.
- D.** Copies of records, traceable to a FAA-certificated source or other acceptable source (in accordance with AC 00-56 para. 4(h)), confirming current life-limited status shall be kept on file when applicable.
- E.** Records are stored in an area of the operation protected against damage, alteration, deterioration, or loss. Computer records are periodically backed up.

Technical Data Control

Maximum Aero Support, Inc. does not maintain any technical data, such as manufacturer's illustrated parts catalogs or overhaul manuals. Outdated or any technical data that may be held on-site that is not on revision service shall be conspicuously marked "For Reference Only".

Forms Control Page

FORM #	FORM NAME	PAGE	REV	Date Revised/Added
QAMFORM1	QAM Distribution List	1	Original	
QAMFORM2	Inspection Roster	1	Original	
QAMFORM3	Self-Audit Finding Report	1	Original	
QAMFORM4	Training Record	1	Original	
QAMFORM5	Supplier Audit Form	1-4	2	July 3
QAMFORM6	Receiving Inspection Guide	1	1	July 3
QAMFORM7	Shipping Inspection Guide	1	1	July 3
QAMFORM8	Receiving Discrepancy Log	1	Original	
QAMFORM9	Scrapped Parts Log	1	Original	
QAMFORM10	Shelf Life Items Control Log	1	Original	
QAMFORM11	Stamp Control Log	1	Original	
QAMFORM12	Standard Parts Inspection Checklist	1	Original	July 3

Quality Assurance Manual Distribution List

Manual #	Issued to:	Date
#1	QAM Master	03/01/2011
#2	QAM Distribution	03/01/2011
#3	ASA	03/01/2011

QAMFORM1 Rev Original

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Inspection Roster

Roster updated on:

Name	Receiving inspection	Shipping inspection	Material certifications	Hazmat

QAMFORM2 REV: Original

Copyright

Self-Audit Finding Report

STANDARD: _____ DATE: _____

DISCREPANCY/CONCERN NUMBER _____:

DO SIMILAR DISCREPANCIES EXIST IN OTHER AREAS? HAVE THEY BEEN CORRECTED?

WHAT WAS THE ROOT CAUSE?

IS FOLLOW-UP ACTION REQUIRED?

CORRECTIVE ACTION

Signature of person implementing corrective action _____ Date: _____

QAMFORM3 REV: Original

Training Record

Name of employee _____

Description	Date	Duration	Instructor Signature/Organization and Instructor Name	OJT	Classroom

QAMFORM4 REV: Original

Copyright

Maximum Aero Support
19602 Bermuda St. Chatsworth, CA 91311
Phone: 818-826-3468 Fax: 818-698-0393
info@maximumaerosupport.com

SUPPLIER AUDIT FORM

In order for your firm to be placed on our Approved Vendor List, it is necessary that the responsible person in your firm fill out this audit form and return it to us via mail, fax, or e-mail. Please include copies of any Certificates attesting to the quality system in use.

Company	
Address	
City	
State	
Zip Code	
Country	

Name	
Title	
Phone	
Fax	
E-mail	

Quality System in use	
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I certify that the information contained within this document is true and correct.

Signature:	Date:
-------------------	--------------

Approved	Not Approved
Comments	
By:	
Date:	

