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**BOONE AIR PARTS
Quality Policy Manual
Valencia, CA**

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Table of Contents

ISO Clauses	Contents	Page
	Introduction	4-6
4	QUALITY MANAGEMENT SYSTEM	7-11
4.1	Quality Management System	
4.2	Documentation Requirements	
5	MANAGEMENT RESPONSIBILITY	12-15
5.1	Management Commitment	
5.2	Customer Focus	
5.3	Quality Policy	
5.4	Planning; Quality Objectives	
5.5	Responsibility, Authority and Communication	
5.6	Management Review	
6	RESOURCE MANAGEMENT	16-17
6.1	Provisions of Resources	
6.2	Human Resources	
6.3	Infrastructure	
6.4	Work Environment	
7	PRODUCT REALIZATION	18-26
7.1	Planning of Product Realization	
7.2	Customer Related Processes (Contract Review)	
7.3	Design and Development	
7.4	Purchasing Process	
7.5	Productions and Service Provisions	
7.6	Control of Monitoring and Measuring Devices	
8	MEASUREMENT, ANALYSIS AND IMPROVEMENT	26-31
8.1	General	
8.2	Monitoring and Measurement	
8.3	Control of Non-Conforming Product	
8.4	Analysis of Data	
8.5	Improvement	

Introduction

Scope This document describes the quality system in operation at Boone Air Parts. It is the primary reference document for all quality related activities and is used to ascertain the effectiveness of the system. Boone Air Parts maintains a uniform Quality System that meets or exceeds customer requirements and the requirements of:

- ISO 9001:2008
- AS 9120
- US D.O.T FAA Advisory Circular AC 00-56

Exclusions:

7.3 Design and Development Boone Air Parts is a distributor for Aircraft spares and components to the commercial, military and aerospace markets. There are no manufacturing, design or maintenance processes, hence the scope of these international standards, ISO 9001:2008 / AS 9120 at Boone Air Parts, does not include design and development. Therefore, Boone Air Parts takes exclusion to this clause

Exclusion to Clause 7.5.2 Validation of Production and Service Provision Boone Air Parts is a distributor and does not have production or service processes therefore Boone Air Parts does not validate processes where the resulting output cannot be verified by subsequent monitoring or measurement. Consequently Boone Air Parts takes exclusion to this clause 7.5.2

Exclusion to 7.5.4 Customer Property Boone Air Parts does not handle customer property, hence the scope of these international standards, ISO 9001:2008 / AS 9120 at Boone Air Parts, does not include control of customer supplied product. Therefore, Boone Air Parts takes exclusion to this clause 7.5.4

Process Approach Boone Air Parts has adopted a process approach to develop, implement and improve the effectiveness of the Quality Management System.

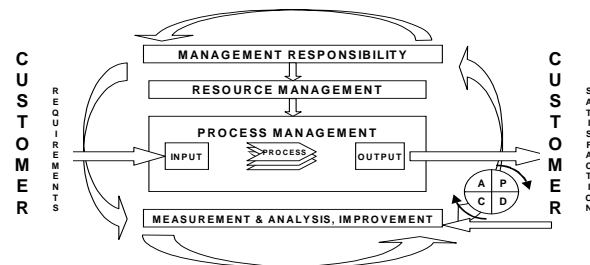
The quality system is designed to enhance customer satisfaction through effective management of numerous linked activities (processes), their inputs, outputs and interactions.

The processes form an unbroken chain of linked activities with defined inputs and outputs. Often the output from one process directly forms the input to the next. Thus providing ongoing control over the entire chain processes as well as the linkage in between.

The customer plays a significant role in defining requirements as input. Customer feedback indicates if customer requirements were met and also provides basis for measuring customer satisfaction and their perception of Boone Air Parts service levels.

This approach enables Boone Air Parts to:

- a) Understand and meet customer requirements
- b) Implement processes in terms of added value, as required.
- c) Obtain results of process performance and effectiveness
- d) Achieve continual improvement of processes based on objective measurements.



Process Approach

Introduction, Continued

Control of QPM	Circulation of the controlled copies of the initial issue and revisions is limited to a controlled distribution list. Revisions are made and controlled by page; however, the entire manual is reprinted at each revision.
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Location of Boone Air Parts	Corporate Headquarters: Boone Air Parts 25345 Ave Stanford Valencia, CA 91355 T (661)294-6900 F (661)294-6910 www.booneairparts.com AS 9120 ISO9001:2008 Registered
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4 Quality Management System

