

**3900 Falcon Way West**

**Hangar 16S**

**Ft. Worth TX, 76106**


# PMA Quality Management System Manual



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# Scope

THIS QUALITY MANUAL HAS BEEN PREPARED TO ESTABLISH A QUALITY SYSTEM THAT MEETS THE REQUIREMENTS OF 14CFR PART 21.137 AND 21.307, BY RSG PRODUCTS, INC., FOR THE MANUFACTURE OF NEW CIVIL PRODUCTS.

# President's Declaration

This manual defines the Quality Management System (QMS) and associated procedures used by RSG Products, Inc. to ensure products and services achieve and exceed Customer and Regulatory requirements and expectations.

The QMS must ensure that all products and services must comply with all the relevant and applicable regulatory requirements.

In order to meet the business objectives and successfully implement the QMS, the management team must create and maintain an environment of Continual Improvement and ensure customer satisfaction is achieved.

Authorized to Issue..... Date.....08/16/2016.....

President

(To Be Signed and Dated after FAA Approval, prior to Release)

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# Manual Distribution

## Required Parties

| Distribution | Parties |
|---|---|
| FAA | MIDO |
| RSG Products | President |
| RSG Products | Business Operations Director |
| RSG Products | Quality Manager |
| RSG Products | PMA QA Inspector |
| RSG Products | Customer Support |
| RSG Products | Stock Room |
| RSG Products | Production Floor |

## External Distribution

When external distribution is required e.g. to an auditing customer, the Quality Manager of RSG Products must distribute clearly marked copies to the required parties stating that they are for Reference Only. Alternate method of notification will be addressed by electronic copies on the RSG website and all required parties will be notified of the updates.

# 1 Introduction (Part 21.309)

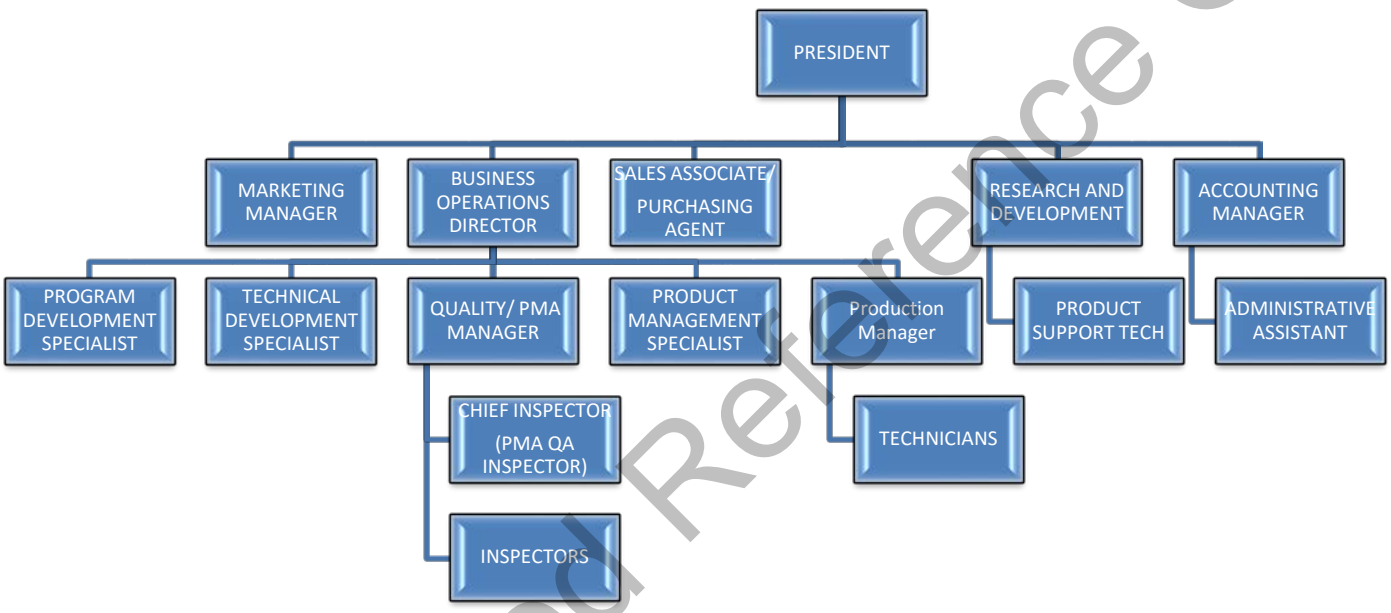
This manual is issued to describe the Quality Assurance System to be employed at RSG Products to attain compliance with Federal Aviation Administration (FAA) requirements for products manufactured under RSG Products, Inc., FAA – Parts Manufacturer Approval (PMA). The policy of RSG Products is to apply the system to articles and materials received, as well as to articles produced by RSG Products or its suppliers.

The manual provides personnel and customers of RSG Products with description of company policy for maintaining an effective and economical quality assurance system planned and developed in conjunction with other planning functions.

Written procedures for implementing the policy described here must be established as dictated by the complexity of the product design, manufacturing techniques employed, and customer requirements.

No changes in the manual or supplemental quality assurance procedures are valid until accepted by the Quality Manager or President. The supervising FAA Manufacturing Inspection District Office (MIDO) must be notified anytime there is a change to this manual. RSG Products must obtain approval from the Fort Worth Manufacturing Inspection District Office (MIDO), prior to relocating or expanding manufacturing facilities at which articles are produced. This includes the addition of associate facilities.

# 2 Organization Structure (Part 21.305)




## 2.1 Delegated Stamp Authority (Part 21.305)

Stamps will be issued for production personnel to be used in lieu of a required signature. A Delegated Stamp Authority Log will be maintained by the Quality Manager in the quality office. Stamps are inactivated upon employee termination. A stamp may be reissued after six months of inactivity.

# 3 Job Descriptions (Part 21.305)

## 3.1 General

Using Job Descriptions RSG Products form 33.24 must identify necessary responsibilities, authorities and competencies for all employees. Job descriptions are prepared for all Company positions, to serve as an organizational aid for identifying and delegating responsibilities, coordinating and dividing work, and preventing duplication of effort.

Job descriptions are prepared by the responsible departmental Supervisor/Managers. A Job Description form is used to collate this information.

Job Descriptions should be used as a guide. Job descriptions are not intended to be all-inclusive of a person's abilities, the requirements for fulfilling their position, or work limitations or restrictions on employee roles. In this section you will find a brief overview of the job descriptions a more conclusive description will be located and maintained on the public server in the Quality folder.

## 3.2 President

### 3.2.1 Description of Work

Overall Responsibility for the PMA Program.
Reviews Production and Quality System for areas of improvement and implements such improvements as necessary.
Reviews Internal Audit data and takes necessary action to resolve findings and issues.
Approve all changes to the Quality System.
Delegates Authority as required.

### 3.2.2 Immediate Supervisor

Reports to the Board of Directors.

## 3.3 Business Operation Director

### 3.3.1 Description of Work

The Director, Business Operations and Planning will regularly interact with senior management and executive levels on strategy, planning and operational execution.
Lead and drive the operating cadence of the organization, including engineering, support and product management interlocks, talent visibility, and cross-team communications.

Provide analytical, strategic-thinking and leadership support that enables the RSG leadership team to isolate business issues; be proactive in providing recommendations for implementing solutions.

This individual will interface with numerous internal groups (all levels of management) and must be able to quickly form productive and positive working relationships with staff with varying technical and business backgrounds and skill levels across cross-functional organizations.

This leader will drive the acceptance and implementation of improvements focused on enhancing collaboration, coordination, effectiveness and plays a leadership role across functional and cross-functional team.

### 3.3.2 Immediate Supervisor

Reports to the President

## 3.4 Quality Manager/PMA Manager

### 3.4.1 Description of Work

Responsible for ensuring compliance with Parts Manufacturer Approval (PMA) outlining the design and production approval for modification and replacement parts.
Responsible for adherence to this manual and the practices necessary to maintain compliance to FAA regulations and safety of parts being manufactured.
Delegates Inspection Authority.
Primary FAA Contact.
Maintains Quality Manual.
Coordinates Internal Audit.
Submits All data and Quality System Changes to the FAA

### 3.4.2 Immediate Supervisor

Reports to the Business Operation Director.

