



GLOBAL

QUALITY MANUAL

**Based on the ISO 9001, AS9100 and AS9120
Quality Management Systems**

VALIDATION & APPROVALS

Signature on file 09/26/2017
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REVISION UPDATE SHEET

REVISION LEVEL	REVISION DATE	REVISION REVIEWED BY	REVISION APPROVAL BY	REVISION DESCRIPTION
1	09-OCT-07			Archived
2	08-OCT-08			Archived
3	18-NOV-09			Archived
4	26-APR-10			Archived
5	28-JUL-11			Archived
6	23-OCT-11			Archived
7	23-FEB-12			Archived
8	29-OCT-12			Archived
9	06-AUG-13			Archived
10	08-OCT-14	Joyce Krieger Paul Jackson Sunita Kharbanda Robert Pryor	Joyce Krieger Paul Jackson Sunita Kharbanda Robert Pryor	<p>Added "Canada" after all USA, and Europe locations throughout manual Page 5 Added references to AS9100 and AS9120 Revised Introduction. Revised Table with Wesco Locations added Calgary, Vancouver, Canada & Chengdu, China.</p> <p><u>Section 1</u> Para 1.1.1, 1.1.3, 1.1.4, 1.2, 1.3, 1.4 revised for clarification. Removed Para 1.1.2. Para. 1.5-added Wesco Canada's Scope Para 2.1 removed –"Wesco Aircraft...a Distributor" Removed Para 2.1.1 Para 2.1.2 removed – "of paragraphs...only finished product" Added Para 2.1.4, 2.1.5 Para. 2.1.6 Removed – "As a distributor...requirement" Para 2.1.7 Removed Para. 2.1.8 Added "often referred to as special processes"</p> <p><u>Section 2</u> Para. 1.1 Removed-" latest revision", Added –"at the revision...of this document"</p> <p><u>Section 4</u> Page 20 - 23 Master Process Flowchart-added GSP 15. Replaced Europe Master Process Flowchart.</p> <p><u>Section 5</u> Rewrite Para 3.1.5 Para. 3.2 , updated Quality Policy Para 5.1.3 added "Oranization charts are made available externally upon request" Para 5.2.1 Changed "Director of Quality" to "Quality Systems Manager"</p> <p><u>Section 6</u> Para 1.1 Removed Para. 2.2.2 Added "returns to work after a long term absence"</p> <p><u>Section 7</u> Complete rewrite of Para 1.6.1 Para 2.3.1 added "internal & external" Para. 3.1.1, 3.2.1, 3.3.1, 3.4.1, 3.5.1, 3.6.1, 3.7.1 Removed - "procedure shall be completed" Added – "documented process shall be defined" Para 5.1.3.1 complete rewrite Added Para 5.1.3.2 thru 5.1.3.3 Para. 5.1.4.1 thru 5.1.4.2 complete rewrite Added Para 5.1.4.3 Para 5.1.5.1 Added "documented process shall be defined" Para 5.1.6.1 thru 5.6.7.5 complete rewrite Para 5.2.1.1 Added "documented process shall be defined" Para. 6.7 complete rewrite Para. 7.11 added GW2127 Risk Management Process Work Instruction Para. 7.13 added GSP 15 Product Configuration Management Pages 54-59 Removed Organizational charts "Removed all references to EN9100 and EN9120"</p>

11	03-MAR-15	Joyce Krieger Paul Jackson Sunita Kharbanda Robert Pryor	Joyce Krieger Paul Jackson Sunita Kharbanda Robert Pryor	Cover Page Added Validation <u>Section 1</u> Removed Para. 2.1.3, 2.1.4, 2.1.5 to remove the exclusions to Standard requirement (7.5.1.1, 7.5.1.2, 7.5.1.3) <u>Section 4</u> Added “Value Add” to the EPG Master Flowchart <u>Section 7</u> Added Para. 5.1.3.4, 5.1.4.1, 5.1.4.3, 5.1.5.2, 5.1.5.3 Remove para 5.1.5.1
12	24-AUG-15	Joyce Krieger Paul Jackson Sunita Kharbanda Robert Pryor	Joyce Krieger Paul Jackson Sunita Kharbanda Robert Pryor	Page 6 Added Haas introduction Page. 7, 8 New <u>Section 1</u> Added Para. 1.6, 1.6.1 Added “Toronto” to Para 1.2 Removed Para.1.5, 1.5.1 <u>Section 3</u> Added Definitions – “Calibration”, “Process”, Removed “Quality” Audit <u>Section 4</u> Added Para. 2.4.4.1.3, 2.4.4.1.7 Page 24 Added Process Flow for USA chemicals Page 25 Added Process Flow for EMEA & APAC chemicals <u>Section 5</u> Para. 5.2.1 Removed “Quality Systems Manager (Europe....)” Added “Director of Quality EMEA & APAC” <u>Section 7</u> Para 6.2 Added “and/or register” <u>Section 8</u> Para 2.4.3 Removed “inspections” Added “Where....plans are” Para. 3.4.1.1 Added “on site or off site by authorized/regulated disposal organization”
13	14-DEC-15	Joyce Krieger Benito Carlos Dominguez	Joyce Krieger Benito Carlos Dominguez	<u>Cover Page:</u> Removed EPG, Canada and Europe’s signature lines. Added Exetuve director of QMS, and Vice President. Revised QA Compliance Manager title to QA Compliance Director of Quality Management Systems Page 6 Added Valencia, CA facility, Added AS9120 to China facilities, Removed all facilities that are not accredited, Removed facilities that do not exist anymore. Page 7 Removed all facilities that are not accredited, Removed facilities that do not exist anymore. <u>Section 5</u> Para 3.2 Revised Quality Policy Para 5.2.1 Revised title of QA Compliance , Removed Quality Manager (EPG), & Manager Operations (Canada)
14	20-MAY-16	Joyce Krieger Benito Carlos Dominguez	Joyce Krieger Benito Carlos Dominguez	<u>Section 4</u> Page 22 flowchart updated and page 25 flow chart removed.
15	20-JULY-16	Joyce Krieger Benito Carlos Dominguez	Joyce Krieger Benito Carlos Dominguez	Page.6 Added Austin, TX and Northlake, TX facilities. Removed all facilities that are not accredited, Removed facilities that do not exist anymore. Page.7 Removed all facilities that are not accredited, Removed facilities that do not exist anymore.
16	12-APR-17	Joyce Krieger Paul Jackson Joseph Martinez	Joyce Krieger Paul Jackson Joseph Martinez	Page.5 Added On 1 st April 2017 all the UK based entities became one legal entity named Wesco Aircraft EMEA Limited. Page.6 Removed AS9120 Cert and Inventory Identifier from Fort Worth TX. Removed Miami, FL. Added Cleckheaton & Clayton West. Removed Central Site Identifier from West Chester. Added Purchasing to Austin TX and removed the Inventory Identifier Added Hardware identifier to Doral, Northlake, McDonough & Melbourne. Removed Purchasing Identifier from Hamburg. Removed Venegono. Revised all locations certification from EN to AS. Page.9 Revised para 1.2, 1.2.1, 1.3. Removed Para 1.3.2, 1.5 & 1.5.1 Page. 10 Revised Para 1.6 & 1.6.1 Page. 22 EMEA and APAC Flowchart revised.



17	26-SEPT-17	Benito Carlos Dominguez Joyce Krieger Joseph Martinez	Joyce Krieger Benito Carlos Dominguez	Added Foley to Wesco's Facility matrix on page 7.
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AS9100 - AS9120 CROSS REFERENCE

AS9100 - AS9120	QAM	GSP	GSP	GSP	GSP	GSP	GSP	GSP
Scope	Section 1							
1.1	1.0	01	02	13				
1.2	2.0							

Normative References	Section 2							
2	1.0							

Terms and Definitions	Section 3							
3	1.0							

Quality Management System	Section 4							
4.1	1.0	01	02	03	11			
4.2	2.0							
4.2.1	2.1	01	13	14				
4.2.2	2.2	01	13					
4.2.3	2.3	13						
4.2.4	2.4	14						

Management Responsibility	Section 5							
5.1	1.0	01	02					
5.2	2.0	01	03					
5.3	3.0	01						
5.4	4.0							
5.4.1	4.1	01	02					
5.4.2	4.2	01						
5.5	5.0							
5.5.1	5.1.1	01						
5.5.2	5.2	01						
5.5.3	5.3	01	02					
5.6	6.0							
5.6.1	6.1	01						
5.6.2	6.2	01						
5.6.3	6.3	01						

Resource Management	Section 6							
6.1	1.0	01						
6.2	2.0	10						
6.2.1	2.1	10						
6.2.2	2.2	10						
6.3	3.0	01						
6.4	4.0	01	02					



AS9100 – AS9120 CROSS REFERENCE

AS9100 - AS9120	QAM	GSP	GSP	GSP	GSP	GSP	GSP	GSP
Product Realization	Section 7							
7.1	1.0	01	05	14				
7.1.1 (AS9100 Only)	1.3							
7.1.2 (AS9100 Only)	1.4							
7.1.3 (AS9100 / 7.1.1 AS9120)	1.5	03	04	05	07	15		
7.1.4 (AS9100 / 7.1.2 AS9120)	1.6	05	07	09	13			
7.2	2.0	03						
7.2.1	2.1	03						
7.2.2	2.2	03						
7.2.3	2.3	01	02	03				
7.3	3.0	N/A						
7.3.1 (AS9100 Only)	3.1	N/A						
7.3.2 (AS9100 Only)	3.2	N/A						
7.3.3 (AS9100 Only)	3.3	N/A						
7.3.4 (AS9100 Only)	3.4	N/A						
7.3.5 (AS9100 Only)	3.5	N/A						
7.3.6 (AS9100 Only)	3.6	N/A						
7.3.7 (AS9100 Only)	3.7	N/A						
7.4	4.0	04						
7.4.1	4.1	04	05					
7.4.2	4.2	04						
7.4.3	4.3	05						
7.5	5.0							
7.5.1	5.1	05	07	09	13			
7.5.2	5.2	N/A						
7.5.3	5.3	05	07	08	09			
7.5.4	5.4	05	08	09				
7.5.5	5.5	07	08					
7.6	6.0	05						

Measurement, Analysis & Improvement	Section 8							
8.1	1.0	01	02	05	11			
8.2	2.0							
8.2.1	2.1	01	02	03				
8.2.2	2.2	11						
8.2.3	2.3	01	02	06	11	12		
8.2.4	2.4	05						
8.2.5 (AS9120 Only)	2.4	08						
8.3	3.0	06						
8.4	4.0	01	02					
8.5	5.0							
8.5.1	5.1	02	11					
8.5.2	5.2	12						
8.5.3	5.3	12						

For the testing laboratory refer to QA Testing Laboratory Policies & Procedures per ISO/IEC 17025.



INTRODUCTION

Founded in 1953, Wesco Aircraft has grown to become one of the largest aerospace hardware distributors in the world and a leading aerospace inventory management service provider. Wesco Aircraft is committed to supporting its customers through comprehensive stocking programs and the distribution of aerospace hardware at the world class levels of quality and delivery. Wesco Aircraft serves over 5,000 customers worldwide. These customers include almost every major aerospace OEM and their subcontractors as well as MRO's and government purchasing authorities. Wesco Aircraft is an authorized distributor for every leading aerospace hardware manufacturer and over the years, expanded its offerings to include hardware installation tooling, bearings, machined products and electromechanical/interconnect products.