4.1 General Requirements

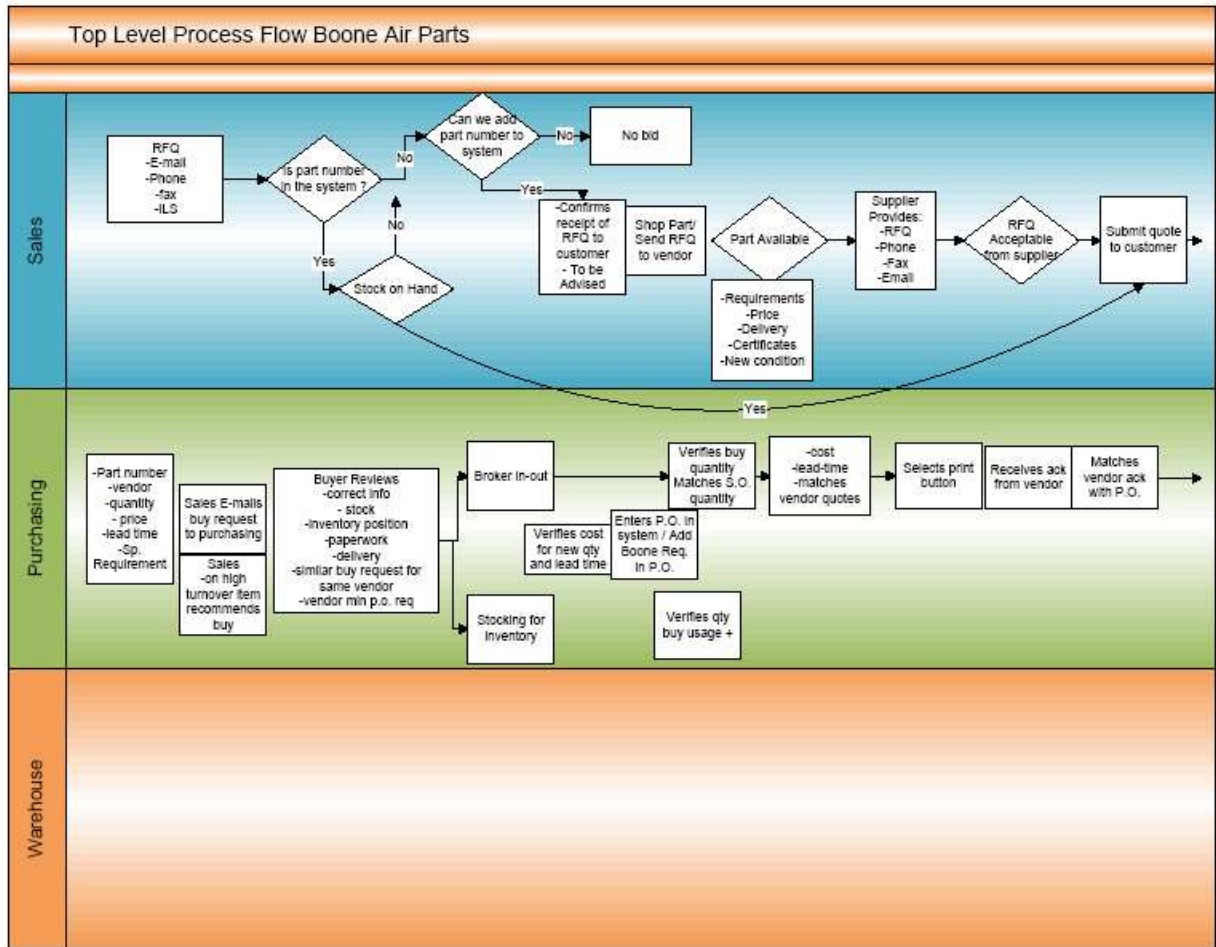
Boone Air Parts implements, maintains, documents and audits its quality management system in accordance with the requirements of ISO 9001:2008 / AS 9120 and FAA AC 00 56A

To improve the effectiveness of its Quality Management System, Boone Air Parts gives consideration as appropriate to the following activities in meeting the specified requirements for product, projects, or contracts:

- a) Determination of processes needed for the Quality Management System and their application throughout the organization as appropriate.
- b) Determination of the sequence and interaction of these processes.
- c) Establishing criteria and methods needed to ensure that both the operations and control of these processes are effective.
- d) Ensuring the availability of resources and information necessary to support the operation and monitoring of these processes.
- e) Monitoring , measurement and where applicable analysis of these processes and
- f) Implementing actions necessary to achieve planned results and continual improvement of these processes.
- g) Ensuring appropriate control, should Boone Air Parts choose to outsource any process(s) that affect product conformity and requirements. The type and extent of control of such outsourced processes is identified in the Quality Management System, as applicable.

Note: processes needed for the quality management system at Boone Air Parts include processes for management activities, provision of resources, product realization, measurement, analysis and improvement

Continued on next page



AC 00-56

Boone Air Parts gives consideration as appropriate to the following activities in meeting the specified requirements for product, projects or contracts:

- h) Receiving inspection procedures which ensure that procured material components and documentation is traceable to an approved source
- i) Training of personnel to ensure the quality system is carried out
- j) Measuring equipment control, which provides for appropriate storage, usage, and calibration traceable to N.I.S.T (when applicable)
- k) Procedures for control of incoming discrepant material, which provides for segregation from acceptable materials
- l) Self-evaluation program, including identifying whom within the company is responsible for conducting self-audits, the frequency of audits, quality system standard, documentation, and corrective action
- m) Shelf-life controls meeting the quality and technical criteria for each part stocked
- n) Data such as Type Certificate Holder / Production Certificate Holder illustrated parts list, which help to ensure currency, ready accessibility, and applicability of data
- o) Inspection stamp control that ensures control for issuance, usage, re-issuance and accountability (when applicable)
- p) Packaging control that ensures parts shipped are adequately protected from damage and /or deterioration
- q) Recall control that ensures parts shipped can be traced and recalled
- r) Quality organization that provides of the identification of all employees who are trained and authorized to make quality determinations
- s) Environmental controls to ensure parts that require special environments are identified and stored accordingly
- t) Procedures for redistribution of lots and documentation of such redistribution