## 3.5 Chief Inspector (PMA QA Inspector)

### 3.5.1 Description of Work

Co-ordinates Inspection operations to support production.
Performs Inspections.
Completes Supporting Paperwork.
Enters data into Quantum Control.
Delegates duties as required.

### 3.5.2 Immediate Supervisor

Quality Manager/PMA Manager

## 3.6 Inspector

### 3.6.1 Description of Work

Co-ordinates Inspection operations to support production.
Performs Inspections.
Completes Supporting Paperwork.
Enters data into Quantum Control.
Delegates duties as required.

### 3.6.2 Immediate Supervisor

Quality Manager/PMA Manager

## 3.7 Product Management Specialist

### 3.7.1 Description of Work

Manage life-cycle of product assisting in the development and design of new and existing product. Produce drawings or sketches in CAD software. Work effectively with engineers, designers, and manufacturing to create and maintain drawings and design. Control the release of approved data to the production supervisor.

### 3.7.2 Immediate Supervisor

Business Operations Director

## 3.8 Technical Development Specialist

### 3.8.1 Description of Work

Produce drawings or sketches in CAD software. Work effectively with engineers, designers, and manufacturing to create and maintain drawings and design. Control the release of approved data to the production supervisor.

### 3.8.2 Immediate Supervisor

Business Operations Director

## 3.9 Program Development Specialist

### 3.9.1 Description of Work

Produce Control Charts and work packages for new and existing product lines. Support production coordination between purchasing and production. Work effectively with engineers, designers, and

manufacturing to create and maintain drawings and design. Control the release of approved data to the production supervisor.

### 3.9.2 Immediate Supervisor

Business Operations Director

## 3.10 Accounting Manager

### 3.10.1 Description of Work

Accounts Payable, Check Writing, Supply Chain, Human Resources, Payroll, Customer service/Sales, Financial Reporting, Cash Management, Credit/Collections, General Ledger Maintenance, Federal and State Taxes, Deposits, Auditing, Account Reconciliations, Banking, Drug Testing, Administrative Policies and Procedures, Process mail, Filing. Other duties as assigned by the President of the company.

### 3.10.2 Immediate Supervisor

Reports to the President.

## 3.11 Administrative Assistant

### 3.11.1 Description of Work

Supports the Accounting Manager performing Human Resource functions.

### 3.11.2 Immediate Supervisor

Reports to Accounting Manager

## 3.12 Production Manager

### 3.12.1 Description of Work

Manage the production and control of parts within RSG Products. Ensure Standard Operating Procedures are followed during production. Assemble and trim sheet metal, composite and plastic parts. Complete supporting paperwork. Apply sealants. Install Fasteners. Responsible for materials and equipment in the facility.

### 3.12.2 Immediate Supervisor

Business Operations Director

## 3.13 Product Support Tech

### 3.13.1 Description of Work

Interface with customer service issues and troubleshoot system malfunctions. Recommend system improvements in relation to customer feedback and resolution.

### 3.13.2 Immediate Supervisor

Director of R and D/ Product Support

## 3.14 Technician

### 3.14.1 Description of Work

Assemble and trim sheet metal, composite and plastic parts. Be able to complete supporting paper work, apply sealants, install fasteners, and be responsible for materials and equipment in the area. Assemble electrical boxes and wire harnesses.

Works with supervision to maintain traceability of parts within the parts storage cage. Maintains stock levels to support production demand. Implements stock level changes within quantum system. Issues parts to production with appropriate supporting paperwork. Receives parts from QA inspection and locates parts into the parts cage.

### 3.14.2 Immediate Supervisor

Reports to the Production Manager

## 3.15 Sales Associate/ Purchasing Agent

### 3.15.1 Description of Work

Source and negotiate inventory materials at lowest cost with best available terms. Select Vendors and Reps. w/capabilities to supply materials and services according to quality standards, time, and price. Prepare Quotes for new jobs and special projects. Responsible for MRP adjustments and increasing or decreasing stock requirements. Assist in daily operation of office administration.

### 3.15.2 Immediate Supervisor

Reports to the President

## 3.16 Marketing Manager

### 3.16.1 Description of Work

Maintain customer lists including input and updates. Updates to the Customer Resource Management System as needed. Coordinate the production of the company newsletter and assure that it is send on a timely schedule, including uploading the customer lists to assure the current lists are used. Coordinate the production of the company press releases. Oversee the development of the company web site and maintain the web site. Support for the production of proposals for company products including reworking the proposals as required with input from engineering and pricing (Products and AeroDesign only). Maintain library of past proposal. Create summary reports of proposal and new business development activity. Tradeshow management. Developing and maintaining marketing material, including brochures, power point presentation and videos. Customer follow up as required to assure customers have received information requested.

### 3.16.2 Immediate Supervisor

Reports to the President

## 3.17 Research and Development

### 3.17.1 Description of Work

Leads the research and development of prototype products and product improvement projects, also assists in researching warranty related issues.

### 3.17.2 Immediate Supervisor

Reports to the President



# 4 Manual Control

### 4.1.1 Amendment Procedure

The Quality Manual and amendments thereto are issued with the authority of the President and will be updated at intervals as required. The President is responsible for the administration of this document and all amendments. Amendments must be issued by the Quality Manager under the authority of the President.

Any changes to this document must be subject to approval by the FAA and/or any other regulatory body or customer.

Issue control of the Manual must be the responsibility of the President. Each copy of the Manual must have a control number and an assignment entry on the cover page.

The President will obtain from the Quality Manager at regular intervals, a Manual status report. This will either confirm that the Manual is still current and valid for use, or will identify the need for changes. A file will be kept by the President showing, on a continuous basis, the disposition of each change which is identified.

The President must have those revisions found necessary produced in a final form for coordination with the FAA and/or other Body. Each page of the manual and revision thereto will be distributed by the Manager upon approval by the FAA and/or other Body. Sufficient copies will be made and distributed to provide revision pages for each supplement holder.

Upon receipt of a revision each Manual holder will be responsible for inserting the revised pages in its Manual, record the revision on the manual's record of revision pages and acknowledge the revision to the Quality Manager. Obsolete pages of the manual must be destroyed.

### 4.1.2 List of Effective Pages

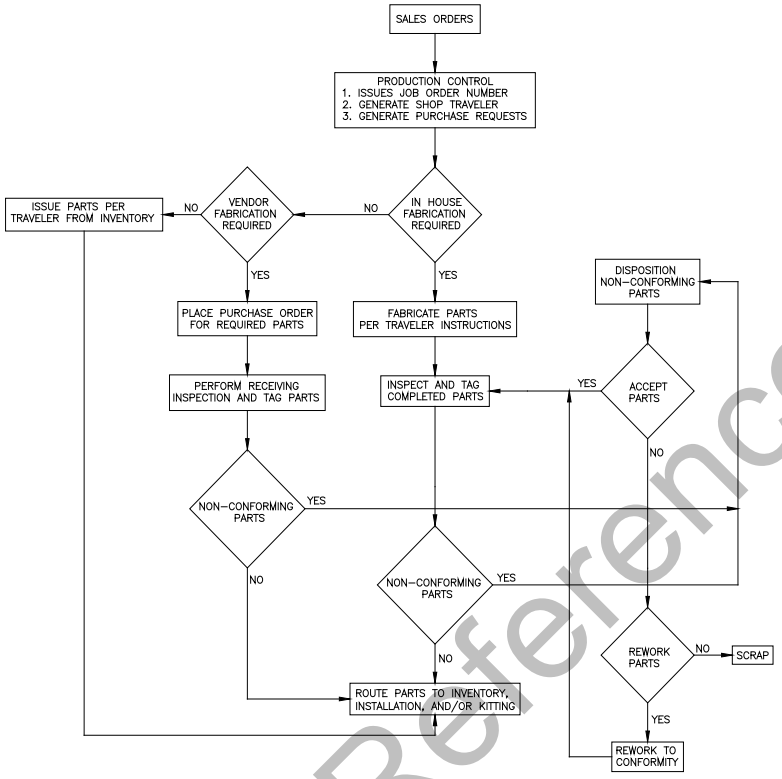
A list of effective pages must be issued with each revision so each Manual can be checked and kept current.