In July 2008 Wesco Aircraft acquired Airtechnics Inc., in Wichita, Kansas. Founded in 1957, Airtechnics was one of the largest privately held electrical distributors in the nation and ranked #21 in Purchasing magazines 2007 top North America electrical distributors. On June 1, 2009 Airtechnics name officially changed to Wesco Aircraft Electronics Product Group (EPG). EPG is a leading distributor of electro-mechanical and interconnect products to general aviation, commercial aerospace and defense customers throughout the United States and abroad.

In July 2012 Interfast Inc. was acquired by Wesco Aircraft. With headquarters located in Toronto for Canadian operations and with sales offices/warehouses in Montreal, Calgary, Vancouver, and Miami, Wesco Aircraft Canada (FKA Interfast Inc.) is an authorized distributor of specialized fasteners, fastening systems, specialized production tooling, and provided application-engineering support as well as customized inventory management programs (including kitting), serving the aerospace, industrial, automotive, heavy equipment and high tech electronic market place.

In February 2014 Wesco Aircraft acquired HGI – Haas Group International. Haas headquarters are located in West Chester, Pennsylvania with distribution centers/hubs across the globe. HGI is a provider of chemical supply chain management services to the commercial aerospace, airline, military, energy and other markets.

On 1st April 2017 all the UK based entities became one legal entity named Wesco Aircraft EMEA Limited.

Wesco Aircraft regional headquarters and central stocking locations are based in Valencia, California, Huddersfield, England and Toronto Canada with a second US central stocking location in Wichita, Kansas. There are numerous sales offices and forward stocking locations (“FSL’s”) across the globe supporting customers and key contracts including North America, Europe, the Middle East, India, China and the Pacific Rim. The table on the following page shows their locations and the general scope of activity at each site.

Where contents of this document do not apply globally they are identified throughout the manual as to their application i.e. (USA), (Europe), (EPG), (Canada), (India) and (China).



Locations	Country	Sales	Purchasing	Warehouse	Quality	IT	Finance	HR	Value Add Assembly	Tool Repair	Certification	Inventory
Valencia, CA (US Corp HQ)	USA	X	X	X			X	X			AS9100/AS9120	H, E
Valencia, CA	USA			X	X	X					AS9100/AS9120	H, E
Wichita, KS, (EPG)	USA	X	X	X	X				X		AS9100/AS9120	E
Fort Worth, TX	USA	X	X	X						X	ISO9001	T
Auburn, WA	USA	X		X							AS9120	H
Nashville, TN	USA			X							AS9120	H
Cleckheaton	UK	X	X		X	X	X	X			AS9100/AS9120	
Clayton West	UK			X	X						AS9100/AS9120	H,C, E
Marcon	Italy	X									AS9120	
Bangalore	India	X									AS9120	
Toulouse	France	X		X							AS9120	H, E
Bremen	Germany	X									AS9120	
Shanghai	China	X					X				AS9120	
Xi'an	China			X							AS9120	H, E
Shanghai	China			X							AS9120	H, E
Chengdu	China			X							AS9120	H, E
Toronto	Canada	X	X	X	X	X	X	X			AS9100/AS9120	H, E
Lachine Montreal, QC	Canada	X	X	X	X						AS9120	H,C
West Chester, PA	USA	X	X								AS9120	
Kent, WA	USA			X							AS9120	C
Decatur, AL	USA			X							AS9120	H,C
Rancho Cordova, CA	USA			X							AS9120	C
Austin, TX	USA		X			X					AS9120	
Tempe, AZ	USA	X		X							AS9120	C
El Segundo, CA	USA			X							AS9120	C
Doral, FL	USA	X	X	X							AS9120	C
Berkeley, MO	USA			X							AS9120	H,C
Amesbury, MA	USA			X							AS9120	C
Austin, TX	USA			X							AS9120	C
Northlake, TX	USA			X							AS9120	H,C
McDonough, GA	USA			X							AS9120	H,C
Tullamarine, Melbourne	AUS	X	X	X			X				AS9120	H,C
Foley, Alabama	USA			X								E



Locations	Country	Sales	Purchasing	Warehouse	Quality	IT	Finance	HR	Value Add Assembly	Tool Repair	Certification	Inventory
Norderstedt, Hamburg	Germany	X		X			X				AS9120	C
Crawley (Central Site)	UK	X	X	X	X	X	X				AS9120	C
Cambridge	UK	X	X	X							AS9120	C
Cheltenham	UK	X		X							AS9120	C
Shannon	Ireland	X	X	X			X				AS9120	C
Glasgow	UK	X	X	X							AS9120	C
Aberdeen	UK	X	X	X							AS9120	C
Mielec	Poland	X	X	X							AS9120	C
Changi	Singapore	X	X	X	X						AS9120	C

Wesco Aircraft maintains and continually updates a Quality Management System in order to:

- 1) Document the company's practices and procedures
- 2) Satisfy the requirements and expectations of its customers and vendors
- 3) Improve the overall performance of the company
- 4) Facilitate the management of the company's quality activities

The Quality Management System meets the requirements of the latest revision of International and Aerospace standards ISO 9001, AS9100 and AS9120. This quality system governs all aspects of the company's products and related activities.

The manual is divided into eight sections that correlate to the Quality Management System sections of ISO 9001, AS9100 and AS9120.

This manual describes the Quality Management System and provides procedures or references for all activities comprising the Quality Management System to ensure compliance to the necessary requirements of the standard.

This manual describes the Quality Management System, delineates authorities, inter relationships and responsibilities of the personnel responsible for performing within the system. The manual also provides procedures or references for all activities comprising the Quality Management System to ensure compliance to the necessary requirements of the standard.

This manual is used internally to guide the company's employees through the various requirements of the ISO and AS standards that must be met and maintained in order to ensure customer satisfaction, continuous improvement and provide the necessary instructions that create an empowered work force.

This manual is used externally to introduce our Quality Management System to our customers and other external organizations or individuals. The manual is used to familiarize them with the controls that have been implemented and to assure them that the integrity of the Quality Management System is maintained and focused on customer satisfaction and continuous improvement.

SCOPE - SECTION 1

1.0 GENERAL

- 1.1 The quality manual outlines the policies, procedures and requirements of the Quality Management System. The system is structured to comply with the conditions set forth in the current revision of the Standards listed below:
 - 1.1.1 ISO 9001 and Aerospace Standards AS9100 and AS9120 for Wesco Aircraft in Valencia CA, Huddersfield UK, Toronto Canada and Wichita KS.
 - 1.1.2 ISO9001 for Wesco Tooling in Fort Worth, TX.
 - 1.1.3 ISO9001 and AS9120 in all other locations.
- 1.2 Wesco Aircraft sites certified to AS9120 have the following scope of registration:
 - 1.2.1 Inventory Management Services and Distribution Processes of Aerospace, Defense, Automotive and Electromechanical components, chemicals and other consumable products.
- 1.3 Wesco Aircraft sites certified to AS9100 have the following scope of registration:
 - 1.3.1 Inventory Management Services, Distribution and value added processes of Aerospace, Defense, Automotive and Electromechanical components, chemicals and other consumable products.
- 1.4 Wesco Aircraft (Tooling) in Fort Worth, TX has the following scope of registration:
 - 1.4.1 “Distribution of Installation and Application Tooling, Tool Repair/Maintenance Plans/Rental, and Technical Assistance for Aerospace and Defense Programs.”

SCOPE - SECTION 1

1.5 EMEA & APAC chemical distribution centers and associated hubs have the following scope of registration:

1.5.1 Distributor of chemical preparations, associated products and services, composites, metals, welding and braze alloys, rubber seals, consumables and tooling. Chemical management services, within customer's premises and consignment stock management. Aircraft interior fabric cleaning services. Stockholding and supply of tapes and silicon based compounds, epoxy based adhesives and sealants, cyano acrylate adhesives, polysulphides, polyurethane potting compounds, varnishes, aircraft paints, coatings and resins, rust preventatives, structural adhesives, special purpose oils, greases and compounds, solder, fluxes and chemicals from quality assured sources with and without lot traceability. The management of consignment stock fasteners and consumables and sheet metal at the customer's premises.

1.6 The quality manual shows compliance to the requirements of the standards for a quality management system where Wesco Aircraft:

1.6.1 Has demonstrated its ability to consistently provide product that meets customer and applicable regulatory requirements.

1.6.2 Aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable regulatory requirements.

2.0 APPLICATION

2.1 The following standard element requirements are not applicable to the operations of Wesco Aircraft and are documented as exclusions. The exclusions do not affect Wesco's ability to meet customer and applicable statutory and regulatory requirements.

2.1.1 (7.3) Design and Development. (Justification for exclusions) Wesco has determined that design and development refers to the design and development of product and product servicing. Wesco Aircraft does not design and develop product and do not offer product servicing. (ISO9001 & AS9100 only).

2.1.1.1 (7.3.1) Design and Development Planning

2.1.1.2 (7.3.2) Design and Development Inputs

2.1.1.3 (7.3.3) Design and Development Outputs

2.1.1.4 (7.3.4) Design and Development Review

2.1.1.5 (7.3.5) Design and Development Verification

SCOPE - SECTION 1

- 2.1.1.6 (7.3.6) Design and Development Validation
- 2.1.1.7 (7.3.6.1) Documentation of Design and/or Development Verification and Validation (AS9100 only).
- 2.1.1.8 (7.3.6.2) Design and/or Development Verification and Validation Testing (AS9100 only).
- 2.1.2 (7.3.7) Control of Design and Development Changes.
- 2.1.3 (7.5.2) Validation of Processes for Production and Service Provisions. (Justification for exclusion – Production and Services, often referred to as special processes are the responsibility of the product Manufacturer. Wesco Aircraft only procures finished product). (ISO 9001, AS9100 only).

NORMATIVE REFERENCE – SECTION 2

1.0 QUALITY MANAGEMENT SYSTEM REFERENCES

- 1.1 The following documents at the revision current at the time of issue of this document, were used as reference during the preparation of the Quality Management System:
- 1.1.1 International Standard ISO 9001, Quality Management Systems-Requirements
 - 1.1.2 Aerospace Standard SAE AS9100, Quality Management Systems-Aerospace
 - 1.1.3 Aerospace Standard SAE AS9120, Quality Management Systems-Aerospace Requirements for Stockist Distributors
 - 1.1.4 American National Standard ANSI/ISO/ASQ Q9000, Quality Management Systems - Vocabulary.
 - 1.1.5 American National Standard ANSI/ISO/ASQ Q9001, Quality Management Systems – Requirements.
 - 1.1.6 American National Standard ANSI/ISO/ASQ Q9004, Quality Management Systems – Guidelines for performance Improvements.
 - 1.1.7 International Standard ISO 19011 Guidelines for Quality and/or Environmental Management Systems Auditing.
 - 1.1.8 International Standard ANS/ISO/IEC 17025, General Requirements for the Competence of Testing and Calibration Laboratories.
 - 1.1.9 International Standard AS/ISO 10012, Measurement Management Systems – Requirements for Measurement Processes and Measuring Equipment.