Maximum Aero Support Supplier Audit Form

	Y	N	N/A
1. Quality System and Manual			
A. Is there an established quality system and a quality manual?			
B. Is the quality manual available to appropriate personnel?			
C. Is the quality system documentation kept current and readily available to employees, customers, auditors or designee(s)?			
D. Does the quality control manual include a detailed description of:			
1) the organization and relationship of the QC department to the rest of the organization?			
2) the assignment of personnel by title, for specific functions within the quality system?			
3) the revision control system for the quality system documentation?			
4) record keeping system?			
5) training requirements and records?			
6) shelf life control system?			
7) control of incoming discrepant parts and supplies?			
8) receiving inspection procedures?			
9) test and inspection equipment calibration program?			
10) storage facilities and specifications?			
11) part identification system?			
12) environmental controls?			
13) inspection stamp control?			
14) self-audit/evaluation program?			
2. Self-Audit/Evaluation Program			
A. Is there an established documented self-audit/evaluation program, which identifies who within the company is responsible for conducting self-audits, the frequency of audits, audit documentation and corrective action?			
3. Facilities			
A. Does the storage areas provide:			
1. adequate space and appropriate racks to prevent damage or mishandling?			
2. adequate security from unauthorized access?			
3. segregation of aircraft from non-aircraft functions?			
4. segregation of serviceable from non-serviceable parts?			
4. Training and Authorized Personnel			
A. Are personnel who perform inspection, shipping and receiving functions properly trained?			
B. Are inspection personnel properly authorized?			
C. Are both formal classroom and on-the-job training documented and maintained?			
D. Is a roster of personnel authorized to perform inspection functions maintained?			
E. Is there a training program that addresses unapproved parts, and counterfeit parts and materials? Do personnel involved in procurement as well as the receiving inspection, shipping inspection, and material control department get trained in these topics?			

Maximum Aero Support Supplier Audit Form

	Y	N	N/A
5. Procurement			
A. Does the system assure that parts procured conform to the customer's documentation requirements?			
B. Does the quality system assure that parts conform to the customer's purchase request and that deviations are disclosed and approved by the customer?			
C. Does the system require the distributor/dealer to maintain a list of approved suppliers and a quality history for each source?			
D. Does the quality system assure that parts procured for sale:			
1) which are known to have been subjected to conditions of extreme stress, heat or environment are identified?			
2) that all represented Airworthiness Directives (AD's) which have been accomplished are documented?			
3) that are identified as overhauled, repaired or modified have all appropriate signed and dated documentation?			
6. Receiving Inspection			
A. Does the quality system provide for a visual inspection of all items received and accompanying documentation?			
B. Is there a procedure for reporting unapproved parts in accordance with FAA Advisory Circular 21-29?			
C. Is there an accountability system in place to control stamp issuance, usage and replacement?			
7. Measuring and Test Equipment			
A. Is there an effective calibration program for test equipment?			
8. Material Control			
A. Is material handled in an appropriate manner and is the material protected from damage & deterioration?			
B. Is batch/lot control maintained for parts so identified by the manufacturer?			
C. Is there a system in place for recall control which ensures that parts shipped can be traced and recalled?			
D. Whenever practical, is material stored & delivered in the manufacturer's 1 packaging?			
E. Does the system specify material control requirements for material subject to damage by electrostatic discharge?			
F. Does the system assure that serviceable parts/components are adequately protected against the environment?			
G. Does the system assure that no part number ambiguity exists?			
H. Does a closed loop system exist to implement corrective action following detection of substandard or nonconforming parts?			
1) are aircraft parts being segregated from non aircraft parts?			
I. Is there a documented procedure in place to mutilate scrapped parts to prevent the possibility of their being restored and returned to service?			
J. Are suspected unapproved parts reported to the FAA according to AC 21-29 or to the appropriate CAA?			

Maximum Aero Support Supplier Audit Form

	Y	N	N/A
9. Shelf Life Control			
A. Does the distributor have a system for identifying and controlling shelf life limited parts?			
10. Certification and Release of Materials			
A. Does the system call for providing the customer with appropriate documentation?			
B. Does the system provide for the issuance of a certified statement disclosing that the material or parts were or were not:			
1) subjected to conditions of extreme stress, heat or environment;			
2) obtained from any government or military services.			
11. Shipping			
A. Does the quality system require shipments in ATA-300 containers or equivalent as appropriate for the unit being shipped, or as specified by the customer?			
B. Does the quality system provide for a visual inspection of all items and accompanying documentation prior to shipping?			
12. Records			
A. Does the record system require record retention for at least 7 years from the date of sale to the customer?			
B. Does the system require all life-limited parts have records confirming current life limited status?			
C. Are records protected against damage, alteration, deterioration and loss?			
13. Technical Data Control			
A. Does the quality system provide for maintaining technical data in a manner which ensures such data is up-to-date and accessible?			