### 4.1.3 FAA Acceptance

All proposed amendments must be submitted to the FAA and/or other regulatory Bodies for approval. Upon approval updated issues must be distributed.

# 5 Process Flow Chart

The following process flow chart depicts the general requirements necessary for the Quality Management System to function properly.




# 6 General Policy (Part 21.305)

The Quality Manager must evaluate procedures, processes, and systems in order to coordinate the efforts of all concerned to more readily arrive at a common goal, which will satisfy customer requirements and serve in the best interest of RSG Products. If deficiencies are found which impair the efforts of achieving this goal, a report must be made to the responsible Manager, so that corrective or preventative action may be taken.

Consideration will be given to the following:

1. Production personnel placed according to qualifications.
2. Adequate inspection tooling and equipment are available.
3. Correct procedures and instructions are issued.
4. Records of inspection, test and certifications of conformance are maintained.
5. All inspection tools and gauges are calibrated at predetermined frequencies and records of calibration maintained.
6. Qualified laboratories are used to verify standards (qualified laboratories are those whose standards are traceable to the National Institute of Standards and Technology.)

# 7 Design Data and Document Control (Part 21.137(a)(b))

## 7.1 General

RSG Products fabricates and manufactures to approved design data, which is maintained in STC numbered folders in production control files located on the engineering server (Company K:\Engineering). The Design Department is responsible for the changing out, controlling and issuance of drawings and specifications in accordance with the Design Department Procedure. The Program Development Specialist will check with the Design Department prior to release of a work order to ensure that all released data on the production floor is current in accordance with the Design Department Procedure. An outside vendor will be responsible for backing up and storage of back-up data at an off-site location to be determined by vendor.

Design/specification changes will be discussed at the Engineering Review Board meeting with representatives of Design, Quality, and Production Departments reviewing submitted Requests for Change of Approved Data forms.

If a change is considered necessary this must be accomplished in accordance with RSG Products Design Department Procedure, and it must be determined if the change constitutes a major or minor change by the Design Department using the 14 CFR Part 21.319 Certification Procedures for Products, Articles, and Parts.

## 7.2 ACO Submittal

Changes may be submitted to a contracted Designated Engineering Representative prior to submission to the ACO. Design Department will receive FAA ACO and DER approved Engineering Drawings and Specification changes, and is responsible for immediately forwarding approved changes to production control.

Any change that constitutes a major change as per 14 CFR Part 21.319 must be submitted along with all supporting documentation to the FAA Aircraft Certification Office (ACO), for inclusion in design type. Release of data defined as “major” may not be distributed until approval is received from the FAA/ACO.

Changes to the ICA (Instructions for Continued Airworthiness) that do not affect the approved airworthiness section of the ICA can be made and released but must be submitted to the ACO for review by the AEG. Changes affecting the airworthiness section must be reviewed by the AEG prior to release. ICA changes will be in accordance with 8110.54 and this sections shall serve as an approved ICA change program.

Minor Changes in accordance with 14 CFR Part 21.319 may be incorporated upon approval by the Engineering Change Process and all appropriate FAA DER's. All minor changes must be maintained and submitted to the FAA/ACO office every six months. In specific scenarios where six month intervals of submissions cannot be performed, the reason for not submitting will be coordinated with the appropriate ACO staff member and agreed upon.

Design Department is responsible for issuing the latest engineering changes, drawings and specifications marked "for reference only" to the affected departments and voiding outdated engineering changes, drawings and specifications.

A Master Drawing List (MDL), listing the latest FAA approved design data and a distribution listing, must be maintained by the Design Department.

## 7.3 Control of Quality Records (Part 21.137(k))

### 7.3.1 General

The information described in this section details how RSG Products identifies, collects, indexes, files, stores, maintains, and arranges the disposition of Quality and Environmental Records. Some Quality records have specified methods for storage, protection, retrieving, and retaining as part of the procedures for control. If there is no listed method in that section it will default to the methods in this section.

### 7.3.2 Identification

All records will be identified using the forms and numbers listed in Appendix A of this Manual. All forms will maintain they're revision status unless a revision is approved by the Quality Manager or President of RSG Products.

### 7.3.3 Storage

Unless otherwise specified, quality records directly relating to products are held indefinitely. Inspection records are held for a minimum of five (5) years and (10) years for critical components identified under part 45.15(c) of AC 21-43. Other records are held for specified periods of time, as specified by regulations and/or customer specification. All Records related to the sale of an article will be filed under the purchase order number and stored in containers, after the articles final information is entered into Quantum Control. All digital Media will be backed up on regular intervals and stored using an outside Vendor for media back-ups. Locally our Data is backed up on the Network Access Storage in the closet in the production office. Off-site Data is backed up encrypted at Amazon S3. Additionally, Quantum backs itself up to the Quantum database. These records will be available as needed by the vendor. Obsolete records may be destroyed using a paper shredding machine or a document recycling company after the required time length on that specific record. Destruction of record is optional and not required.

### 7.3.4 Types of Records

Quality records may include the following: -

- Product Quality Records*(See list below)
- Audit Records (Internal and Supplier)
- Subcontractor records
- Audit Reports by customers
- Records of Manual/Procedure updates
- Copies of previous Manuals/Procedures
- Training Records
- Laboratory Tests/Reports of Articles
- Calibration Records
- MRB Forms
- Customer Complaints
- Rosters of Approved Personnel
- Inspection Stamp Registers
- Release Documents
- Customer Orders
- Purchase Orders
- Serial Number registers
- Preliminary Inspection Reports
- Supplier Reject Notes
- Drug and Alcohol Test Records

*Product Quality Records are defined as Travelers and associated attachments which may include:

- Release Documents
- Preliminary Inspection Reports
- Goods Receiving Records

# 8 Supplier Control (Part 21.137(c))

## 8.1 General

This procedure gives instructions for evaluating, approving and controlling vendors to ensure that supplier produced components conform to approved design data.

## 8.2 Approved Vendor List

RSG Products must only purchase products or processes that affect quality from vendors listed on the “Approved Vendors List” maintained by the Quality Assurance Department.

Prior to approving a vendor, RSG Products must ensure that the vendor is capable of maintaining acceptable quality standards. RSG Products must establish this through evaluations and article inspections. The Quality Manager must have final authority for approving a vendor.

If, due to circumstances and at the discretion of the Quality Manager, it is necessary to purchase products from a vendor that is not yet approved, the product must be inspected on a 100% basis to ensure it conforms to design data.

A vendor must be approved by the following means:

- For a vendor of products or processes that can be verified to conform to approved design data by inspection upon receipt, Vendor Assessment must be completed by the vendor.
- For a vendor of products or processes that cannot be verified by inspection upon receipt, an on-site survey of the vendor's facilities and quality system must be carried out. A Vendor Quality On-site Check-List may be used for this purpose.
- If a company has demonstrated, to the satisfaction of the Quality Manager, that it has an acceptable quality system, they may be added to the Approved Vendor List (AVL)/ Supplier Risk Assessment Form. The AVL must state the vendor's name, address, and products or processes provided.

After a vendor is approved, RSG Products must, at a minimum, annually survey/review its vendors with mail-in questionnaires. Vendors of special processes must be subject to recurring on-site surveys annually. Special processes are defined as: welding, Cadmium plating, anodizing, passivating, and alodine.