TERMS AND DEFINITIONS – SECTION 3

1.0 QUALITY MANAGEMENT SYSTEM DEFINITIONS

1.1 This section is for definitions unique to Wesco Aircraft.

- **Airworthiness Certificate** – A document issued by the cognizant civil aviation authority that certifies that the part conforms to the applicable regulatory requirements.
- **Calibration** – The process by which measurement and test equipment is checked for accuracy by comparison to known standards.
- **Certificate of Conformity** – A document that certifies product conformity to process, design and/or specification requirements. Commonly referred to as a Certificate of Conformance (C of C).
- **Counterfeit Part** – A product produced or altered to imitate or resemble a product without authority or right to do so, with the intent to mislead or defraud by passing the limitation as original or genuine.
- **Correction** – Action to eliminate the undesirable situation.
- **Corrective Action** - Action to eliminate the cause of a detected nonconformity or other undesirable situation.
- **Critical Items** – Those items having significant effect on the product realization and use of the product, including safety, performance, form, fit, function, producibility, service life, etc., that require specific actions to ensure they are adequately managed.
- **Customer Owned Property** - Any type of equipment, instrumentation, product or containers that belong to a customer.
- **Customer Satisfaction** - Customers perception of the degree to which the customer's requirements have been fulfilled.
- **Direct Line Feed** – The process or system associated with the effecting of delivery of components direct to the point of use at a customer's premises.
- **Distributors** - Organization carrying out the purchase, storage, splitting of quantities and sales of products without affecting product conformance.
- **Key Characteristics** – An attribute or feature whose variation has a significant effect on product fit, form, function, performance, service life or producibility, that requires specific actions for the purpose of controlling variation.
- **Mfg's Certificates** – Documents issued by the product mfg that certifies product conformance to process, design and/or specification requirements.

TERMS AND DEFINITIONS – SECTION 3

- **Preventive Action** - Action to eliminate the cause of a potential nonconformity or other undesirable potential situation.
- **Process** – A set of interrelated resources and activities, which transforms inputs into outputs.
- **Product** - The end item result of meeting all contracts terms and conditions. (e.g.: manufactured goods, any intended output of the product realization process)
- **Audit** - A systematic and independent examination to determine whether quality activities and related results comply with planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve objectives.
- **Quality Policy** - Overall intentions and direction of Wesco Aircraft related to quality as formally expressed by Top Management.
- **Quality Records** - Documentation of those activities wherein records of said activities must be maintained will be specified in the procedure or work instruction level documents, as applicable
- **Risk** – An undesirable situation or circumstance that has both the likelihood of occurring and a potentially negative consequence.
- **Special Requirements** – Those requirements identified by the customer, or determined by the organization, which have high risks to being achieved, thus requiring their inclusion in the risk management process. Factors used in the determination of special requirements include product or process complexity, past experience and product or process maturity.
- **Splitting** – The separation of components/items belonging to the same production batch.
- **Suspected Unapproved Part** – A product that might not have been or is suspected of not having been produced in accordance with applicable laws and regulations.
- **Test Report** – Objective evidence provided by either the manufacturer or a certified testing facility that the product conforms with specific design requirements or properties.
- **Traceability** - The ability to trace history, application or location of an item or activity, by means of recorded identification.

QUALITY MANAGEMENT SYSTEM – SECTION 4

1.0 GENERAL REQUIREMENTS

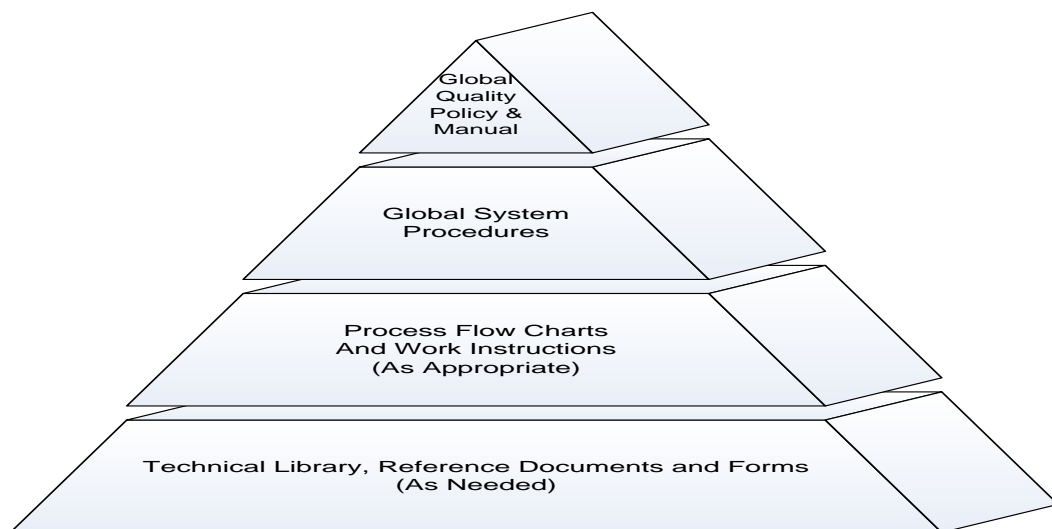
- 1.1 Wesco Aircraft has established, documented and implemented a Quality Management System in accordance with the requirements of ISO9001, AS9100 and AS9120.
- 1.2 Wesco Aircraft's Quality Management System also addresses customer and applicable statutory and regulatory quality management system requirements.
- 1.3 The Quality Management system is maintained and continually improved through the use of the Quality Policy, Quality Objectives, audit results, analysis of data, corrective and preventive actions and Management Review.
- 1.4 To design and implement the quality management system Wesco Aircraft has:
 - 1.4.1 Determined the processes needed for the quality management system and their application throughout the organization and documented them on the Process Flow Diagram at the end of this section of the Quality Manual.
 - 1.4.2 Determined the sequence and interaction of these processes, and illustrated them on Process Flow Diagrams.
 - 1.4.3 Determined criteria and methods needed to ensure that the operation and control of the processes are effective.
 - 1.4.4 Ensured the continuing availability of resources and information necessary to support the operation and monitoring of these processes.
 - 1.4.5 Established systems to monitor, measure where applicable and analyze these processes.
 - 1.4.6 Established processes to identify and implement actions necessary to achieve planned results and continual improvement of these processes.
- 1.5 These processes are managed by Wesco Aircraft in accordance with the requirements of the applicable standard.
- 1.6 When Wesco Aircraft outsources any process that affects product conformity to requirements, Wesco Aircraft ensures control over such processes. The type and extent of control of such outsourced processes are identified within the quality management system.

QUALITY MANAGEMENT SYSTEM – SECTION 4

2.0 DOCUMENTATION REQUIREMENTS

2.1 General

- 2.1.1 The quality management system documentation includes:
- 2.1.1.1 A documented Quality Policy and Quality Objectives.
 - 2.1.1.2 This Quality Manual.
 - 2.1.1.3 Documented Procedures and records required by the applicable international standards.
 - 2.1.1.4 Documents and records determined to be necessary for the effective planning, operation and control of our processes.
 - 2.1.1.5 Quality system requirements imposed by our customers and/or the applicable regulatory authorities.
- 2.1.2 Wesco Aircraft personnel have access to quality management system documentation and are made aware of relevant documents, any document changes and their location.
- 2.1.3 Customer and/or regulatory authorities' representatives have access to quality management system documentation.



QUALITY MANAGEMENT SYSTEM – SECTION 4

2.2 Quality Manual

2.2.1 This Quality Manual has been prepared to describe Wesco Aircraft's quality management system that includes:

2.2.1.1 The scope and justification for exclusions of the quality management system are described in section one of this manual.

2.2.1.2 Each section of the quality manual references quality management Global System Procedures (GSP) relating to the requirements outlined in that section.

2.2.1.3 The Process Flow Diagram at the end of Section 4 provides a description of the interaction between the processes of the quality management system.

2.3 Control of Documents

2.3.1 Wesco Aircraft maintains a document control procedure for the purpose of controlling documentation and data affecting quality. This procedure includes:

2.3.1.1 Approving documents for adequacy prior to issue.

2.3.1.2 Reviewing and updating as necessary and re-approving documents.

2.3.1.3 Ensuring that changes and current revision status of documents are identified.

2.3.1.4 Ensuring that only current versions of applicable documents are available at points of use.

2.3.1.5 Ensuring that documents remain legible and readily identifiable.

2.3.1.6 Ensuring that documents of external origin determined by Wesco Aircraft to be necessary for the planning and operation of the Quality Management System are identified and their distribution controlled.

2.3.1.7 Preventing the unintended use of obsolete documents and to apply suitable identification to them if they are retained for any purpose.

2.3.1.8 Coordinate document changes with customers and/or regulatory authorities in accordance with contract or regulatory requirements when applicable.

2.3.2 Appropriate documentation is maintained to verify the status of the product (e.g. manufacturer's data).

QUALITY MANAGEMENT SYSTEM – SECTION 4

2.4 Control of Records

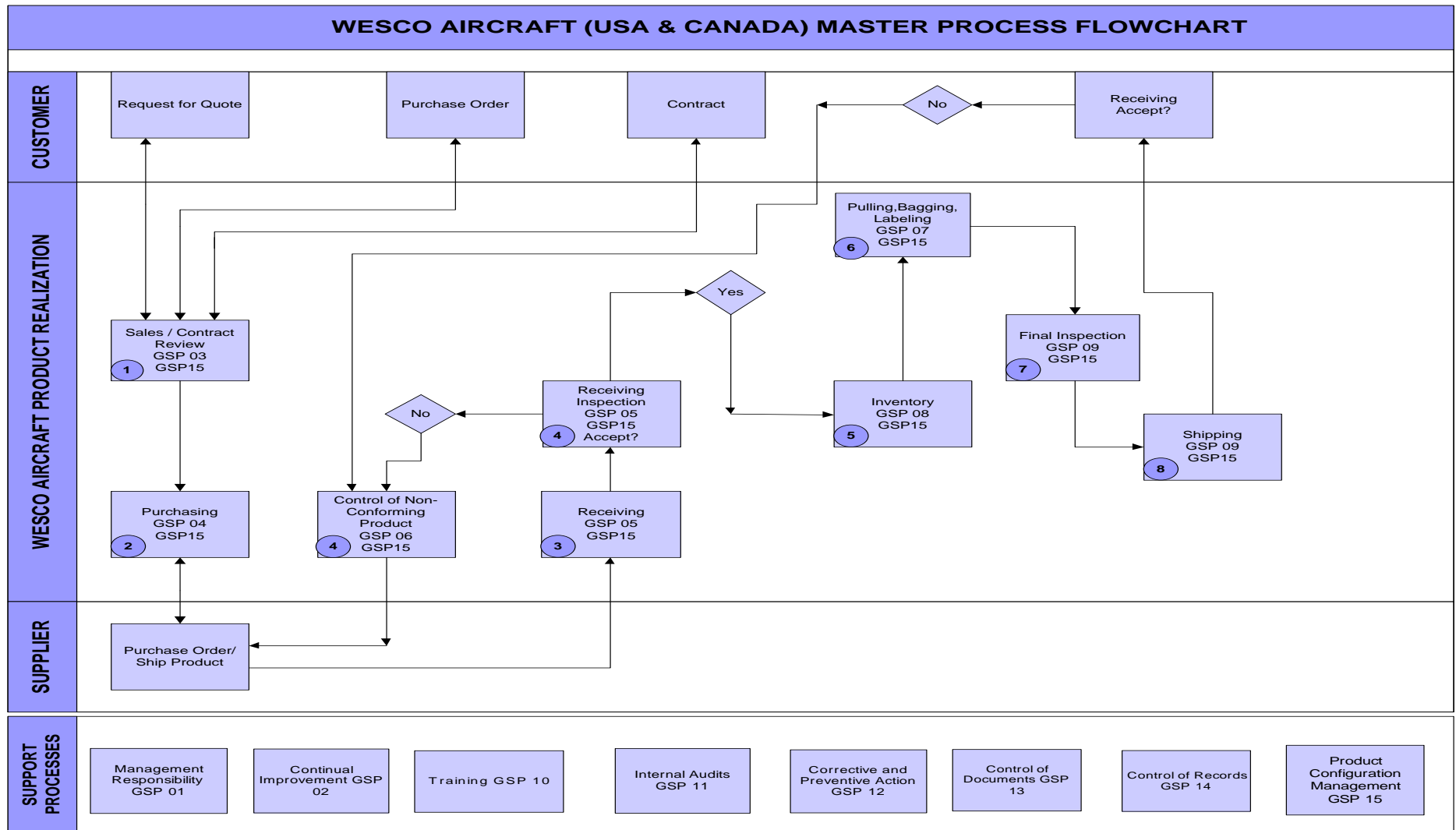
- 2.4.1 Records are established and maintained to provide evidence of conformity to requirements and of the effective operation of the quality management system.
- 2.4.2 Records are legible, readily identifiable and retrievable.
- 2.4.3 A documented procedure has been established and maintained to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of records.
- 2.4.4 Records of product origin, conformity and shipment are maintained in accordance with customer, statutory, regulatory and internal requirements.
 - 2.4.4.1 These records may include as applicable:
 - 2.4.4.1.1 Manufacturer, distributor test and inspection reports.
 - 2.4.4.1.2 Certificates of conformity.
 - 2.4.4.1.3 Certificate of Analysis
 - 2.4.4.1.4 Non-conformances, concessions and corrective actions.
 - 2.4.4.1.5 Lot/batch traceability records.
 - 2.4.4.1.6 Environmental or shelf life records.
 - 2.4.4.1.7 Safety Data Sheets (SDS)
- 2.4.5 Controls are in place for records that are created by and/or retained by suppliers.
- 2.4.6 Records are available for review by customers and regulatory authorities in accordance with contract or regulatory requirements.
- 2.4.7 Back-up procedures are defined for records stored electronically.
- 2.4.8 Electronic records are secured to prevent unauthorized alteration or change.
- 2.4.9 Electronic records are maintained so that they are not corrupted by software or system changes.