RECEIVING INSPECTION GUIDE

- 1) If the part has ESD indicators, perform this inspection on the ESD Station.
- 2) Check for any material damage.
- 3) Verify that the appropriate caps and plugs are installed, and that tape has not been used to cover electrical connectors or fluid fittings and openings.
- 4) Verify that the P/N, serial number, lot or batch number on the part matches the documentation. Check for signatures on certs and airworthiness documents as applicable.
- 5) Verify that the received documentation matches the purchase order for P/N, qty, condition, traceability, or any other special requirements, and that there have been no substitutions not previously approved.
- 6) If you are receiving aircraft fasteners, perform a sample visual inspection for general workmanship and the presence of certifications from the manufacturer or FAA regulated source.
- 7) SUP Inspection: If the parts show signs of tampering with the data plate, unusual coloration, markings or appearance, or if the documentation shows any evidence of tampering, forgery, or any other irregularities, bring this to the attention of the DOQ for possible handling in accordance with FAA AC 21-29.
- 8) Assure that the received material came from an approved supplier in accordance with the QAM section 5 C.
- 9) If the part or documentation shows signs that this is a HAZMAT part, bring this to the attention of the designated person.
- 10) Assure that shelf life items are identified and controlled in accordance with the QAM section 9.

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Maximum Aero Support, Inc.
19602 Bermuda St. Chatsworth, CA 91311
Telephone: 818-826-3468 Facsimile: 818-698-0396

SHIPPING INSPECTION GUIDE

- 1) If the part has ESD indicators, perform this inspection on the ESD Station.**
- 2) Check for obvious damage.**
- 3) Verify all plugs or caps are installed, and that tape has not been used to cover electrical connections or fluid fittings and openings.**
- 4) Verify that the part's P/N, serial number or batch/lot number, and condition match the accompanying documentation.**
- 5) Verify that all the paperwork required by the customer is provided. Verify that any additional special requirements asked for by the customer's purchase/sales order have been met.**
- 6) Assure the packing slip contains all items required by the customer.**
- 7) Assure that the shipping container and packing is appropriate for the part being shipped. If the customer has specified ATA Spec 300 packaging, refer to that document for packing instructions.**
- 8) Verify all appropriate documentation such as maintenance releases, material certs, trace documents etc., are on hand properly completed and signed.**
- 9) If the part or documentation shows signs that this is a HAZMAT part, bring this to the attention of the designated person.**
- 10) Verify that shelf life items are identified and meet customer requirements.**

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Receiving Discrepancy Log

PO number	P/N	Company	Discrepancy	Corrective action

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Scrapped Parts Log

Date	P/N	S/N	Description	Verified by

QAMFORM9 Rev Original

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Shelf Life Items Control Log

P/N	Location	Expiration/Cure Date

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Stamp Control Log

Stamp #	Date issued	Date retired	Inspector name	Imprint
1	3/1/2011		MARK ROBLES	
2	3/1/2011		MARK ROBLES	
3	4/1/2011		ANGELA JACKSON	

QAMFORM11 Rev Original

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Standard Parts Inspection Check List

Date: _____ Part Number: _____ Description _____
QTY: _____ Batch # _____ Cure Date: _____ Shelf life: _____

_____ A Certificate of Conformity (C of C) should be provided by the producer of a standard part. The certification includes the statement that the product conforms to specifications and requirements of the order. Material used in the manufacture of the parts identified is traceable by the listed Batch identification number(s). The applicable test information is available for examination at the manufacture's facility.

_____ Verify Batch number, Cure Date and Self life

_____ A standard part should carry a mark indicating the part has been produced in accordance with the specification requirements.

_____ A part is no longer considered "standard" if it is used in a critical application that imposes qualification or quality control requirements beyond the standard specification.

_____ To facilitate traceability, commingling like fasteners from different lots is not recommended.

_____ Certifications provided containing information such as physical and chemical properties of the parts and or conformity statements shall be kept on file.

Inspector _____ Signature _____

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