## 8.3 Vendor Responsibilities

- If an article lot is rejected, a letter must be sent to the vendor requesting a response within 10 working days, citing an explanation for the cause of the error and what corrective action will be implemented to ensure the error will not reoccur.
- If a vendor has continuous quality problems, they must be subject to an on-site survey of their facility and quality system and their approved vendor status must be placed on probation pending a satisfactory outcome of any survey. Probation will be identified internally inside our ERP system and on the Approved Vendor List / Supplier Risk Assessment Form.
- If a vendor fails to carry out the necessary corrective action to improve their quality performance, they must be removed from the Approved Vendor List / Supplier Risk Assessment Form.
- Vendors who have released articles and subsequently found that the article does not conform to the applicable design must report to RSG Products within 24 hours of its findings. RSG Products will receive feedback for in-service failures, malfunctions, and defects by one of the methods listed here:

Phone: 817-625-6600 Fax: 817-624-6603

Email: info@rotorcraftservices.com

Mail: 3900 Falcon Way West Hangar 16S, Ft. Worth, TX 76106

### 8.4 Vendor Assessment

- RSG Products requires all its vendors to have an acceptable Quality Assurance system to ensure that the products we receive are of the highest quality and conform to approved design data.
- To enable adequate evaluation of their quality system vendors are sent annually a self-evaluation questionnaire. This or an equivalent response is reviewed and kept and maintained in the Quality Assurance Department and scanned into the Quantum database under the Company.
- If, post review of this document, the vendor's response is deemed inadequate, an onsite surveillance of the vendor may be carried out, or the vendor may be removed from the Approved Supplier List (AVL)/ Supplier Risk Assessment Form

### 8.5 Vendor Quality On-Site Check List

- For a vendor of products or processes that cannot be verified by inspection upon receipt, an on-site survey of the vendor's facilities and quality system must be carried out. The Vendor Check-List must be used for this purpose.
- If a company has demonstrated, through successful audit, and to the satisfaction of the Quality Assurance Director, that it has an acceptable quality system, they may be added to the Approved Vendor List (AVL)/ Supplier Risk Assessment Form. The AVL must state the vendor's name, contact information, and products or processes provided.

## 9 Manufacturing Process Control (SOP's) (Part 21.137(d))

### 9.1 Function

The Standard Operating Procedures (aka Work Instructions) primary function is to provide the following:

- Procedures for controlling manufacturing processes to ensure that each article conforms to its approved design.

- An in-order breakdown of all processes involved with that activity.
- Process identification and explanation in simple terms.
- Key operations descriptions and cross references to relevant manufacturers' articles.
- Specifications, tooling manuals or best industry practice.
- Identify key inspection and test points for the process.
- Safety Instructions pertinent to that activity.

## 9.2 SOP Approval

A Standard Operating Procedure must be issued by the Process Owner or Quality Manager and will be signed as approved by the Business Operations Director or PMA Manager of the company. As such, all revisions must undergo the same process and be signed as approved by the Business Operations Director or PMA Manager of the company. All SOP's shall be made available to all personnel upon approval and located in the Operations office.

## 9.3 List of SOP's

A list of SOP's must be kept in the:

- Standard Operating Procedures Log (Form 33.36)
- Quality Manual Appendix C contains sample SOP's.

## 9.4 Special Manufacturing Processes

Some special manufacturing processes may be required by the approved design data.

Processes that are not performed by RSG Products will be subcontracted to outside vendors.

Purchase orders to vendors for special manufacturing processes will be reviewed to ensure the vendors are on the RSG Products Approved Vendor List.

All vendors will be reviewed per Vendor Approval and Surveillance by the Quality Manager to ensure they have full capability and required appropriate certification.

## 9.5 Inspection Forms, Tags and Stickers (AC21-43, 2-6)

RSG Products utilizes a variety of inspection forms, tags and stickers, both hand and computer system generated, to control and document work, processes, and traceability. Examples of these forms and instructions for completion, where applicable, are included in Appendix A.

## 9.6 Parts Travelers

The Parts Traveler's primary function is to provide the following:

- A continuous record of all work performed and inspections.
- Product identification and traceability of articles used.
- Key operations descriptions and cross references to relevant specifications to be used.
- Inspection and test status shown by date and stamps used.
- Manufacturing process control.

- A Parts Traveler (see appendix A for form example) must be issued by Production Control to identify each article being manufactured, applicable approved processes, any specialized tools, articles used and in process inspection points.
- The Parts Traveler must be created by operations control personnel using the business computerized infrastructure Quantum System.
- Each article must be subjected to the in process inspection points identified on the traveler to provide early detection of processes producing non-conforming articles.

Completion of each step during production, and/or inspection will be indicated by the use of a unique stamp, issued to the manufacturer or inspector, marking the step on the traveler that will identify each individual performing the work. All fields deemed not required by the responsible authorized creator of the traveler will be filled in with either (N/A) or by an “X” drawn through the box and that field being stamped by the traveler creator.

Parts Travelers, when complete, must be retained.

## 9.7 Software

RSG Products does not currently use airborne or production software. At a time when it is deemed necessary to control software for either airborne or production reasons RSG Products will consult with the FAA to have an approved software quality assurance system approved.

# 10 Inspection and Testing (Part 21.137(e)(g))

## 10.1 Evidence of Inspection

### 10.1.1 General

Evidence of inspection status must be provided by means of tags, stickers, or stamps affixed to the articles, components or assemblies. These tags must also serve to identify the individual inspector who has accepted or rejected items. The inspector's stamp will appear on tags and inspection records. Stickers can be used in place of "tags".

Large quantities of individual articles, e.g. rivets, may have a tag or sticker affixed to a suitable container.

A group of items that cannot be article marked individually (e.g. a kit that constitutes an entire air conditioning system, may have the box stenciled to reflect the information required by 14 CFR Part 45.15(b).

Tags are used to indicate inspection results of articles (see Appendix A for examples).

### 10.1.2 Received Products

Articles accepted during receiving inspection are input into our Quantum Control System.

### 10.1.3 Completed Articles

Completed articles or assemblies must have a Quantum generated tag or sticker attached.

### 10.1.4 Non-Conforming

Non-conforming articles must have a yellow "NON-CONFORMING MATERIAL" tag attached, individually or by lot.

### 10.1.5 Rejected

When articles are rejected, a red "REJECTED" tag must be attached.

### 10.1.6 Rework Articles

Items retain a "Non-Conforming" tag and a Part Traveler is then issued to perform the work on the part.

## 10.2 Receiving Inspection (Part 21.137(d)(e)(g)

### 10.2.1 General

All articles are received and logged-in by the Quality Assurance department.

### 10.2.2 Incoming Inspection or Test

The Quality Assurance department will inspect or test (if required) articles for compliance with specifications, drawings, purchase orders and other documents. This will include verification of quantity. The inspector will check test reports and certifications furnished by the supplier for the requirements stated on the purchase order. Statistical quantity inspection is allowed provided the receiving inspector performs 100% inspection on sample lot for conformance to design data per RSG Products form 33.23 (see appendix A for form).

### 10.2.3 Documentation

The receiving inspector must document the results of all inspections and/or tests to include the nature and number of observations made, the number and type of deficiencies found, number accepted and rejected and nature of corrective action and disposition taken as appropriate. Copies of all certifications and inspection records will be filed in the Quality Assurance department and will be available for review. All certifications will be identifiable to the applicable purchase order, date of receipt of the article and the inspector who inspected the article.

### 10.2.4 Accepted Articles

When articles are accepted information will be inputted into the Company Quantum system, and a Quantum barcode label is printed and retain with the articles.

Articles are then given to the Parts Department. Articles received by this department are acknowledged and placed in their appropriate location in the parts warehouse.

Accepted articles will be issued on a first in, first out basis.

### 10.2.5 Non-Conforming Articles

Non-conforming articles are identified with a yellow “NON-CONFORMING MATERIAL” tag or sticker, and segregated for disposition by the Materials Review Board (MRB).

### 10.2.6 Records Retained

All receiving inspection records will be filed in the receiving files in the Quality Assurance department and will be available for review.

## 10.3 In-Process Inspection (Part 21.137 (d)(e)(g)

### 10.3.1 First Article

After a set-up is completed and approved by production, the first article is presented to the Quality Assurance Department for inspection.

A Quality Assurance Department delegated and authorized inspector must perform all first article inspections.

No production runs are made until first article inspection is completed, and found acceptable by the performing inspector, using a first article inspection form.

### 10.3.2 Serial Production

After first article inspection acceptance, in-process inspection is performed at adequate intervals to provide early detection of processes producing non-conforming articles. This is determined by operations to assure product realization to drawing.