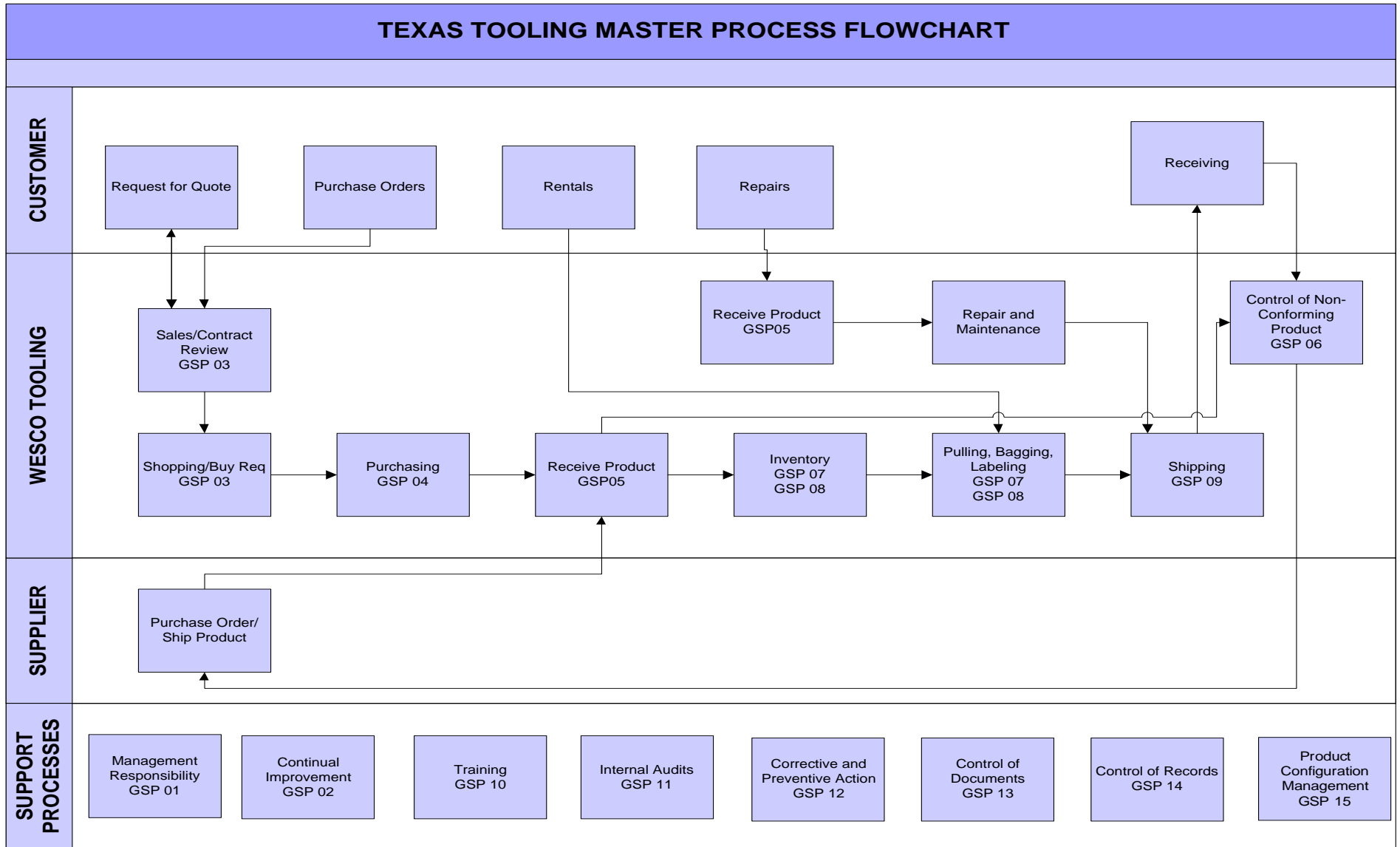
QUALITY MANAGEMENT SYSTEM – SECTION 4

3.0 REFERENCES

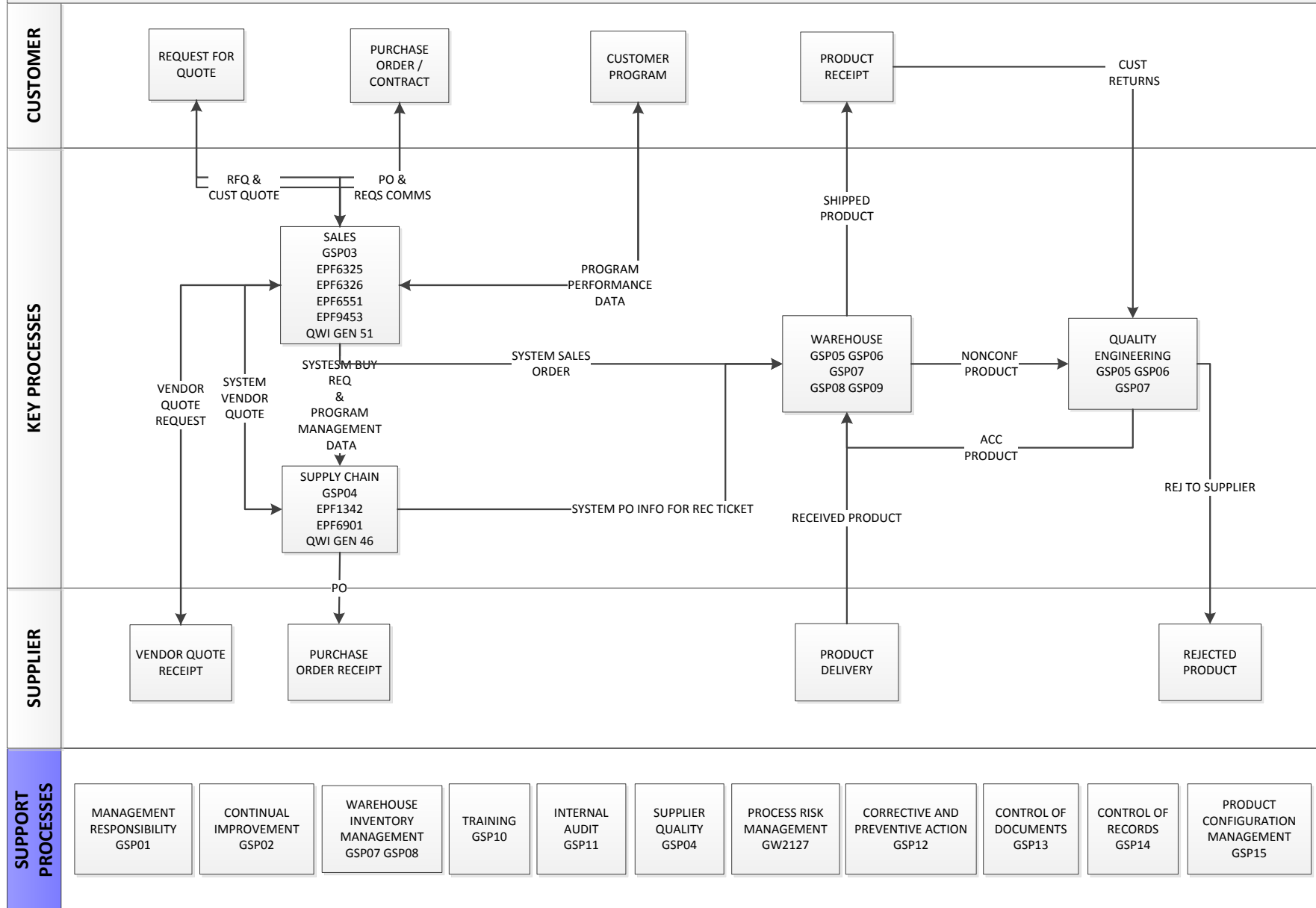
- 3.1 GSP 01 Management Responsibility Global System Procedure
- 3.2 GSP 02 Continual Improvement Global System Procedure
- 3.3 GSP 03 Sales/Contract Review Global System Procedure
- 3.4 GSP 04 Purchasing/Supplier Evaluation Global System Procedure
- 3.5 GSP 05 Receiving and Inspection Global System Procedure
- 3.6 GSP 07 Product Identification and Traceability Global System Procedure
- 3.7 GSP 08 Inventory Control Global System Procedure
- 3.8 GSP 11 Internal Audits Global System Procedure
- 3.9 GSP 13 Control of Documents Global System Procedure
- 3.10 GSP 14 Control of Records Global System Procedure
- 3.11 NPF0100 Wesco Aircraft Corporate Process Flow
- 3.12 EPF9351 Wesco Aircraft Europe Corporate Process Flow