4 Quality Management System, *continued*

4.2 Document Requirements Boone Air Parts implements, maintains, documents, and audits its Quality Management System that includes:

- Documented statement of quality policy and objectives
- Quality Policy Manual (QPM),
- Quality Operating Procedures Manual (QOPM),
- Training modules-work instructions with defined input and output.
- Records of activities required by applicable regulatory authorities such as ISO 9001:2008 / AS 9120

Quality Manual

Boone Air Parts Quality manual includes:

- a) The scope of the quality management system, (compliant to ISO 9001:2008 / AS 9120) including details of the justification for any exclusion.
- b) Reference to the documented procedures for the Quality Management System and their relationship to ISO 9001:2008 / AS 9120
- c) A description of the interaction between the processes of the quality management system.

Personnel who manage perform and verify work affecting quality are responsible for implementing and maintaining the documented quality system to ensure that Boone Air Parts products and services conform to specified requirements. This table summarizes where this information can be found:

This manual's...	Provides the...
Section 5.5 Responsibility, Authority and Communication	positions responsible for coordinating, monitoring, and auditing the quality system.
Appendix I	Index for internal procedures and work instructions which implement the quality system.
Appendix II	current quality organizational structures.

Control of Documents Boone Air Parts has established and maintained procedures to control documents and electronic data related to the requirements of the quality system. A Table of Contents or data file maintained by an identified focal point or Document Control Area, identifies applicable versions of controlled documents. Applicable external documents are also controlled in accordance with established process procedures.

The Documentation requirements process assures that documentation, records, data and changes are properly managed, made readily available to associates, and any improvement, when needed, is readily accommodated.

Implementation The documented processes and procedures address the following aspects of document control:

- a) approval of documents and records for adequacy prior to issue.
 - b) Review, updates as necessary & re-approval of documents.
 - c) Ensuring that changes and current revision status of documents are identified.
 - d) Ensuring that relevant versions of applicable documents are available at point of use.
 - e) Ensuring that documents remain legible and readily identifiable.
 - f) Ensuring that documents of external origin determined by Boone Air Parts to be necessary for planning and operation of the quality management system are identified and their distribution controlled.
 - g) Preventing the unintended use of obsolete documents and to apply suitable identification to them if they are retained for any purpose.
-

As required Boone Air Parts coordinates document changes with customers and/or regulatory authorities in accordance with contact or regulatory requirements.

4.3 Configuration Management Boone Air Parts implements, maintains and documents configuration management appropriate to product per its contract with the customers. As applicable, such configuration management planning is included in Boone Air Parts management reviews.

Control of Records Boone Air Parts maintains and controls records that demonstrate conformance to specified requirements and the effective operation of the quality system. There are controls in place to ensure Records:

- Are legible and identifiable to the product/material involved,
- Are readily retrievable,
- Are stored to protect them from deterioration, damage or loss, and
- Have established and recorded retention times.

Implementation Boone Air Parts has established and maintained documented procedures for collection indexing, access filing, storage, maintenance and disposition of quality records.

Quality records may be in the form of any type of media such as hardcopy or electronic media. Quality records include, but are not limited to, the following, as applicable:

- Management reviews,
- Contract reviews,
- Evaluations of suppliers,
- Supplier certification of compliance,
- Receiving inspection records,
- Material certifications,
- Test reports,
- Special processing certifications,
- Calibration certifications,
- Nonconforming material,
- Corrective and preventive actions,
- Internal audits results,
- Training records, and
- Quality records from suppliers as applicable.

When contractually required, records are made available for evaluation to the customer and/or regulatory agency. Quality Records are always readily available.

Continued on next page

5 Management Responsibility

5.1 Management Commitment

Section 4 Quality Management System, describes the means by which Boone Air Parts management, acknowledge their organizational responsibility and commitment to develop and implement a Quality Management System and continually improve its effectiveness by:

- a) Communicating to the organization the importance of meeting customer as well as statutory and ISO 9001:2008 / AS 9120 requirements.
 - b) Establishing the quality policy.
 - c) Ensuring that quality objectives are established.
 - d) Conducting management reviews, and
 - e) Ensuring the availability of resources.
-

5.2 Customer Focus

Boone Air Parts top management ensures controls are in place to determine and meet customer requirements with the aim of enhancing customer satisfaction.

5.3 Quality Policy

Boone Air Parts quality policy states the organization goal. It briefly states how Boone Air Parts achieves its goals and objectives. Once the objectives have been achieved, the policy directs the organization to the next steps.