### 10.3.3 Non-Conforming Articles

Non-conforming articles are clearly identified by a yellow “NON-CONFORMING MATERIALS” tag or sticker and held in the Materials Review Board (MRB) suspense area for disposition.

Obtaining corrective action and performing follow-up action to prevent recurrence of non-conformity is the responsibility of the Quality Assurance Department and the Material Review Board.

## 10.4 Final Inspection (Part 21.137 (d)(e)(g))

### 10.4.1 General

Final inspection must be accomplished to verify that all required inspections and tests have been completed to ensure products meet all contractual, drawing, regulatory and specification requirements prior to shipping.

### 10.4.2 Inspection Requirements

Final inspection must verify:

- Inspection records have been completed to include the nature of observations made, number of articles accepted/rejected, type and nature of deficiencies found, date of inspection, positive identification of the inspector and that corrective action and disposition has been taken, as appropriate.
- Article certifications and test reports are complete and packaged with the article if required.
- All articles bear the correct identification, are packaged, packed and marked in accordance with the required drawings and specifications in a manner that prevents damage, deterioration, or substitution. All FAA-PMA articles are packaged with pertinent information. See Section 21 for acceptable methods of marking items.

### 10.4.3 Records

Copies of all inspection records will be filed by the traveler number, part number, purchase order number and will be available for review.

### 10.4.4 Re-Work Articles

Reworked articles will be submitted to final inspection for verification of the adequacy of the rework and that all final inspection criteria have been met.

### 10.4.5 Configuration Control (Part 21.137 (a))

All kits completed under PMA must be verified for configuration control by means of the Kit Configuration Inventory List, Form 33.31 as revised. (See Forms: Appendix 1 for example)

This listing is generated and controlled by production control and operations to correspond to the latest data approved by the FAA.

The Kit Configuration Inventory List must be completed for each kit and both check and verify fields must be fully completed by delegated responsibility stamp holders before release.

### 10.4.6 Records

All records of final inspection must be kept and maintained by the Quality Assurance Department.

Final inspection release that requires an 8130-3 or EASA Form One must be conformed and signed off by a Designated Airworthiness Representative contracted to RSG Products Inc.

## 10.5 Statistical Processes (Part 21.137(d))

### 10.5.1 Documentation

All Statistical Inspection or statistical sampling inspection must be kept documented within the RSG Quantum Control system shown on form 33.23, Receiving Inspection screen, by the Quality Assurance Department in order to ensure that criteria for acceptance or rejection prevent the acceptance of non-conforming articles.

### 10.5.2 Statistical Sampling

All statistical sampling inspection must be performed per RSG Products Criteria listed below.

PARTS STATISTICAL INSPECTION METHOD:

| QUANTITY | QUANTITY 100% INSPECTION |
|---|---|
| 1-5 PIECES | 2 PIECES |
| 6-25 PIECES | 5 PIECES |
| 26-50 PIECES | 10 PIECES |
| 51-100 PIECES | 20 PIECES |
| 101-200 PIECES | 40 PIECES |
| 201 OR MORE | 30% |

QUANTITY ORDERED: ____

QUANTITY RECEIVED: ____

QUANTITY INSPECTED: ___

Note: If any defect is found during the inspection, all pieces in that lot will be inspected for the particular defect. All pieces of a particular lot may be inspected by the assigned inspector regardless of the quantity.

All rejects are tracked in the Quantum Control ERP System and are the source of vendor performance for rejects and on-time deliveries. Vendor Performance Reports are printed once every quarter to determine Vendor Performance. Individual Vendors that have a high rejection rate are isolated and evaluated to determine current approval status.

### 10.5.3 Non-destructive Testing

RSG Products does not currently use Nondestructive Testing in any of it's acceptance criteria. At a time when it may be necessary to do so, this manual will be revised to meet the requirements of AC 21-43 (2-7)(d).

### 10.5.4 Records

RSG Products will review implementation, and maintenance of statistical quality/process control techniques used for article acceptance. Statistical sampling inspection must be performed per RSG Products Form 33.23, Receiving Inspection Report, by the Quality Assurance Department.

## 11 Inspection, Measuring and Test Equipment (Part 21.137(f))

### 11.1.1 Test and Calibration of Precision Equipment

Precision equipment must have its accuracy traceable to the National Institute of Standards and Technologies (NIST). All precision equipment, including personal, leased, rented, and company owned is the subject to the calibration requirement.

Commercial facilities calibrating precision equipment for RSG Products must be subject to the periodic audit by the Quality Manager, or his designee, to ensure continuity of traceability to the National Institute of Standards and Technologies.

Precision equipment and tool calibration status will be verified during receiving inspection.

### 11.1.2 Responsibilities

Technicians and inspectors are responsible for using precision equipment and tools that are in current calibration status as verified by data contained on the calibration label affixed to each piece of equipment.

Equipment and tools that are unserviceable, overdue for calibration, or not identified as to calibration status will not be utilized. They will be suspended, tagged, segregated in a secured location, and routed for processing to the appropriate calibration facility.

Calibration intervals will be initially set to 12 months. Any item failing to test in tolerance during re-certification will have its calibration interval reduced to 6 months or shorter until it remains in tolerance during its calibration cycle. Equipment with a re-certification interval in excess of 12

months will be reviewed for an annual re-certification interval. However, equipment usage (frequency and application) and calibration costs will be considered.

A recall system is used to ensure that recalibration prior to expiration date is carried out. This system consists of calibration planning list database indexed by due date and Tool ID number. This includes calibration certificates from outside calibration providers.

### 11.2 Tool Control Procedures

Technicians and inspectors are responsible for supplying precision equipment and tools that are in current calibration status as verified by data contained on the calibration label affixed to each piece of equipment. Each tool must be logged in the RSG Products ERP system in an electronic state that allows for oversight of tools. The Quality Manager or designee shall inspect tool boxes on random intervals to ensure calibrated tools are being used.

## 12 Non-Conforming Material (Part 21.137(h))

### 12.1 General

All non-conforming articles are placed in a secure quarantine area. The items will be clearly identified to job number if known, part number if known, lot size, discrepant characteristic, disposition, inspector's name and other identification as required.

### 12.2 Identification and Segregation

The non-conforming characteristics are to be clearly indicated on a yellow "NON-CONFORMING MATERIAL" tag or sticker, attached to each article or container.

Non-conforming articles will be held in this locked area pending disposition of the Material Review Board (MRB).

The integrity of all lots submitted to acceptance inspection are to be maintained under the control of the Quality Assurance Department at all times, and will be segregated from normal article flow.

Unidentified articles are segregated from the normal flow of production articles until conformance of articles to all specifications is established.

### 12.3 Rework Articles

Articles to be reworked must be tagged with a green "REWORK" tag subsequent to MRB disposition, and segregated from the normal article flow until conformity to applicable specifications is established by the Quality Assurance Department.

## 12.4 Non-Conforming Articles

Non-conforming articles judged to be scrap by MRB review must be tagged with a red “REJECTED” tag or sticker, and must be destroyed through sawing, shearing, or mutilation.

A certificate of destruction must then be raised and signed by a Quality Assurance Department representative witnessing that such work was performed.

## 12.5 Material Review Board (MRB) (Part 21.137(h))

### 12.5.1 General

The MRB must be stimulated by the raising of an MRB Report Form (Form 33.30 see Appendix 1). The report must detail the defects under consideration and traceability information of the article.

A Quality Assurance Department representative must call an MRB meeting to work the MRB.

The MRB must consist of representatives from Quality Assurance, Production, and Engineering.

The Quality Manager must maintain a roster of MRB representatives from Engineering, Production, and Quality Assurance departments (form 33.10 MRB Roster)

### 12.5.2 Action

The MRB must review the non-conforming article submitted and must determine one of the following courses of action.

| | |
|---|---|
| Scrap: | If the non-conforming article is unfit for use and cannot be economically made to approved data, it must be scrapped. See section 12.4, Non-conforming Articles, for scrap procedures. |
| Rework: | If it is determined that conformance can be achieved by rework, then the article must be reworked. |
| Return to Vendor: | If a non-conforming article was received from a vendor, it must be returned. |

The MRB must then note on the report form, the course of action decided, the re-work procedure if applicable or quality acceptance of the article.