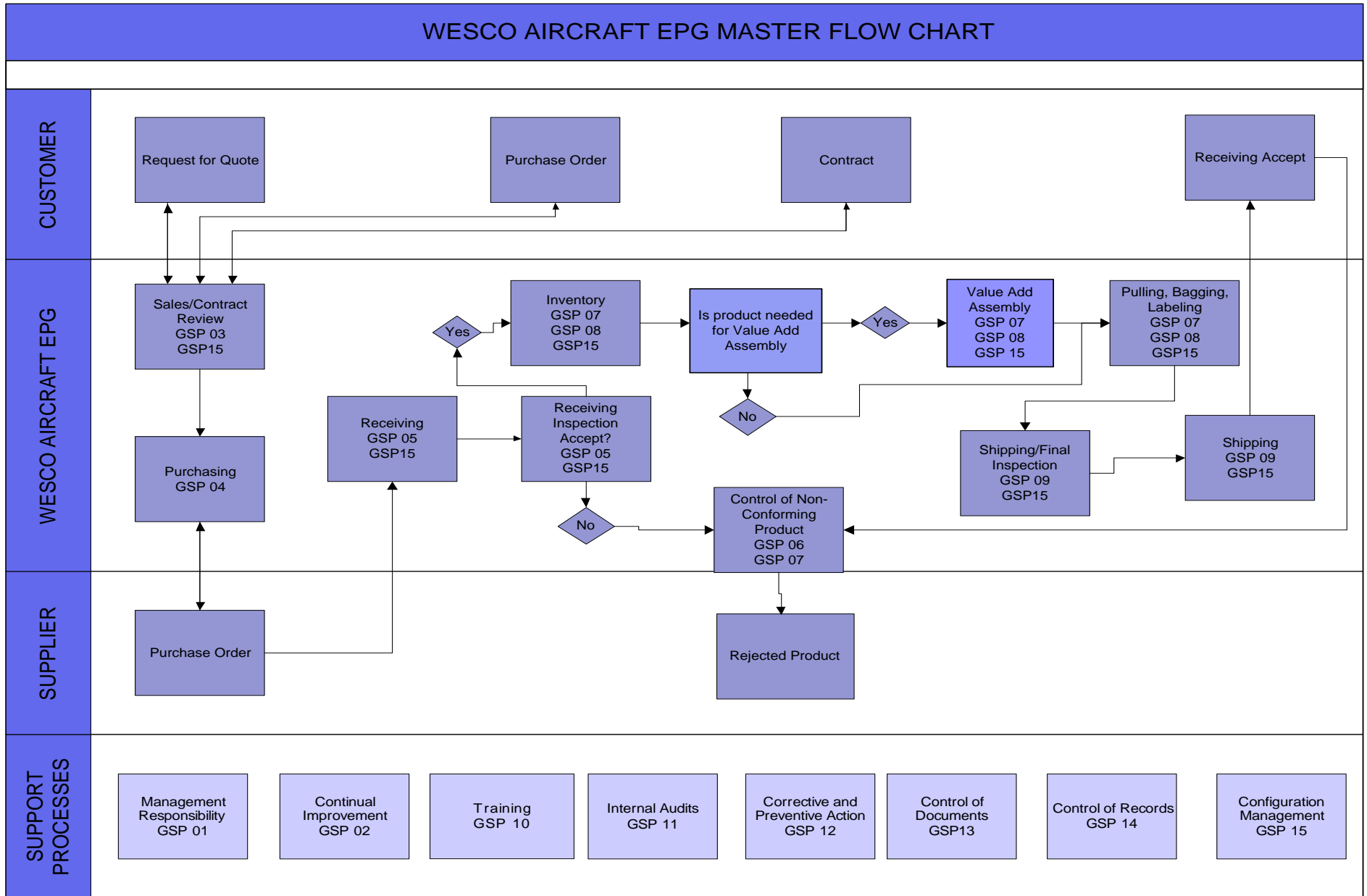
4.0 MASTER PROCESS FLOWCHART

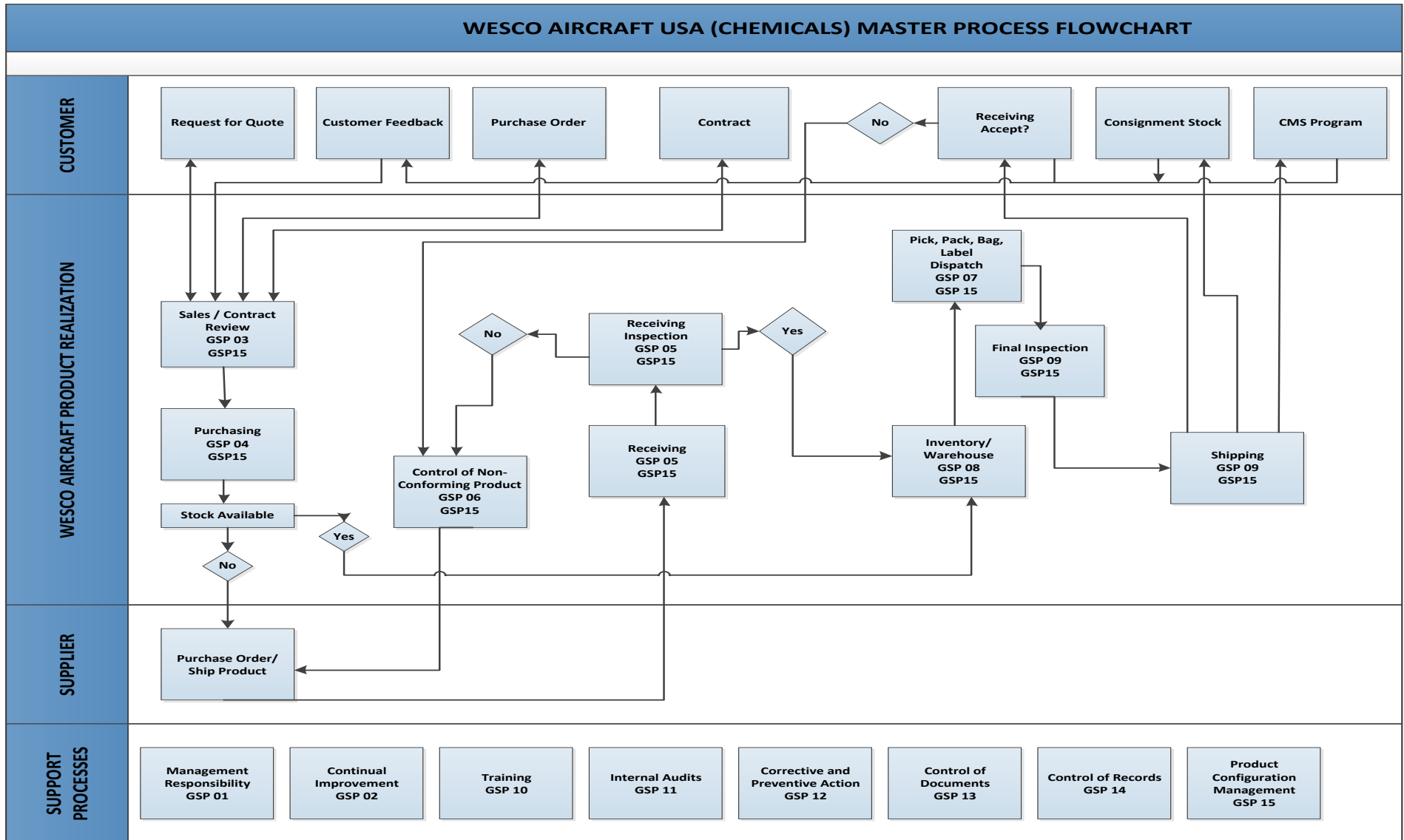




EMEA AND APAC HARDWARE AND CHEMICALS KEY QMS PROCESS FLOWCHART









MANAGEMENT RESPONSIBILITY – SECTION 5

1.0 MANAGEMENT COMMITMENT

- 1.1 Top management is actively involved in implementing the quality management system. It has provided the vision and strategic direction for the growth of the quality management system, and established quality objectives and the quality policy.
- 1.2 To continue to provide leadership and show commitment to the continual improvement of the quality management system, management performs the following.
 - 1.2.1 Communicate the importance of meeting customer, statutory, and regulatory requirements.
 - 1.2.2 Establish the quality policy.
 - 1.2.3 Establish quality objectives.
 - 1.2.4 Conduct management reviews.
 - 1.2.5 Ensure the availability of resources.

2.0 CUSTOMER FOCUS

- 2.1 Wesco Aircraft identifies current and future customer needs to meet customer requirements and exceed customer expectations.
- 2.2 Top management ensures that customer requirements are understood and met with the aim of enhancing customer satisfaction. Customer requirements are determined, converted into internal requirements, and communicated to the appropriate Wesco Aircraft personnel.
- 2.3 Top Management ensures product conformity and on-time delivery performance is measured and that appropriate action is taken if planned results are not, or will not be achieved.

3.0 QUALITY POLICY

- 3.1 Top management ensures that the quality policy is:
 - 3.1.1 Appropriate to the purpose of the organization.
 - 3.1.2 Includes a commitment to comply with requirements and continually improve the effectiveness of the quality management system.
 - 3.1.3 Provides a framework for establishing and reviewing quality objectives.



MANAGEMENT RESPONSIBILITY – SECTION 5

- 3.1.4 Communicated and understood within the organization.
- 3.1.5 Displayed in prominent places throughout the organization.
- 3.1.6 Reviewed for continuing suitability.
- 3.2 Quality Policy: “As a global industry leader, Wesco Aircraft is committed to the on-time error-free management and delivery of products and services for aerospace, defense and general industrial applications. The Wesco commitment is based on the strength of our people in a culture of compliance, values and continuous improvement. This culture creates accountability for Quality across the business and reflects our strong dedication to meeting internal and external customer expectations.”

4.0 PLANNING

4.1 Quality Objectives

- 4.1.1 Quality objectives are established and documented to support our organization’s efforts in achieving our quality policy. Objectives have been established for each department as applicable. Quality objectives are measurable, consistent with the quality policy and reviewed against performance goals at management reviews.

4.2 Quality Management System Planning

- 4.2.1 The quality management system has been planned and implemented to meet our quality objectives and the requirements of 4.1 of the applicable standard. Quality planning takes place to ensure the integrity of the quality management system is maintained as changes that affect the quality system are planned and implemented.

5.0 RESPONSIBILITY, AUTHORITY AND COMMUNICATION

5.1 Responsibility and Authority

- 5.1.1 Organizational charts have been established to show the interrelation of personnel in the organization. Job descriptions define the responsibilities and authorities of each of the positions on the organizational chart.
- 5.1.2 Job descriptions and organizational charts are available throughout the organization to help employees understand responsibilities and authorities.
- 5.1.3 Organization charts are made available externally upon request.

MANAGEMENT RESPONSIBILITY – SECTION 5

5.2 Management Representative

5.2.1 Top Management has appointed the Director Quality Systems, as the Management Representative, who irrespective of other responsibilities, has the responsibility and authority to:

5.2.1.1 Ensure that processes needed for the quality management system are established, implemented and maintained.

5.2.1.2 Report to top management on the performance of the quality management system, and any need for improvements.

5.2.1.3 Promote awareness of customer requirements throughout the organization.

5.2.1.4 Act as a liaison with external parties such as customers or auditors on matters relating to the quality management system.

5.2.2 The Management Representative has the organizational freedom and unrestricted access to top management to resolve matters pertaining to quality and maintain product conformity.

5.3 Internal Communication

5.3.1 Processes are established for communication within the organization.

5.3.2 Methods of communicating the effectiveness of the quality management system may include:

5.3.2.1 Company intranet pages.

5.3.2.2 Department and management meetings.

5.3.2.3 Management review.

5.3.2.4 Publication of the management review minutes.

5.3.2.5 Other routine business communication.

5.3.2.6 Departmental visual management displays.

MANAGEMENT RESPONSIBILITY – SECTION 5

6.0 MANAGEMENT REVIEW

6.1 General

6.1.1 At the direction of Top Management, Key Department Personnel of Wesco Aircraft review the Quality Management System, the quality policy and quality objectives.

6.1.1.1 This review assesses the continuing quality management system suitability, adequacy and effectiveness, identifying opportunities for improvement and needed changes.