In formulating the Quality Policy, Boone Air Parts's top management has ensured that the policy:

- a) Is appropriate to the purpose of the organization.
- b) Includes a commitment to comply with requirements and continually improves the effectiveness of the organization,
- c) Provides a framework for establishing and reviewing quality objectives,
- d) Is communicated and understood with-in the organization, and
- e) Is reviewed for confirmed suitability.

Senior Management has defined the company quality policy as follows:

- ***Boone Air Parts is committed to meeting customer requirements and increasing customer satisfaction through continual improvement of product, customer service, and the quality management system***

Management ensures that this policy is understood, implemented and maintained at all levels of the organization.

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5 Management Responsibility, *continued*

**5.4 Planning:
Quality
Objectives** To fulfill its goal of meeting the Aviation Industry and customer's requirements for supplying Quality Aircraft parts, Boone Air Parts has established measurable quality objectives at the process level. These objectives are meaningful to the organization and are consistent with the quality policy.

**Quality
Management
System Planning** Linked processes are the basis for Boone Air Parts Quality Management System planning. Planning lays the foundation and framework necessary for continuous improvement. It ensures processes are effectively operated and that there's adequate control. Boone Air Parts management also plans and ensures availability of resources including suppliers, and information necessary to support the operation, monitoring, measurement and analysis of these processes as well as product. Boone Air Parts planning of Quality Management System processes also supports the Quality objectives.

Quality Management System planning ensures that the integrity of the Quality Management System is maintained as changes and improvements are planned and implemented.

**5.5
Responsibility,
Authority and
Communication** Personnel performing quality functions are organized together into functional groups. This practice fosters the positive links between responsibility and accountability that is needed to meet Boone Air Parts's commitment to total quality.

The responsibilities and authorities of the personnel who manage and perform work affecting quality are summarized in this section and communicated throughout the organization via current organizational structure. (Appendix II).

**Management
Representative** Boone Air Parts appoints its Quality Assurance Manager as the Management Representative, irrespective of other responsibilities. The representative has the authority and responsibility for:

- a) Ensuring that processes needed for the Quality Management System are established implemented and maintained.
 - b) Reporting to top management on the performance of the Quality Management System and any need for improvement.
 - c) Ensuring the promotion of awareness of customer requirements throughout the organization, and
 - d) Liaison with external parties on matters relating to the Quality Management System.
-

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5 Management Responsibility, *continued*

This position...	Is responsible for...
Associates	<ul style="list-style-type: none"> • performing their work with required quality, and • stopping the work process when it becomes apparent that the required quality is not being produced or achievable.
Managers / Supervisors	<ul style="list-style-type: none"> • obtaining and distributing customer requirements to the appropriate functional organizations, • establishing and maintaining work processes which • conform with existing contractual or regulatory requirements and • consistently yield the desired product and service quality.
Quality Assurance Director	<ul style="list-style-type: none"> • approving and reviewing the Boone Air Parts's quality program, • identifying and evaluating product and system problems that could adversely impact the quality of Boone Air Parts products, processes, or services, • initiating or recommending appropriate solutions, • coordinating ISO 9001:2008 / AS 9120 implementation & maintenance at Boone Air Parts. • ensuring the overall performance of the quality system and its compliance to requirements of: • ISO 9001:2008 / AS 9120 <p>And other statutory requirements as listed in the scope of this document.</p>
Boone Air Parts President	<p>ensuring that Boone Air Parts products and services conform to</p> <ul style="list-style-type: none"> • all internal quality standards, and • external regulatory requirements. • maintaining a work environment wherein all employees recognize quality as the highest priority, and • assuring Boone Air Parts 's customers the quality of all products and services provided for such features as requirements, safety, performance, reliability, durability and maintainability.

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5 Management Responsibility, *continued*

Internal Communication Communication flow is an integral part of the Boone Air Parts Quality Management System. Updated management review summaries indicating effectiveness of the Quality Management System are posted on the companies share drive, along with all the continuous improvement projects. The shared drive is accessible by the associates.

5.6 Management Review Periodically, Boone Air Parts's management reviews the adequacy, effectiveness and the efficiency of the Quality Management System. The review includes assessing opportunities for improvement and the need for changes to the Quality Management System, including the quality policy, quality objectives and risks associated with actions affecting product or processes within the quality management system.

Boone Air Parts maintains records from management reviews.

Review Input Management reviews evaluate information on:

- Audit results,
- Customer feedback,
- Process performance and product conformity,
- Corrective action status,
- Preventive action status,
- Follow-up actions from previous management reviews,
- Changes that could affect the Quality Management System,
- Recommendations for improvement, and
- Risks associated with corrective, preventive actions or management review outputs

Review Output Management review outputs include any decision actions related to:

- Improvement of the effectiveness of the Quality Management System and it's processes to meet present and future business needs,
- Improvement of product related to customer requirements and
- Resources needed.