### 12.5.3 Authority

The MRB must have the authority to designate articles useable with noted defects and must be instrumental in achieving corrective action to prevent recurrence of defect conditions.

### 12.5.4 Minor Changes

Required Minor Changes in accordance with 14 CFR Part 21.319 may be identified by the Material Review Board. These minor changes must be incorporated upon approval by the Design Department Procedure. These minor changes must be maintained and submitted to the FAA engineering office every six months with appropriate DER approval.

All Minor changes will be approved by the appropriate Designated Engineering Representative on contract, prior to release of data or articles.

### 12.5.5 Major Changes

14 CFR Part 21.319 (a) (2) A “major change” to the design of an article produced under a PMA is any change that is not minor. 14 CFR Part 21.316 (b) (2) The PMA holder must obtain FAA approval of any major change before including it in the design of an article produced under a PMA.

## 13 Corrective and Preventive Action Report (Part 21.137(i))

### 13.1 Responsibility

The Quality Manager is responsible for initiating corrective action and preventive action for vendor discrepancies and internal processes. Through use of the Corrective Action Report (form 33.9) and Preventive Action Report (form 33.37), conditions adverse to quality or potential conditions are promptly identified, determined and documented. **The corrective action procedure establishes better quality control in preventing reoccurring discrepancies**. It may be initiated and applied in the following areas:

- Receiving Inspection
- In-process Inspection
- Final Inspection
- RSG Products Internal Audits
- FAA MIDO Audits
- Customer Audits
- Vendor/Subcontractor Services Audits
- Customer Complaints

### 13.2 Vendors

If articles are received from vendors with a discrepancy, the vendor will be contacted and requested to submit a Corrective Action Report (form 33.9). If there is a potential for noncompliance or nonconformity the vendor will be contacted and provided a Preventive Action Report (form 33.37). The reason for the discrepancy and corrective action will be noted on the vendor's corrective action report. Recurring discrepancies will be sufficient reason for disqualification of vendor. The Preventive Action report will contain steps to prevent noncompliance and nonconformities, and failure to take action as requested will be sufficient reason for disqualification of vendor.

The Quality Manager will coordinate all stages of corrective and preventive action between vendor, purchasing and in-house discrepancies.

### 13.3 Records

A copy of all corrective action reports (form 33.9) and preventive action reports (form 33.37) will be maintained on file in the QA Records.

Corrective and Preventive actions not completed in a timely manner will be referred to the Company President for further action.

### 13.4 Action

Any corrective or preventative actions approved by the President or Quality Manager shall be recorded on the Corrective Action Report (form 33.9) or Preventive Action Report (form 33.37) and implemented by the Quality Manager. A spreadsheet, located on P:/Public/Quality/, will be maintained to log the non-conformities for future trend analysis.

## 14 Handling and Storage (Part 21.137(j))

### 14.1 General

Raw materials are received and logged-in by the Quality Assurance Department. All articles will be inspected per the receiving inspection requirements, specifications, drawings, purchase orders and/or other documents. This will include verification of delivered quantity.

## 14.2 Receiving Inspection

The inspector will check test reports and certifications furnished by the supplier for the requirements stated on the purchase order, and articles will be properly identified and stored in an area apart from the normal flow of in-process articles and in such a way as to prevent damage or deterioration.

For those articles, where it is deemed inappropriate to mark each item with an “ACCEPTED” tag or sticker, the items must be suitably marked to identify the article type and if known, the job number. When articles are accepted this information will be inputted into the company Quantum information system.

## 14.3 Material Movement and Control

Articles are then given to the Parts Department.

“ACCEPTED” stock will be issued from the article storage area to comply with the job order or traveler requirements.

## 14.4 Non-Conforming Raw Materials

Non-conforming articles must be clearly identified with a yellow “NON-CONFORMING MATERIAL” tag or sticker and will be held in the Materials Review Board (MRB) segregated area.

## 14.5 Limited Shelf Life Products

All articles having limited shelf life are identified and controlled within the life limitations. A system of "First In - First Out" will apply. Items exceeding shelf life must be red-tagged and separated from the usable items while awaiting disposal/destruction. Each article with a shelf life must be labeled with a shelf life tag/sticker (see Appendix A). The ERP system, Quantum, is set to notify the Quality Manager and the quality inspector(s) of the shelf life status by stock line, via weekly email at 30 days prior to and upon expiration.

Retained Records

Records and article certification must be kept for a minimum of five years for all parts and 10 years for parts meeting the criteria in 14 CFR Part 45.15(c).

# 15 Internal Audit System (Part 21.137(l))

## 15.1 General

The procedure described in this section details how RSG Products plan and implement Quality Audits to verify whether Quality Assurance activities and related results comply with planned arrangements and to determine the effectiveness of the Quality system.

## 15.2 Effectiveness

In order to ensure that the Company's Quality System is effective, it must be subject to periodic and systematic reviews. This will be achieved by conducting audits on functions or departments to a pre-determined program.

Each audit must cover all elements of the system within a function for review, evaluation and compliance as follows:

- Review of the procedures, instructions and other elements of the system to evaluate whether or not they are adequate to achieve their purpose effectively. RSG Products maintains Standard Operating Procedures (SOP's) for skill based manufacturing, examples of these procedures can be located in Appendix C
- To verify compliance with procedures, instructions and other elements of the system. RSG Products maintains Standard Operating Procedures (SOP's) for skill based manufacturing, examples of these procedures can be located in Appendix C
- This compliance review may involve other functions/departments

An audit program covering at least the current year is established and is displayed prominently in the QA Directors Office. The audit program is designed to cover applicable Quality standards and/or regulations. The audit frequency must be subject to review by the Director taking into account trends of non-conformities in previous reviews.

Audit frequency must not extend more than 12 months (See Form 33.13 for audit program format). Audits must be carried out by trained personnel independent of those having direct responsibility for the activity being audited.

Persons performing internal audits must have a combination of two of the following attributes:

- On the job experience

- Formal Auditor Training
- Previous Experience

Records of any auditor training will be held.

Prior to commencing an audit, the Auditor must check that all previous corrective and preventive actions have been closed out. If there are any outstanding actions, these must be included in the new audit.

The results of Internal Quality Audits must be contained on the Internal Audit Checklist and Report Form. Any non-conformities found must be identified by the auditor, agreed by the auditee and signed by both parties. A date for completing corrective and preventive actions must also be agreed and entered onto the Form.

Where non-conformities are found during an audit, a Corrective Action Report Form will be raised by the auditor. This report, after completion of proposed corrective and preventive actions by the auditee, the auditor must then carry out an adequacy audit.

When QA Department is satisfied that the non-conformities have been closed out and that both corrective and preventive actions are satisfactory the audit will be closed.

Each audit is given a unique number and held in a file in the work area.

The internal audit schedule will have an identification system which clearly shows the Audit Program dates, audit results and programmed re-audits as necessary for nonconforming subjects. Audit programs for previous years are held as Quality Records.

All findings will be reported to the Quality Manager and President of the company.

# 16 Purchasing Failure, Malfunction or Defect Reporting Requirements (Part 21.3)

RSG Products will report to the FAA, within 24 hours after discovery, any failure, malfunction, or defect (ref: 14 CFR Part 21.3 (c)) in any article shipped with FAA-PMA approval. The report will be by letter to the FAA/ACO office per 14 CFR Part 21.3 (e) However, a report that is due on a Saturday or a Sunday may be delivered on the following Monday and one that is due on a holiday may be delivered on the next workday.

If a defective article was shipped to a customer, then RSG Products will notify the customer of the defect within 24 hours in writing.

The President and Quality Manager are responsible for preparing and submitting these reports to the ACO.

Corrective Action Reports will be filled out and followed up by the President and Quality Manager.

Service Bulletins and changes to design data will be approved by Designated Engineering Representatives and Coordinated with the FAA/ACO.

All customers will be notified when articles must be recalled for suspect or nonconformance.