6.1.1.2 Records are maintained for each management review.

6.2 Review Input

6.2.1 Assessment of the quality management system is based on a review of information inputs to management review. These inputs include the following:

6.2.1.1 Input from Top Management

6.2.1.2 Results of audits.

6.2.1.3 Customer feedback.

6.2.1.4 Process performance and product conformity.

6.2.1.5 Status of preventive and corrective actions.

6.2.1.6 Follow-up actions from previous management reviews.

6.2.1.7 Planned changes that could affect the quality management system.

6.2.1.8 Recommendations for improvement.

6.3 Review output

6.3.1 During Management Review, key department personnel identify appropriate decisions and actions to be taken regarding the following issues:

6.3.1.1 Improvement of the effectiveness of the quality management system and its processes.

6.3.1.2 Improvement of product related to customer requirements.

6.3.1.3 Resource needs.



MANAGEMENT RESPONSIBILITY – SECTION 5

6.3.2 Responsibilities for required actions are assigned to members of the management review team. Any decisions made, assigned actions and their due dates are recorded in the minutes of management review.

7.0 REFERENCES

- 7.1 GSP 01 Management Responsibility Global System Procedure
- 7.2 GSP 02 Continual Improvement Global System Procedure
- 7.3 GSP 03 Sales/Contract Review Global System Procedure

RESOURCE MANAGEMENT – SECTION 6

1.0 PROVISION OF RESOURCES

- 1.1 Management determines and provides the necessary resources to maintain and continually improve the quality management systems effectiveness and to enhance customer satisfaction by meeting customer requirements.

2.0 HUMAN RESOURCES

2.1 General

- 2.1.1 Job descriptions have been produced identifying the level of education, qualifications, skills, training and experience required to competently perform in each position that affects product conformity.

2.2 Competence, Awareness and Training

- 2.2.1 Potential employee's education, qualifications, skills, training and experience are reviewed against the job description during the selection process.
- 2.2.2 Current employee's education, qualifications, skills, training and experience are reviewed when an employee changes positions, returns to work after a long term absence or when the requirements for a position change.
- 2.2.3 Human Resources or Department Managers maintain records of employee education, qualifications, skills, training and experience.
- 2.2.4 If any imbalance between the employee's competence and the requirements for the job is found, action is taken through further education, qualification, training and experience to redress the balance and provide the employee with the necessary competence for the job.
- 2.2.5 The results of the actions taken are evaluated to determine if they were effective.
- 2.2.6 Training and evaluation are directed by or conducted by the Manager or Supervisor of the department or function.
- 2.2.7 Employees are trained on the relevance and importance of their activities and how they contribute to the achievement of the quality objectives.
- 2.2.8 Records of training and competency are maintained by Department Managers, Supervisors/Team Leaders or Human Resources.



RESOURCE MANAGEMENT – SECTION 6

3.0 INFRASTRUCTURE

- 3.1 To meet quality objectives and product requirements Wesco Aircraft has determined the infrastructure needed.
- 3.2 The infrastructure has been provided, and includes buildings, workspace, utilities, process equipment and supporting services.
- 3.3 Infrastructure is maintained to ensure product conformity.

4.0 WORK ENVIRONMENT

- 4.1 A work environment is managed to achieve product conformance. The Quality Management System is evaluated to determine that a work environment suitable for achieving product conformance is maintained.

5.0 REFERENCES

- 5.1 GSP 01 Management Responsibility Global System Procedure.
- 5.2 GSP 02 Continual Improvement Global System Procedure.
- 5.3 GSP 10 Training Global System Procedure.

PRODUCT REALIZATION – SECTION 7

1.0 PLANNING OF PRODUCT REALIZATION

- 1.1 Wesco Aircraft has established and maintains documented procedures to ensure that the sequence of processes and the actual processes are conducted in a controlled manner. Planning of the product realization processes are consistent with other requirements of the quality management system. Plans of product or service realization determine the following:
 - 1.1.1 Quality objectives and requirements for the product, service, project or contract.
 - 1.1.2 The need to establish processes, documentation and provide resources specific to the product.
 - 1.1.3 Verification, validation, monitoring, measurement inspection, test requirements, and criteria for product acceptance.
 - 1.1.4 Records needed to provide evidence that the realization processes and resulting product meet the requirements.
 - 1.1.5 Identification of resources to support operation and maintenance of the product.
 - 1.1.6 Configuration management appropriate to the product.
- 1.2 The output of quality planning includes documented procedures that demonstrate Wesco Aircraft's methods of operation.
- 1.3 Project Management (AS9100 Only)
 - 1.3.1 Wesco Aircraft plans and manages product realization in a structured and controlled manner to meet requirements at acceptable risk within resource and schedule constraints.
- 1.4 Risk Management (AS9100 Only)
 - 1.4.1 Wesco Aircraft has established and maintains a process for managing risk to the achievement of applicable requirements that includes as appropriate to Wesco Aircraft and the product:
 - 1.4.1.1 Assignment of responsibilities for risk management.
 - 1.4.1.2 Definition of risk criteria.
 - 1.4.1.3 Identification, assessment and communication of risks throughout product realization.
 - 1.4.1.4 Identification, implementation and management of actions to mitigate risks that exceed the defined risk acceptance criteria.



PRODUCT REALIZATION – SECTION 7

1.4.1.5 Acceptance of risks remaining after implementation of mitigating actions.

1.5 Configuration Management

1.5.1 Wesco Aircraft has established, documented and maintained a configuration management process that includes as appropriate to the product:

1.5.1.1 Configuration management planning.

1.5.1.2 Configuration identification.

1.5.1.3 Change control.

1.5.1.4 Configuration status accounting.

1.5.1.5 Configuration audit.

1.6 Control of Work Transfers

1.6.1 Wesco Aircraft has determined “work” to be, processes that Wesco performs as part of the scope of the Quality Management System and has established, implemented and maintains processes to plan and control the temporary or permanent transfer of processes between Wesco Aircraft sites or to outsource them to approved organisations and to verify conformity of the processes to requirements.

2.0 CUSTOMER-RELATED PROCESSES

2.1 Determination of requirements related to the product.

2.1.1 Wesco Aircraft determines customer requirements before acceptance of an order. Customer requirements include those:

2.1.1.1 Requested by the customer including requirements for delivery and post-delivery activities.

2.1.1.2 Not stated by the customer but necessary for specified use or intended use where known.

2.1.1.3 Statutory and regulatory requirements related to the product, when applicable.

2.1.1.4 Additional requirements considered necessary by Wesco Aircraft.

PRODUCT REALIZATION – SECTION 7

2.2 Review of Requirements Related to the Product

- 2.2.1 Processes are in place for the review of requirements related to the product. The review is conducted before the order is accepted. The process ensures that:
 - 2.2.1.1 Product requirements are defined.
 - 2.2.1.2 Contract or order requirements differing from those previously expressed are resolved.
 - 2.2.1.3 Wesco Aircraft has the ability to meet the defined requirements.
 - 2.2.1.4 Special requirements of the product are determined.
 - 2.2.1.5 Risks have been evaluated.
- 2.2.2 Records are maintained showing the results of the review and any actions arising from the review.
- 2.2.3 Where a customer does not provide a documented statement of requirement, the customer requirements are confirmed before acceptance.
- 2.2.4 When product requirements are changed, the relevant documents are amended and relevant personnel are notified.

2.3 Customer Communication

- 2.3.1 Wesco Aircraft has implemented an effective process for communicating with internal and external customers in relation to:
 - 2.3.1.1 Product information.
 - 2.3.1.2 Inquiries, contracts and order handling, including amendments.
 - 2.3.1.3 Customer Feedback, including customer complaints.
 - 2.3.1.4 Notification in writing of major changes in the quality system affecting inspection methods or product conformity. This includes changes in ownership, Senior Management, location of the corporate office, or in QMS certification.

PRODUCT REALIZATION – SECTION 7

3.0 DESIGN AND DEVELOPMENT

3.1 Design and Development Planning

3.1.1 Design and development planning is not applicable to Wesco Aircraft processes. However if in the future there is a requirement for this element then a documented process shall be defined, implemented and controlled.

3.2 Design and Development Inputs

3.2.1 Design and development inputs are not applicable to Wesco Aircraft processes. However if in the future there is a requirement for this element then a documented process shall be defined, implemented and controlled.

3.3 Design and Development Outputs

3.3.1 Design and development outputs are not applicable to Wesco Aircraft processes. However if in the future there is a requirement for this element then a documented process shall be defined, implemented and controlled.

3.4 Design and Development Review

3.4.1 Design and development review is not applicable to Wesco Aircraft processes. However if in the future there is a requirement for this element then a documented process shall be defined, implemented and controlled.

3.5 Design and Development Verification

3.5.1 Design and development verification is not applicable to Wesco Aircraft processes. However if in the future there is a requirement for this element then a documented process shall be defined, implemented and controlled.

3.6 Design and Development Validation

3.6.1 Design and development validation is not applicable to Wesco Aircraft processes. However if in the future there is a requirement for this element then a documented process shall be defined, implemented and controlled.

3.7 Control of Design and Development Changes

3.7.1 Control of design and development changes are not applicable to Wesco Aircraft processes. However if in the future there is a requirement for this element then a documented process shall be defined, implemented and controlled.

PRODUCT REALIZATION – SECTION 7

4.0 PURCHASING

4.1 Purchasing Process

- 4.1.1 A documented procedure ensures that purchased product conforms to the specified purchase requirements. Wesco Aircraft is responsible for the conformity of all products purchased from suppliers, including customer-designated sources.
- 4.1.2 Suppliers are evaluated and selected based on their ability to supply product in accordance with requirements as outlined in the procedure. Criteria for selection, evaluation and re-evaluation are documented in the procedure. Records of the results of the evaluation and any necessary actions arising from the evaluation are maintained.
- 4.1.3 A register of suppliers is maintained and includes the approval status and the scope of the approval.
- 4.1.4 Supplier performance is periodically reviewed and the results of the review used as a basis for establishing the level of controls to be implemented.
- 4.1.5 The procedure defines the necessary actions to take when dealing with a supplier that does not meet the requirements.
- 4.1.6 The procedure, when applicable, ensures that both Wesco Aircraft and suppliers use customer-approved special process sources.
- 4.1.7 The procedure defines the process, responsibilities and authorities for the approval status decision, changes to the status and the conditions for controlled use of suppliers depending on the supplier's approval status.
- 4.1.8 The procedure defines the process for the determination and management of risk when selecting and using suppliers.
- 4.1.9 The procedure defines the controls implemented to prevent the purchase of counterfeit/suspect unapproved parts.

4.2 Purchasing Information

- 4.2.1 Purchasing information describes the product to be purchased, including where applicable:
 - 4.2.1.1 Requirements for approval of product, procedures, processes and equipment.

PRODUCT REALIZATION – SECTION 7

- 4.2.1.2 Requirements for qualification of personnel.
 - 4.2.1.3 Quality management system requirements.
 - 4.2.1.4 The name/product description or other positive identification and applicable revisions/issues of specifications, drawings, process requirements, inspection instructions and other relevant technical data.
 - 4.2.1.5 Requirements for design, test, examination, inspection verification, use of statistical techniques for product acceptance and related instructions for acceptance by the organization and as applicable critical items including key characteristics.
 - 4.2.1.6 Requirements for test specimens for design approval, inspection, investigation or auditing.
 - 4.2.1.7 Requirements relative to supplier notification to Wesco Aircraft of non-conforming product and arrangements for the supplier to obtain Wesco Aircraft's approval for non-conforming product disposition.
 - 4.2.1.8 Requirements for the supplier to notify Wesco Aircraft of changes in product and/or process definition, changes of suppliers, change of manufacturing facility location and where required, obtain Wesco Aircraft's approval.
 - 4.2.1.9 Requirements for the supplier to flow down to the supply chain the applicable requirements including customer requirements.
 - 4.2.1.10 Requirements relative to supplier's retention of records.
 - 4.2.1.11 Right of access by Wesco Aircraft, our customer and regulatory authorities to the applicable areas of all facilities, at any level of the supply chain, involved in the order and to all applicable records.
 - 4.2.1.12 Requirements for a certificate of conformity, test reports from the approved manufacturer and where applicable in addition a distributors certificate of conformity.
- 4.2.2 The purchasing documents are reviewed to ensure the adequacy of requirements before orders are placed with the supplier.