6 Resource Management

6.1 Provision of Resources

Boone Air Parts management ensures that adequate and appropriate resources are identified and implemented throughout the facility, including the assignment of trained personnel:

- To implement and maintain the Quality Management System and continually improve it's effectiveness and,
 - To enhance customer satisfaction by meeting customer requirements.
-

6.2 Human Resources

Boone Air Parts establishes and maintains documented procedures for training of personnel who affect conformity to product requirements. Personnel performing specific, assigned tasks are qualified based on education, training, skills and/or experience as required in documented procedures.

Boone Air Parts employees are determined to be qualified based on Human resources hiring practices, on-the-job training, and/or regular performance appraisals

Competence, Training and Awareness

Job tasks requiring certification are defined.

- Training needs are determined by analysis of job requirements and the necessary competence for personnel performing work affecting product requirements.
 - Each department is responsible for implementing “on-the-job” training, identifying training needs of personnel and communicating these needs, as a minimum, with the employees.
 - Also effectiveness of actions taken is evaluated and communicated.
 - Boone Air Parts ensures that it's personnel are aware of the relevance and importance of their activities include but not limited to an awareness and understanding of relevant procedures and instructions, and how they contribute to the achievement of the quality objectives.
-

Records

Human resources, per documented procedures, maintain appropriate records of education, training, skills and experience.

Continued on next page

6 Resource Management , *continued*

6.3 Infrastructure Boone Air Parts determines, provides and maintains the infrastructure needed (such as communication or information systems) to achieve conformity to product requirements.

Policy Boone Air Parts is a distributor for Aircraft Spares and Components. There are no manufacturing or maintenance processes, hence the scope of these international standards ISO 9001:2008 / AS 9120 at Boone Air Parts is limited to providing:

6.4 Work Environment

- Buildings, workspace and associated utilities and
- Work environment needed to achieve conformity to product requirements.

Therefore, this clause for work environment has limited application at Boone Air Parts.

Note: The term “work environment” relates to those conditions under which work is performed including physical, environmental and other factors (such as noise, temperature, humidity, lighting or weather)

7 Product Realization

7.1 Planning of Product Realization

Boone Air Parts has planned and developed processes required for product realization. To meet the specified requirements for products, projects and contracts, efforts has been made to create standard work with defined inputs and outputs for the linked processes.

Boone Air Parts gives consideration as appropriate to the following, in planning standard work for product realization:

- a) Quality objectives and requirements for the product,
- b) The need to establish processes and documents and to provide resources specific to the product. As applicable and where identified by customer, measurement of key characteristics is limited to verification for acceptance using appropriate / available measurement equipment,
- c) Required verification, validation, monitoring, measurement, inspection and test activities specific to the product and the criteria for product acceptance (since no manufacturing processes exist at Boone Air Parts inprocess verification is not applicable) and,
- d) Records needed to provide evidence that the processes deployed and the outcome (resulting product) meet requirements.

Note: Boone Air Parts procedure index along with the resources applied constitutes it's quality plan.

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**7.2
Customer-
Related
Processes
(Contract
Review)**

Boone Air Parts has documented and implemented a review system for customer solicitations. Implementation of contract review system is regularly reviewed and audited.

The customer contract review begins when a solicitation is received in Sales and ends when the contract storage and record retention period expires.

Boone Air Parts reviews customer contracts considering all applicable customer and regulatory requirements. Personnel who manage, supervise, perform and verify contract reviews and contract amendments, are responsible for:

- Determination of requirements applicable to the product specified by the customer including requirements for delivery and post delivery activities,
- Review of requirements applicable to the product,
- Requirements not stated by the customer but necessary for specified intended use, where known,
- Statutory and regulatory requirements applicable to the product,
- Any additional requirements considered necessary by Boone Air Parts
- Resolving issues,
- Determining the capacity to meet customer requirements and,
- Reviewing product requirement changes using the same process as initial review,
- Evaluation of risk associated with new technology and / or short delivery time scale.
- Establishing communication methods to process product information to customer as well as processing enquiries, orders, amendments, customer feedback and customer complaints.

**7.4
Purchasing
Process**

Boone Air Parts has a documented and implemented supply management system that controls purchased products; supplier screening, assessment and evaluation; supplier performance; retention of purchasing documents, and verification of products purchased.

All Boone Air Parts personnel, who procure, administer, receive, accept, handle, or move purchased material are responsible for complying with the supply management system.

Assessment of Suppliers Boone Air Parts as applicable, approves suppliers prior to use, and maintains a listing of approved suppliers, in accordance with Purchasing procedures and requirements. Assessments by Quality Assurance are based on suppliers' ability to comply with and their effect on Boone Air Parts quality management system, it's subsequent realization processes and contractual requirements, and where applicable, their effect on the quality audit reports and or previous performance of suppliers.

Assessment of Suppliers A supplier continues to be identified as an approved source following successful completion of periodic evaluations. Assessment records are maintained. The extent of control includes a system for disapproval by Quality Assurance, if necessary. Customer approved special process sources are used, as needed, or required by contract.