## 17 In-Service Feedback (Part 21.137(m))

RSG Products will receive feedback for in-service failures, malfunctions, and defects by one of three methods listed here:

Phone: 817-624-6600 Fax: 817-624-6603

Email: inforsgproducts@rotorcraftservices.com

Mail: 3900 Falcon Way West Hangar 16S, Ft. Worth, TX 76106

In-Service Feedback will be forwarded to the President and Quality Manager for review and distribution to the appropriate departments. All failures, malfunctions, and defects will be referred back to Section 13, for corrective and preventive action. All design data issues will be submitted to the design department on RSG Products form 33.33. If a change is required, it will be in accordance with the design department procedures. The design department will review the change and make a determination on updating the Instructions for Continued Airworthiness (ICA). All changes to the ICA will require submittal to the appropriate FAA authority for approval prior to release.

## 18 Quality Escapes (Part 21.137(n))

The President and/or Quality Manager will prepare and submit reports to the FAA/ACO per section 16 of this manual within 24 hours of discovering or being made aware of any serious defect (ref: 14 CFR Part 21.3). The customer will also be notified within 24 hours, in writing, of a nonconformity and/or article recall. A Corrective Action Report (form 33.9) and/or Preventative Action Report (form

33.37) will then be generated to determine the root cause of the nonconformity, and, if required, a Service Bulletin will be issued.

# 19 Purchasing Documents (Part 21.137 (a)(b)(c))

## 19.1 General

All purchase orders to vendors, subcontractors and suppliers require authorization by the purchasing department. Purchase orders will be reviewed to ensure the vendors are on the RSG Products Approved Vendors List. The Approved Vendors list is available on the Public server at:

K:\Engineering\RSG Products QMS\Records\Vendor Management

## 19.2 Drawings and Specifications (Part 21.137 (a)(b))

RSG Products will furnish the vendor with all required drawings, specifications and necessary requirements. Purchase orders must describe technical and quality requirements.

In the event of a drawing or specification change, RSG Products will issue a purchase order change, incorporating the latest engineering change and latest drawings or other specifications.

## 19.3 Vendor Approval (Part 21.137(c))

All vendors will be reviewed per the Vendor Approval and Surveillance, by the Quality Manager to ensure they have an acceptable quality system.

Release requirements for suppliers will vary. However, as a general rule, the basic requirement is a Certificate of Conformity which where appropriate must quote the applicable approvals of the supplier/subcontractor e.g. FAA Production Approval Holder Number.

Suppliers must be advised that their inspection system and articles being supplied are liable for inspection by the FAA.

# 20 Training

## 20.1 General

The procedure described in this section details how RSG Products identifies training needs and provides for the training of all personnel performing activities affecting quality. The training policy of the company is to achieve the following objectives: -

- To develop the skills and knowledge of all employees to levels to meet changing business needs.

- To increase flexibility and improve effectiveness by providing employees with a variety of learning opportunities to broaden, enhance, update their capabilities.

- To develop all employees' level of business understanding beyond their job boundaries to heighten their awareness of customer needs.

## 20.2 Training Objectives

To meet the above objectives, the Quality Assurance Director is responsible for identifying training requirements of all employees and the planning, execution and recording of all training.

Each year a " Skills Coverage and Training Status Matrix Form 33.12" will be produced which will be displayed in the shop area. This chart will show each employee by name and will identify the level of training that each employee has attained. The chart will also show additional training which has been identified for specific employees and the planned dates for the training to be completed.

All new employees will receive induction training from their responsible supervisor or Manager which will include the following:

- General Company information
- Employment Terms and Conditions
- Safety and Environmental Policy
- Drugs and alcohol regulations
- Concealed weapons policy
- Quality policy

On a regular basis, the Manager will hold communication briefings on such subjects ranging from Business performance, Quality issues, and visits by customers' representatives through to subjects of a social and general nature. These communication briefings are intended to be both "talking" and "listening" sessions.

A gap analysis must be carried out to ensure any skills shortage is identified.
Competency must be measured through appraisals, reviews, work quality assessment, customer feedback and other relevant information.

## 20.3 Types of Training

Types of training will include "on the job" skills training to meet the requirements of internal, regulatory bodies and customers.

In the case of specialized training which has been carried out either internally or externally (except on the job training) a certificate will be issued and held in each person's employee file

The President, through the Managers, must review the business strategies to ensure that future demands e.g. Vision of the company/technologies/succession planning/competence of personnel performing activities/changes to tools or processes are met and that competency exists within the organization.

## 21 Identifying Markings (45.10) (45.15)

All items which must have completed the manufacturing process to the drawing as a result of final inspection must be marked using the following methods.

- Apply a stamp or legibly hand written bearing the following information with permanent ink, either in silver or black depending upon the item being stamped.

  RSG Products, Inc.

  FAA-PMA

  Part Number (Item P/N) & Serial Number (if applicable)

  - Apply the item part number following "P/N" using an adjustable stamp or legibly hand written using permanent ink.
  - DATE, is coded to represent acceptance date, if available.
  - S/N must be marked on article when article is life limited or critical per AC 45.15(c) and tracked in Quantum Control on customer invoice. An example of the customer invoice is shown in Appendix A.

**Notes:**

- Any item which is too small to have the marking included on its surface may be identified by attaching a tag to the article as marked with the method above, or on a label similarly marked that is applied to the bag or wrapping containing the article. Ref. 14 CFR Part 45.15(d).
- Item that cannot be stamped or tagged may be engraved containing the same information listed above.
- A group of items that cannot be marked individually e.g. a kit that constitutes an A/C system, may have the box stenciled to reflect the information required by 14 CFR Part 45.15(b).

# Appendix A – Forms Examples and Instructions

The pages that follow show examples of significant forms used by RSG Products. The various sections of the Manual cross refer to applicable Forms shown in this section.

Revision level of Forms may be at a different level than identified in example. Please see Forms revision status log for current revision level. Not all forms may be listed. Forms are available on the server, at \\public\Quality\Forms.

Tags represented may be in sticker or paper attachment formats.