PRODUCT REALIZATION – SECTION 7

4.3 Verification of Purchased Product

- 4.3.1 Wesco Aircraft has established and implemented inspection activities necessary to ensure that purchased product meets specified purchase requirements.
- 4.3.2 Verification activities may include:
 - 4.3.2.1 Obtaining objective evidence of the conformity of the product from the supplier.
 - 4.3.2.2 Inspection and audit at the supplier's premises.
 - 4.3.2.3 Review and verification of the required documentation.
 - 4.3.2.4 Inspection of product upon receipt.
 - 4.3.2.5 Delegation of verification to the supplier or supplier certification.
- 4.3.3 Purchased product is not used or processed until it has been verified as conforming to specified requirements unless it is released under positive recall procedures.
- 4.3.4 When test reports are utilized to verify purchased product, the data in the reports must be acceptable per applicable specifications.
- 4.3.5 When Wesco Aircraft delegates verification activities to the supplier, the requirements for delegation are defined and a register of delegations maintained.
- 4.3.6 When Wesco Aircraft or its customers intend to perform verification at the suppliers premises Wesco Aircraft states the intended verification arrangements and method of product release in the purchasing information.
- 4.3.7 Where specified in the contract, the customer or the customers representative is afforded the right to verify at the suppliers premises and Wesco Aircraft's premises that subcontracted product conforms to specified requirements.
- 4.3.8 Verification by the customer is not used by Wesco Aircraft as evidence of effective control of quality by the supplier and does not absolve Wesco Aircraft of the responsibility to provide acceptable product, nor does it preclude subsequent rejection by the customer.

PRODUCT REALIZATION – SECTION 7

5.0 PRODUCTION AND SERVICE PROVISION

5.1 Control of Production and Service Provision

- 5.1.1 Wesco Aircraft plans and carries out production and service provisions under controlled conditions. Controlled conditions include, as applicable:
 - 5.1.1.1 The availability of information that describes the characteristics of the product.
 - 5.1.1.2 The availability of work instructions as necessary.
 - 5.1.1.3 The use of suitable equipment.
 - 5.1.1.4 The availability and use of monitoring and measuring devices.
 - 5.1.1.5 The implementation of monitoring and measurement.
 - 5.1.1.6 The implementation of product release, delivery and post-delivery activities.
 - 5.1.1.7 Accountability for all product during processing.
 - 5.1.1.8 Evidence that all operations have been completed as planned, or as otherwise documented and authorized.
 - 5.1.1.9 Provision for the prevention, detection and removal of foreign objects.
 - 5.1.1.10 Monitoring and control of utilities and supplies such as water, compressed air, electricity and chemical products to the extent they affect conformity to product requirements.
 - 5.1.1.11 Criteria for workmanship, which is specified in the clearest practical manner.
- 5.1.2 Planning considers, as applicable: (AS9100 Standard Only)
 - 5.1.2.1 Establishing, implementing and maintaining appropriate processes to manage critical items, including process controls where key characteristics have been identified.
 - 5.1.2.2 The identification of in-process verification points when adequate verification of conformance could not be performed at a later stage of realization.

PRODUCT REALIZATION – SECTION 7

- 5.1.2.3 The design, manufacture and use of tooling so that variable measurements could be taken, particularly for key characteristics.
- 5.1.2.4 Special processes.
- 5.1.3 Production Process Verification (AS9100 Standard Only).
 - 5.1.3.1 Wesco Aircraft has determined product process verification to be First Article activity.
 - 5.1.3.2 At the customers request, First Article Inspection Reports are obtained from the original manufacturer:
 - 5.1.3.2.1 For the qualification of a new product.
 - 5.1.3.2.2 If the current first article has expired.
 - 5.1.3.3 Wesco Aircraft's system provides a process for the verification of the product and the FAIR documentation.
 - 5.1.3.4 When requested by the customer Wesco Aircraft may create a FAIR pack (AS9102 or customer form) from its own physical inspection of product in stock and from the certification pack provided by the manufacturer.
- 5.1.4 Control of Production Process Changes, as applicable: (AS9100 Standard Only).
 - 5.1.4.1 Wesco Aircraft has determined production process changes to be changes to First Article Inspection Reports brought about by manufacturing changes that invalidate the current first article.
 - 5.1.4.2 At the customers request, updated (Delta) First Article Inspection Reports are obtained from the original manufacturer.
 - 5.1.4.3 Wesco Aircraft's system provides a process for the verification of the product and the FAIR documentation.
 - 5.1.4.4 When requested by the customer Wesco Aircraft may create a Delta FAIR from its own physical inspection of product in stock and from the certification pack provided by the manufacturer.
 - 5.1.4.5 The results of changes to production processes are assessed to confirm that the desired effect has been achieved without adverse effects to product conformity.

PRODUCT REALIZATION – SECTION 7

- 5.1.4.6 For the Wichita, KS facility where value added activities are performed, the OEM is responsible for identifying changes to processes and documenting and informing Wesco Aircraft of those changes.
 - 5.1.4.6.1 Wesco personnel authorized to approve and implement those changes to production processes are identified.
 - 5.1.4.6.2 Wesco controls and documents the required changes affecting processes, production equipment, tools or software programs.
 - 5.1.4.6.3 The results of the changes to production processes are assessed to confirm that the desired effect has been achieved without adverse effects to product conformity.
- 5.1.5 Control of Production Equipment, Tools and Software Programs, as applicable: (AS9100 Standard Only).
 - 5.1.5.1 As applicable, production equipment, tools and software programs used to automate and control/monitor product realization processes are validated prior to release for production and are maintained.
 - 5.1.5.2 As applicable, storage requirements, periodic preservation/condition checks are defined for production equipment or tooling in storage.
- 5.1.6 Post Delivery Support (AS9100 Standard Only)
 - 5.1.6.1 Wesco Aircraft does not collect and analyze in service data.
 - 5.1.6.2 Actions taken, including investigation and reporting when problems are reported after delivery are covered by processes for customer feedback including customer complaints and control of non-conforming product which includes product returned by a customer.
 - 5.1.6.3 Post-delivery control and update of technical documentation is covered by the process for control of documents.
 - 5.1.6.4 Wesco Aircraft does not provide for the approval, control or use of repair schemes.
 - 5.1.6.5 Wesco Aircraft does not perform post-delivery off-site work.
- 5.2 Validation of Processes for Production and Service Provision (AS9100 Standard Only)
 - 5.2.1 **Validation of processes for production and service provision is not applicable to Wesco Aircraft processes. However if in the future there is a requirement for this element then a documented process shall be defined, implemented and controlled.**

PRODUCT REALIZATION – SECTION 7

5.3 Identification and Traceability

- 5.3.1 Where appropriate, Wesco Aircraft identifies the product throughout product realization.
- 5.3.2 Wesco Aircraft maintains the identification of configuration of the product to identify any differences between the actual configuration and the agreed configuration.
- 5.3.3 Product status is identified with respect to monitoring and measurement requirements throughout product realization.
- 5.3.4 Documented controls are in place for acceptance authority media.
- 5.3.5 Wesco Aircraft controls and records the unique identification of the product.
- 5.3.6 Wesco Aircraft has established and maintains a documented procedure for product identification and traceability by suitable means from receipt, during splitting, storage, packaging and preservation operations and until delivery.
- 5.3.7 According to the level of traceability required by contract, regulatory or other established requirements, Wesco Aircraft's system provides for:
 - 5.3.7.1 Identification to be maintained throughout the product life.
 - 5.3.7.2 Wesco Aircraft maintains traceability of product manufactured from the same batch of raw material or from the same manufacturing batch, as well as the destination of all products of the same batch
 - 5.3.7.3 For an assembly, the identity of its components and those of the next higher assembly are traced through manufacturers' certifications.
 - 5.3.7.4 As Wesco Aircraft does not manufacture product the manufacturers maintain retrievable, sequential records of production for given products.
 - 5.3.7.5 The identity of kitted parts is traced through the applicable work orders.
 - 5.3.7.6 Identification of condition of product in inventory.

PRODUCT REALIZATION – SECTION 7

5.4 Customer Property

5.4.1 Care is exercised with customer property while it is under Wesco Aircraft's control or being used. Customer property, either actual product owned by customers and stored at Wesco Aircraft facilities or property provided for use or incorporation into the product is identified, verified, protected and safeguarded.

5.4.1.1 If any customer property is lost, damaged or otherwise found to be unsuitable for use, this is reported to the customer and records maintained.

5.4.2 The level of traceability recorded is defined by the customer.

5.5 Preservation of Product

5.5.1 Wesco Aircraft preserves the conformity of product during internal processing and delivery to the intended destination. This preservation includes identification, handling, packaging, storage and protection. Preservation also applies to the constituent parts of a product.

5.5.2 Preservation of product also includes, where applicable, in accordance with product specifications and/or applicable regulations, provisions for:

5.5.2.1 Maintaining cleanliness.

5.5.2.2 Prevention, detection and removal of foreign objects.

5.5.2.3 Special handling for sensitive products.

5.5.2.4 Marking and labeling including safety warnings.

5.5.2.5 Shelf life control and stock rotation.

5.5.2.6 Special handling for hazardous materials.

5.5.2.7 Physical segregation of serviceable and unserviceable parts.

5.5.2.8 Environmental controls.

6.0 CONTROL OF MONITORING AND MEASURING EQUIPMENT

6.1 Wesco Aircraft has determined the monitoring and measurement to be undertaken and the monitoring and measuring equipment needed to provide evidence of conformity of product to determined requirements.

PRODUCT REALIZATION – SECTION 7

- 6.2 A database and/or register of the monitoring and measuring equipment is maintained including details of equipment type, unique identification, location, frequency of checks, check method and acceptance criteria.
- 6.3 A documented procedure defines the processes employed for the calibration of monitoring and measuring equipment.
- 6.4 Processes have been established to ensure that monitoring and measurement is carried out and is carried out in a manner that is consistent with the monitoring and measurement requirements.
- 6.5 Environmental conditions are suitable for the calibrations, inspections, measurements and tests being carried out.
- 6.6 Where necessary to ensure valid results, measuring equipment is:
 - 6.6.1 Calibrated or verified or both at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards.
 - 6.6.1.1 Where no such standard exists, the basis for calibration or verification is recorded.
 - 6.6.2 Adjusted or re-adjusted as necessary.
 - 6.6.3 Identified to enable the calibration status to be determined.
 - 6.6.4 Safeguarded from adjustments that would invalidate the measurement result.
 - 6.6.5 Protected from damage and deterioration during handling, maintenance and storage.
 - 6.6.6 Recalled to a defined method when requiring calibration or verification.
- 6.7 When equipment is found not to conform to requirements, the validity of the previous measuring results is assessed and recorded.
 - 6.7.1 Appropriate action is taken on the equipment and any product affected.
- 6.8 Records of the results of calibration and verification are maintained.
- 6.9 When used in the monitoring and measurement of specified requirements, the ability of computer software to satisfy the intended application is confirmed. This is undertaken prior to initial use and reconfirmed as necessary.