**Purchasing
Information**

Purchasing documents contain a clear description of the product or service ordered. The documents include appropriate identification codes, quality procurement clauses, numbers, references and other relevant data in accordance with documented processes and procedures including as applicable:

- a) Requirements for approval of product, procedures, processes and equipment,
- b) Requirements for qualification of personnel,
- c) Quality Management system requirements
- d) The name or other positive identification, and applicable issues of specifications, drawings, process requirements, inspection instructions and other relevant technical data
- e) Requirements for design, test, examination, inspection and related instructions for acceptance
- f) Requirements for test specimens (e.g., production ;method, number, storage conditions) for design approval, inspection, investigation or auditing
- g) Requirements relative to:
 - Supplier notification to Boone Air Parts of nonconforming product
 - Arrangements for approving supplier nonconforming material
- h) Requirements for the supplier to notify Boone Air Parts of changes in product and /or process definition and , where required, obtain Boone Air Parts approval
- i) Right of access by the organization, their customer, and authorities to all facilities involved in the order and to all applicable records, and
- j) Requirements for the supplier to flow down to sub tier suppliers the applicable requirements in the purchasing documents, including key characteristics where required.

The Purchasing documents are reviewed for adequacy prior to communication to the supplier.

**Requirement
Flowdown**

Boone Air Parts flows down quality system requirements or key characteristic requirements to suppliers, as applicable; to ensure the supplier adequately controls those characteristics not verifiable upon receipt.

Continued on next page

7 Product Realization, continued

7.4.3 Verification of Purchased Product

Purchased product that is verified and accepted at the supplier or at receipt is handled in accordance with documented procedures.

Where specified in the contract, Boone Air Parts's customer or the customer's representative is allowed the right to verify at the supplier's premises, and the Boone Air Parts premises, that the supplied product conforms to specified requirements. Such verification shall not be used by Boone Air Parts as evidence of control of quality by the subcontractor.

Where Boone Air Parts proposes to verify purchased product at the suppliers premises, Boone Air Parts specifies verification arrangements and the method of product release in the purchasing documents.

Where Boone Air Parts delegates verification activities to the supplier, the delegation requirements are defined and as applicable, a record / register of delegation is maintained

Introduction

Personnel who perform inspection, monitoring and measurement affecting the quality of the products related to the deliverable units are responsible for complying with the inspection system. When applicable, subcontracted inspection activities are controlled consistent with documented requirements.

**Receiving
Inspection**

Processes and procedures for receiving inspection define the verification methods that apply for products. Records indicate the person(s) authorizing release of product.

Incoming product is not released to stores until all appropriate verifications have been completed and as applicable, approvals from relevant authority or by the customer have been received.

When product is released for urgent production purposes, documented procedures are used to assure product determined to be nonconforming is readily identified, controlled, and dispositioned.

7 Product Realization, continued

Final Inspection

All Boone Air Parts products are subject to a final verification/audit. Results of the audit are recorded and may be used for corrective action investigation, if deemed necessary.

**Production and
Service
Provision**

To facilitate product realization Boone Air Parts ensures,

- a) The availability of work instructions, as necessary,
- b) The use of suitable equipment
- c) The availability and use of monitoring and measuring devices,
- d) The implementation of monitoring and measurement, and
- e) The implementation of release, delivery and post-delivery activities.

**Process
Performance**

Boone Air Parts assesses process performance during internal audits. Reports of the performance and recommendations for improvement by associates are reviewed in the monthly management meetings.

Monitoring and Measurements of processes using the monthly management reviews allows Boone Air Parts to demonstrate process performance and the ability of processes to achieve planned outputs. As appropriate, action is taken ensuring process is continually suitable in delivering product conformity and planned output.

Delivery Prior to delivery, inspection personnel maintain audit surveillance over the shipping function to assure that product is packaged and shipped to meet all requirements and are accompanied by the required shipping and certification documentation. When contractually specified, this protection is extended to include delivery to destination.

Identification and traceability Boone Air Parts identifies its product throughout product realization and during receiving, order processing and shipment. Boone Air Parts also identifies product traceability when required by contract or specification.

A product prepared for delivery is identified in accordance with contractual or regulatory identification requirements. As a minimum, the product is identified with the part number per drawing requirements and Boone Air Parts internal numbers.

Traceability and unique identification of the product is accomplished by maintaining minimum marking requirement such as, P/N, Lot Number, PO number and Quantity on all products received, as applicable. Records related to individual product traceability are maintained.

7 Product Realization,

Product Status Boone Air Parts documents, implements and maintains procedures for recording inspection and test status. The system ensures that required inspections and tests are performed before product is stored in the Distribution Center, and product status can be traced back to the original certifications.

Boone Air Parts maintains an inspection and test status system to identify acceptance and nonconformance of incoming and final product. These controls ensure that our materials and products conform to specified standards and requirements. Documented procedures address product status with respect to monitoring and measurement requirements.

Preservation of Product Policy Boone Air Parts handling, storage, packaging, preservation, and delivery involve proper planning, control of product flow, traceability and documentation from time of receipt to time of shipment. Boone Air Parts preserves the product during internal processing in order to maintain conformity to requirements.

This incorporates protection of incoming materials, work in process, storage and finished product for shipment to customer based on various procedures and work processes, as well as required specifications.

Handling Boone Air Parts provides methods of handling product that prevents damage or deterioration.

Storage	Boone Air Parts uses designated storage areas or stock rooms to prevent damage or deterioration of product, pending use or delivery. Appropriate methods for authorizing receipt to and dispatch from such areas is stipulated. In order to detect deterioration, the condition of product in stock is assessed on continuous basis
Packaging	Boone Air Parts packaging procedures and materials are based on customer contractual requirements and/or best commercial practices. Proper identification of the product from time of receipt through time of delivery is performed.
Preservation	Material handling and/or packaging used for protection are based on quality packaging guidelines from suppliers, customers and the required specifications. Where applicable, preservation of product also includes, cleaning, prevention, detection and removal of foreign objects, special handling for sensitive product, marking and labeling including safety warnings, special handling for hazardous material and constituent parts of a product

Product Realization, *continued*

7.6

Control of Monitoring and Measuring Equipment

Boone Air Parts has a documented and implemented monitoring and measuring management system to provide evidence of conformity to determined requirements. Quality assurance is responsible for the management of the calibration system as described in documented procedures. The calibration system is regularly audited by internal and customer audits to ensure that monitoring and measurement is carried out in a manner that is consistent with the monitoring and measurement requirements. To ensure valid results, Boone Air Parts measuring equipment is:

- a) Calibrated by an outside independent calibration lab that is approved by Boone Air Parts.

Measuring equipment is returned from the lab with a complete certification that lists the following as a minimum: (Calibration Documentation)

- Lab performing calibration,
 - Individual performing calibration
 - Reading points,
 - Actual calibration readings
 - Standard used,
 - NIST reference number,
 - Environmental controls, and
 - Specification calibrated in accordance with
- b) Adjusted or re-adjusted as necessary.
- c) Identified with a suitable label to indicate calibration status.
- d) Safeguarded from adjustments that would invalidate the measurement results.
- e) Protect from damage and deterioration during handling, preservation and storage.

Boone Air Parts maintains measuring equipment log and defines the process employed for calibration including details of equipment type, unique identification, location, frequency checks, check method and acceptance criteria.

Note: Boone Air Parts does not use Monitoring and measuring equipment such as: test hardware, test software, automated test equipment (ATE) and plotters to produce inspection data. Boone Air Parts does not have personally owned and customer supplied equipment.

Continued on next page

The validity of previous inspection results is assessed and documented when Inspection Measuring and Test Equipment are found to be out of calibration.

For product affected by such non-conforming condition, a Recall System is used and documented in our calibration process.

Boone Air Parts uses computer applications to track product recall when required. Such application is pre-tested for functionality prior to implementing. Note: confirmation of the ability of computer software to satisfy the intended application would typically include its verification and configuration management to maintain its suitability for use

8 Measurement, Analysis and Improvement

- 8.1 General** Boone Air Parts has planned, documented and implemented processes for monitoring and measurement of product requirements as well as for analysis and improvement as required to accomplish the following:

Inspection and Testing a) To demonstrate conformity of the product, the inspection and testing system is documented and implemented in processes and procedures. Implementation of the inspection and test system is regularly audited.
b) To ensure conformity of the Quality Management System, and
c) To continually improve the effectiveness of the Quality Management System.

Statistical Techniques Boone Air Parts has documented and implemented statistical techniques for verifying the product quality and for establishing, controlling and verifying process capability.

Boone Air Parts has instituted a statistically valid sampling plan for inspection of products received. The plan precludes acceptance of known defects in the lot.

Implementation Implementation, control and application of statistical techniques is assessed regularly by internal and external audits and by management review according to established and maintained document procedures.

Scope This procedure applies to all departments at Boone Air Parts .

8.2 Monitoring and Measurement Boone Air Parts reviews customer satisfaction and voice of the customer (customer perception) on a regular basis, in monthly management reviews. Information regarding performance of the Quality Management System is processed by Quality Assurance and is documented in management review procedures.

Measurement, Analysis and Improvement, *continued*

Internal Audits Boone Air Parts internal quality audit system is implemented at planned intervals maintained, and documented by qualified personnel to ensure the existence, adequacy, and compliance of the quality system.

Introduction The internal quality audit process is documented in the Quality Operational Procedures Manual and audit work instructions. Auditors are independent of the activity audited and are provided access to all information, records, and areas of the facility to complete the audit.

Implementation Implementation of the internal quality audit process includes instruction and direction to define, plan, schedule, perform, record and report to management the results of these audits. Records of internal audits and their results are maintained.

Boone Air Parts audit schedule takes into consideration the status and importance of processes and areas to be audited, as well as the results of previous audits.

Where corrective actions are required, follow-up and effectiveness audits are carried out in accordance with documented processes and procedures to verify implementation of corrective action responses to audit findings and reporting of verification results.

Management personnel are responsible for their area to ensure any necessary corrections and corrective action is taken on deficiencies are taken without undue delay to eliminate detected nonconformities and their causes.

Monitoring and Measurement of Processes Boone Air Parts assesses process performance during internal audits. Reports of the performance and recommendations for improvement by associates are reviewed in monthly management meetings.