PRODUCT REALIZATION – SECTION 7

7.0 REFERENCES

- 7.1 GSP 01 Management Responsibility Global System Procedure
- 7.2 GSP 02 Continual Improvement Global System Procedure
- 7.3 GSP 03 Sales/Contract Review Global System Procedure
- 7.4 GSP 04 Purchasing/ Supplier Evaluation Global System Procedure
- 7.5 GSP 05 Receiving Inspection Global System Procedure
- 7.6 GSP 07 Product Identification and Traceability Global System Procedure
- 7.7 GSP 08 Inventory Control Global System Procedure
- 7.8 GSP 09 Shipping Global System Procedure
- 7.9 GSP 13 Control of Documents Global System Procedure
- 7.10 GSP 14 Control of Records Global System Procedure
- 7.11 GW2127 Risk Management Process Work Instruction
- 7.12 EW9352 – Project Management Work Instruction (Europe)
- 7.13 GSP 15 Product Configuration Management



MEASUREMENT, ANALYSIS AND IMPROVEMENT – SECTION 8

1.0 GENERAL

- 1.1 Wesco Aircraft plans and implements the monitoring, measurement, analysis and improvement processes as needed:
 - 1.1.1 To demonstrate conformity to product requirements.
 - 1.1.2 To ensure conformity of the quality management system.
 - 1.1.3 To continually improve the effectiveness of the quality management system.
- 1.2 These processes are identified in documented procedures and include determination of applicable methods, including statistical techniques, and the extent of their use.

2.0 MONITORING AND MEASUREMENT

2.1 Customer Satisfaction

- 2.1.1 As one of the measurements of the performance of the quality management system, Wesco Aircraft monitors information relating to customer perception as to whether the organization has fulfilled customer requirements. The method for obtaining and using this information has been identified.
- 2.1.2 Wesco Aircraft monitors:
 - 2.1.2.1 Product conformity.
 - 2.1.2.2 On-time delivery performance.
 - 2.1.2.3 Customer complaints.
 - 2.1.2.4 Customer corrective action requests.
- 2.1.3 Wesco Aircraft analyzes the above then develops and implements plans to improve customer satisfaction.
- 2.1.4 Wesco Aircraft assesses the effectiveness of the results of the customer satisfaction improvement plan.

MEASUREMENT, ANALYSIS AND IMPROVEMENT – SECTION 8

2.2 Internal Audit

2.2.1 Wesco Aircraft conducts internal audits at planned intervals to determine whether the quality management system:

2.2.1.1 Conforms to the planned arrangements, of both the product realization process and customer contractual requirements to the requirements of the Standard and to the quality management system requirements established by Wesco Aircraft.

2.2.1.2 Is effectively implemented and maintained.

2.2.2 An audit program has been designed and implemented and identifies an audit schedule based on the status and importance of the processes and areas to be audited, as well as the results of previous audits.

2.2.3 The audit criteria, scope, frequency, methods, responsibilities and requirements for planning and conducting audits, and for reporting and maintaining records, are defined in a documented procedure.

2.2.3.1 Records of audits and the results are maintained.

2.2.4 The selection of auditors and conduct of audits shall ensure objectivity and impartiality of the audit process.

2.2.5 Auditors do not audit their own work.

2.2.6 The management responsible for the area being audited is responsible for ensuring that corrections and corrective actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities include the verification of the actions taken and the reporting of verification results.

2.2.7 Detailed tools and techniques have been developed to support audit of the quality management system requirements. The acceptability of the selected tools is measured against the effectiveness of the internal audit process and overall organization performance.

2.2.8 Internal audits meet contract and/or regulatory requirements.

2.3 Monitoring and Measurement of Processes:

2.3.1 Wesco Aircraft applies suitable methods for monitoring and, where applicable, measurement of the quality management system processes. These methods demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action is taken, as appropriate.

MEASUREMENT, ANALYSIS AND IMPROVEMENT – SECTION 8

2.3.2 In the event of a process nonconformity, Wesco Aircraft:

2.3.2.1 Takes appropriate action to correct the nonconforming process.

2.3.2.2 Evaluates whether the process nonconformity has resulted in product nonconformity.

2.3.2.3 Determine if the process nonconformity is limited to a specific case or whether it could have affected other processes or products.

2.3.2.4 Identifies and controls the nonconforming product in accordance with standard clause 8.3.

2.4 Monitoring and Measurement of Product

2.4.1 Wesco Aircraft monitors and measures the characteristics of the product to verify that product requirements are fulfilled. This is carried out at appropriate stages of the product realization process in accordance with the planned arrangements. Evidence of conformity with the acceptance criteria is maintained.

2.4.2 Measurement requirements for product acceptance are documented. This documentation includes:

2.4.2.1 Criteria for acceptance and/or rejection

2.4.2.2 Where in the sequence measurement and testing operations are performed.

2.4.2.3 A record of the measurement results.

2.4.2.4 Type of measurement instruments required and any specific instructions associated with their use.

2.4.3 Where sampling plans are utilized as a means of product acceptance, the plans are statistically valid and appropriate for use. The plans preclude the acceptance of lots whose samples have known nonconformities. When required the plans are submitted for customer approval.

2.4.4 When product is released for production use pending completion of all required measurement and monitoring activities, it is identified and recorded to allow recall and replacement if it is subsequently found that product does not meet requirements.

2.4.5 Records indicate the person authorizing release of product for delivery to the customer.

MEASUREMENT, ANALYSIS AND IMPROVEMENT – SECTION 8

- 2.4.6 Where required to demonstrate product qualification Wesco Aircraft ensures that records provide evidence that the product meets the defined requirements.
- 2.4.7 Product release and service delivery does not proceed until all the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority, and where applicable by the customer.
- 2.4.8 Documents required by the contract/order to accompany the product are present at delivery and are protected against loss and deterioration.
- 2.4.9 Evidence of Conformity
 - 2.4.9.1 When required, Wesco Aircraft shall provide the customer with evidence of the products conformity. This may include the manufacturers conformance documents, test analysis and/or test reports.
 - 2.4.9.2 When product batches/lots are split, records are maintained of amounts delivered, associated purchase order and sales order and customer/supplier details.
 - 2.4.9.3 Where there is a formal agreement with the customer, Wesco Aircraft provides, in lieu of copies of the original manufacturers documentation a certificate of conformity that includes references that allow traceability to the original manufacturers conformance documents.

3.0 CONTROL OF NONCONFORMING PRODUCT

- 3.1 Wesco Aircraft ensures that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. The controls and related responsibilities and authorities for dealing with nonconforming product are defined in a documented procedure.
- 3.2 The documented procedure defines the responsibility and authority for the review and disposition of nonconforming product and the process for approving personnel making decisions.
- 3.3 Nonconforming product is dealt with by one or more of the following ways:
 - 3.3.1 By taking action to eliminate the detected nonconformity.
 - 3.3.2 By authorizing its use, release or acceptance under concession by a relevant authority and where applicable, by the customer.

MEASUREMENT, ANALYSIS AND IMPROVEMENT – SECTION 8

- 3.3.3 By taking action to preclude its original intended use or application.
- 3.3.4 When nonconforming product is detected after delivery or use has started, appropriate actions are taken to the effects or potential effects of the nonconformity.
 - 3.3.4.1 Wesco Aircraft's nonconforming product control processes provides for timely reporting of delivered nonconforming product.
- 3.3.5 By taking actions necessary to contain the effect of the nonconformity on other processes or products.
- 3.4 Disposition of nonconforming product is limited to:
 - 3.4.1 Scrap
 - 3.4.1.1 Product dispositioned as scrap is conspicuously and permanently marked or positively controlled, until physically rendered unusable, on-site or off-site by authorized/regulated disposal organizations.
 - 3.4.2 Rejection for return to the supplier.
 - 3.4.3 Rejection for revalidation by the manufacturer.
 - 3.4.4 Submittal to design authority and customer for "Use as Is" disposition.
 - 3.4.4.1 Wesco Aircraft does not use dispositions of use-as-is or repair, unless specifically authorized by the customer if:
 - 3.4.4.1.1 The product is produced to customer design.
 - 3.4.4.1.2 The nonconformity results in a departure from the contract requirements.
- 3.5 Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained are maintained.
- 3.6 When nonconforming product is corrected, it is subject to re-verification to demonstrate conformity to the requirements.

4.0 ANALYSIS OF DATA

- 4.1 Wesco Aircraft determines, collects and analyzes appropriate data to demonstrate the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the quality management system can be made. Appropriate data includes data generated as a result of monitoring and measurement and from other relevant sources.

MEASUREMENT, ANALYSIS AND IMPROVEMENT – SECTION 8

- 4.2 The analysis of data provides information relating to;
 - 4.2.1 Customer satisfaction.
 - 4.2.2 Conformance to product requirements.
 - 4.2.3 Characteristics and trends of processes and products including opportunities for preventive action.
 - 4.2.4 Suppliers.

5.0 IMPROVEMENT

5.1 Continual Improvement

- 5.1.1 Wesco Aircraft continually improves the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review.
- 5.1.2 Wesco Aircraft monitors the implementation of improvement activities and evaluates the effectiveness of the results.

5.2 Corrective Action

- 5.2.1 Wesco Aircraft takes action to eliminate the causes of nonconformities in order to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities encountered.
- 5.2.2 A documented procedure has been established to define requirements for:
 - 5.2.2.1 Reviewing nonconformities (including customer complaints)
 - 5.2.2.2 Determining the causes of nonconformities.
 - 5.2.2.3 Evaluating the need for action to ensure that nonconformities do not recur.
 - 5.2.2.4 Determining and implementing action needed.
 - 5.2.2.5 Records of the results of action taken.
 - 5.2.2.6 Reviewing the effectiveness of the corrective action taken.
 - 5.2.2.7 Flow down of the corrective action requirement to a supplier/manufacturer, when it is determined that the supplier/manufacturer is responsible for the non-conformity.

MEASUREMENT, ANALYSIS AND IMPROVEMENT – SECTION 8

5.2.2.8 Specific actions where timely and/or effective corrective actions are not achieved.

5.2.2.9 Determining if additional non-conforming product exists based on the causes of the non-conformities and taking further action when required.

5.3 Preventive Action

5.3.1 Wesco Aircraft determines action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions are appropriate to the effects of the potential problems.

5.3.2 A documented procedure has been established to define requirements for:

5.3.2.1 Determining potential nonconformities and their causes.

5.3.2.2 Evaluating the need for action to prevent occurrence of nonconformities.

5.3.2.3 Determining and implementing action needed

5.3.2.4 Records of results of action taken.

5.3.2.5 Reviewing the effectiveness of the preventive action taken.

5.3.2.6 The withdrawal of product(s) from stock that are suspected of a noncompliance, including notification of the actions taken to all customers who have purchased the product from the same lot.

6.0 REFERENCES

6.1 GSP 01 Management Responsibility Global System Procedure

6.2 GSP 02 Continual Improvement Global System Procedure

6.3 GSP 03 Sales/Contract Review Global System Procedure

6.4 GSP 05 Receiving and Inspection Global System Procedure

6.5 GSP 06 Control of Non-Conforming Product Global System Procedure

6.6 GSP 09 Shipping Global System Procedure

6.7 GSP 11 Internal Audits Global System Procedure

6.8 GSP 12 Corrective and Preventive Action Global System Procedure