Monitoring and Measurement of Processes Monitoring and measurements of processes using the monthly management reviews allows Boone Air Parts to demonstrate process performance and the ability of processes to achieve planning outputs. As appropriate, correction and corrective action is taken ensuring process is continually suitable in delivering product conformity and planned output.

When determining suitable methods, as applicable, Boone Air Parts considers type and extent of monitoring or measurement appropriate to each of its processes in relation to their impact on the conformity to product requirements and on the effectiveness of the quality management system

Monitoring and Measurement of Product (Inspection and Testing) Boone Air Parts has documented and implemented procedures at appropriate stages of product processing to monitor and measure that the product characteristics meet the requirements. As applicable, Boone Air Parts maintains evidence of conformity with the acceptance criteria.

Introduction Personnel who perform inspection, monitoring and measurement affecting the quality of the products related to the deliverable units are responsible for complying with the inspection system. When applicable, subcontracted inspection activities are controlled consistent with documented requirements.

Receiving Inspection Processes and procedures for receiving inspection define the verification methods that apply for products. Records indicate the person(s) authorizing release of product for delivery to the customer

When certification test reports are used as a means of product acceptance, procedures document the types and frequencies of analyses to validate certification.

Incoming product is not released to stores until all appropriate verifications have been completed and as applicable, approvals from relevant authority or by the customer have been received.

When product is released for urgent production purposes, documented procedures are used to assure product determined to be nonconforming is readily identified, controlled, and dispositioned.

Final Inspection All Boone Air Parts products are subject to a final verification/audit. Results of the audit are recorded and may be used for corrective action investigation, if deemed necessary.

Inspection and Test Records Inspection and test records are maintained in accordance with documented record retention procedures.

8 Measurement, Analysis and Improvement, *continued*

8.3 Control of Non-conforming Product-Policy Boone Air Parts is committed to a continual reduction in nonconforming material. Boone Air Parts has established a system with guidelines to prevent the inadvertent use or delivery of nonconforming material.

Introduction Quality Assurance is responsible for identifying and documenting nonconforming material. The term “nonconforming product” includes nonconforming product returned from the customer and received from suppliers. The Quality Assurance Manager is responsible for coordinating, monitoring and auditing the nonconforming material process.

Implementation Processes, procedures and work instructions define the means of documentation, identification, segregation, and disposition of nonconforming material. Where applicable Boone Air Parts deals with nonconforming product by one or more of the following ways: a) by taking action to eliminate the detected nonconformity; b) by authorizing its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer; c) by taking action to preclude its original intended use or application; and, d) by taking action appropriate to the effects, or potential effects, of the nonconformity when nonconforming product is detected after delivery or use has started. When nonconforming product is corrected it is subject to re-verification to demonstrate conformity to the requirements. Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained are maintained.

8.4 Analysis of Data Boone Air Parts determines, collects and analyses appropriate data to demonstrate the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the effectiveness of the quality management system can be made. This includes but is not limited to data generated as a result of monitoring and measurement and from other relevant sources.

Boone Air Parts analysis of data provides information relating to a) customer satisfaction, b) conformity to product requirements, c) characteristics and trends of processes and products, including opportunities for preventive action, and d) suppliers

8.5 Improvement Boone Air Parts's Quality policy and objectives drive the continuous improvement with-in the Quality Management System.

Quality Policy Senior Management has defined the company quality policy as follows:

- ***Boone Air Parts is committed to meeting customer requirements and increasing customer satisfaction through continual improvement of product, customer service, and the quality management system***

Management ensures that this policy is understood, implemented and maintained at all levels of the organization.

Continual Improvements Boone Air Parts management review is another effective means to ensure continual improvement of the effectiveness of the Quality Management System. Management reviews include, but are not limited to audit results, analysis of data, corrective and preventive actions.

Corrective Action Boone Air Parts has a documented and implement corrective action system that is crucial in eliminating causes of non-conformities and helps prevent their recurrence.

The 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.

Boone Air Parts corrective action system establishes and defines requirements for:

- a) Reviewing non-conformities (including customer complaints),
 - 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 effectiveness of corrective actions taken.
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8 Measurement, Analysis and Improvement, *continued*

**Preventive
Action**

Boone Air Parts's Quality policy lays emphasis on "Preventing Future Mistakes". Consequently, preventive actions are inherent to the Boone Air Parts Quality Management System.

Preventive action opportunities are linked with corrective action implementation and are reviewed regularly in the monthly management reviews.

Boone Air Parts has a documented and implemented preventive action system which determines actions to eliminate causes of potential non-conformities in order to prevent their occurrence. Preventive actions that are implemented contribute toward continual improvement and are appropriate to the effects of potential problems. Boone Air Parts's preventive action guidelines define requirements for:

- a) Determining potential non-conformities and their causes,
 - b) Evaluating the need for action to prevent occurrence of non-conformities,
 - c) Determine and implementing action needed,
 - d) Maintaining records of results of actions taken, and
 - e) Reviewing effectiveness of preventive action taken.
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