Form List

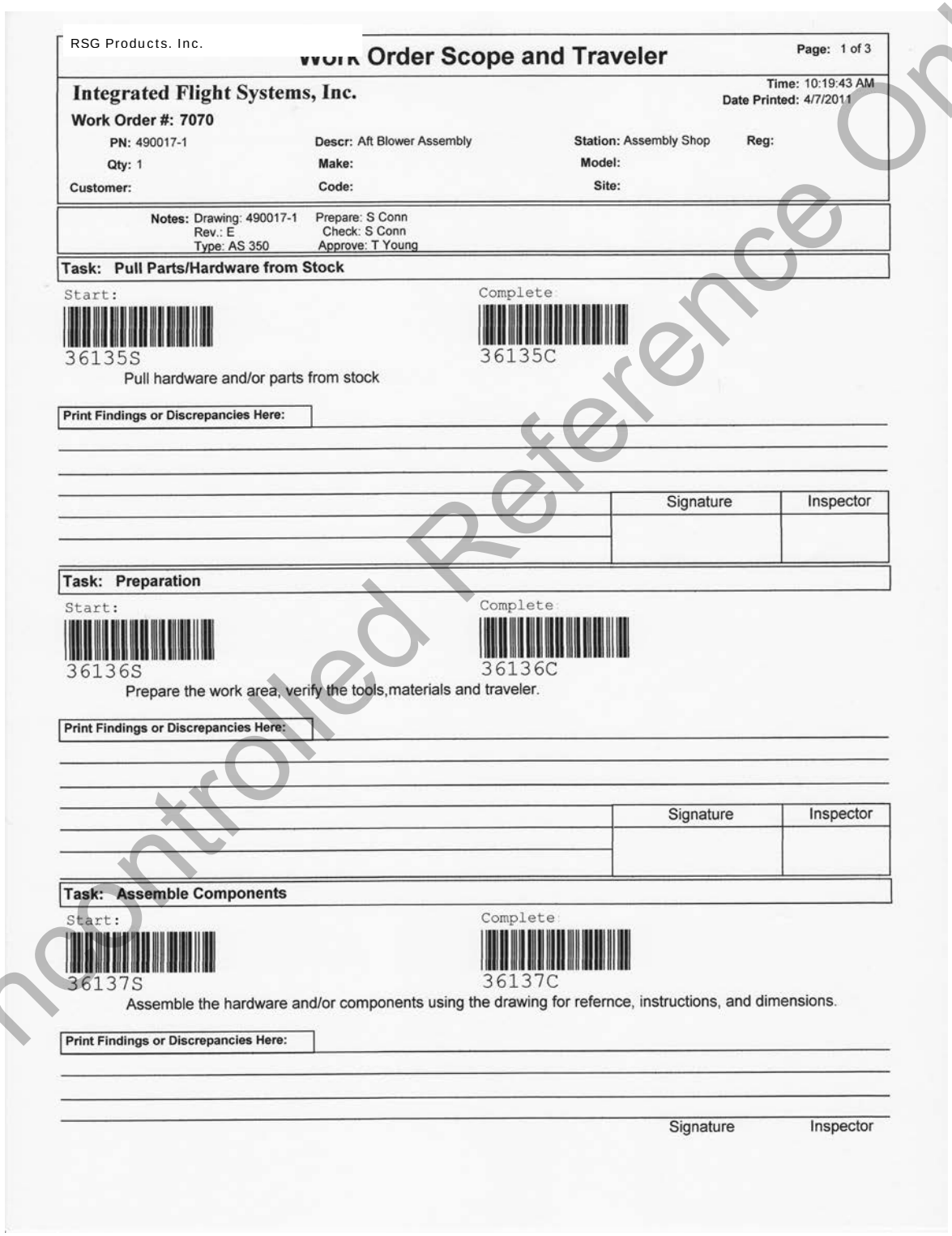
| Sec | Form Name/Description | Form Number (if applicable) | Page |
|---|---|---|---|
| 33.1 | PARTS TRAVELLER | Quantum | A3 |
| 33.2 | BARCODE MATERIAL RECEIVED/IDENTIFICATION TAG | Quantum | A4 |
| 33.3 | NON CONFORMING MATERIAL TAG (YELLOW) | Form 101 | A5 |
| 33.4 | ACCEPTED MATERIAL TAG | Quantum | A5 |
| 33.5 | REJECTED MATERIAL TAG (RED) | Form 103 | A6 |
| 33.6 | VENDOR QUALITY ON SITE QUESTIONNAIRE | | A7 |
| 33.7 | PURCHASE ORDER | Quantum | A8 |
| 33.8 | EXAMPLES OF DELEGATED STAMPS | | A9 |
| 33.9 | CORRECTIVE ACTION REPORT FORM | | A10 |
| 33.10 | MRB ROSTER FORM | | A11 |
| 33.11 | DELEGATED AUTHORITY STAMP LOG | | A12 |
| 33.12 | SKILLS COVERAGE & TRAINING STATUS MATRIX | | A13 |
| 33.13 | AUDIT SCHEDULE | | A14 |
| 33.15 | INTERNAL AUDIT CHECKLIST AND REPORT | | A15 |
| 33.16 | SUPPLIER RISK ASSESSMENT FORM (AVL) | F-7.4.1-04 | A16 |
| 33.17 | CALIBRATION PLANNING LIST DATABASE | | A17 |
| 33.18 | RECEIVING LOG | Quantum | A18 |
| 33.19 | INSPECTION FORM/FIRST ARTICLES | | A19 |
| 33.20 | SERIAL NUMBER KIT LOG | | A20 |
| 33.21 | ENGINEERING CHANGE ORDER | | A21 |
| 33.22 | VENDOR QUALITY SYSTEMS SURVEY (page 1) | F-7.4.3-01 | A22 |
| 33.22 | VENDOR QUALITY SYSTEMS SURVEY (page 2) | F-7.4.3-01 | A23 |
| 33.22 | VENDOR QUALITY SYSTEMS SURVEY (page 3) | F-7.4.3-01 | A24 |
| 33.22 | VENDOR QUALITY SYSTEMS SURVEY (page 4) | F-7.4.3-01 | A25 |
| 33.22 | VENDOR QUALITY SYSTEMS SURVEY (page 5) | F-7.4.3-01 | A26 |
| 33.22 | VENDOR QUALITY SYSTEMS SURVEY (page 6) | F-7.4.3-01 | A27 |

Form List (continued)

| Sec | Form Name/Description | Form Number (if applicable) | Page |
|---|---|---|---|
| 33.23 | RECEIVING INSPECTION | Quantum | A28 |
| 33.25 | FORMS REVISION LOG | | A29 |
| 33.26 | SHELF LIFE TAG | | A30 |
| 33.29 | CERTIFICATE OF DESTRUCTION | | A31 |
| 33.30 | MATERIAL REVIEW BOARD REPORT | | A32 |
| 33.31 | KIT CONFIGURATION INVENTORY LIST (EXAMPLE) | IFS 33.41 | A33 |
| 33.32 | MATERIAL REQUEST FORM | Quantum | A34 |
| 33.33 | REQUEST FOR CHANGE OF APPROVED DESIGN | | A35 |
| 33.35 | MRB LOG | | A36 |
| 33.36 | SOP LOG | | A37 |
| 33.37 | Preventive Action Report | | A38 |
| 33.38 | RSG Products Inc. Rework Tag | Form 104 | A39 |
| 33.43 | Service Bulletin | Form 33.43 | A40 |
| 33.44 | Service Letter | Form 33.44 | A41 |

**NOTE:** Examples of forms may not be actual size.

33.1 PARTS TRAVELER



RSG Products. Inc.

Work Order Scope and Traveler

Page: 1 of 3

**Integrated Flight Systems, Inc.**

Time: 10:19:43 AM
Date Printed: 4/7/2011

**Work Order #: 7070**

PN: 490017-1 | Descr: Aft Blower Assembly | Station: Assembly Shop | Reg:
Qty: 1 | Make: | Model:
Customer: | Code: | Site:

Notes: Drawing: 490017-1 Rev.: E Type: AS 350
Prepare: S Conn
Check: S Conn
Approve: T Young

**Task: Pull Parts/Hardware from Stock**

Start: 36135S
Complete: 36135C
Pull hardware and/or parts from stock

Print Findings or Discrepancies Here:

| Signature | Inspector |
|---|---|
| | |

**Task: Preparation**

Start: 36136S
Complete: 36136C
Prepare the work area, verify the tools,materials and traveler.

Print Findings or Discrepancies Here:

| Signature | Inspector |
|---|---|
| | |

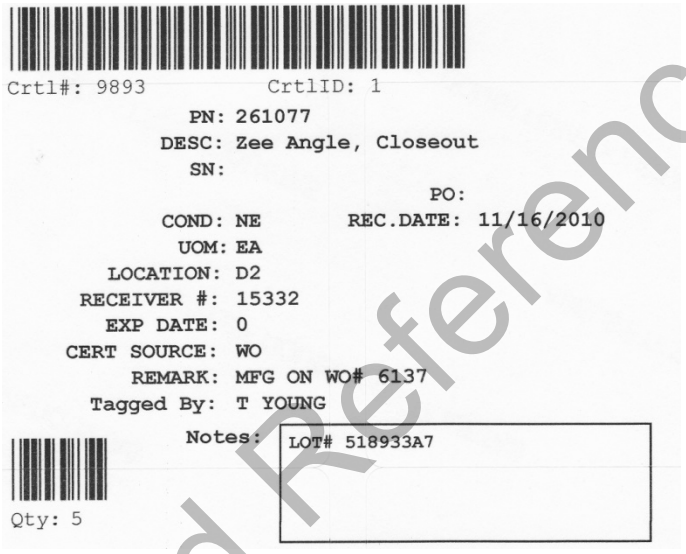
**Task: Assemble Components**

Start: 36137S
Complete: 36137C
Assemble the hardware and/or components using the drawing for refernce, instructions, and dimensions.

Print Findings or Discrepancies Here:

Signature Inspector

33.2 MATERIAL RECEIVED/IDENIFICATION TAG (White)



33.3 NON-CONFORMING MATERIAL (Yellow)

Non Conforming Material

Non-Conformity _____

MRB# _____Lot# _____

Date _____/_____/_____QTY. _____P.O.#_____

RMA#: _____ Part No. _____

Serial No. _____ Inspector _____

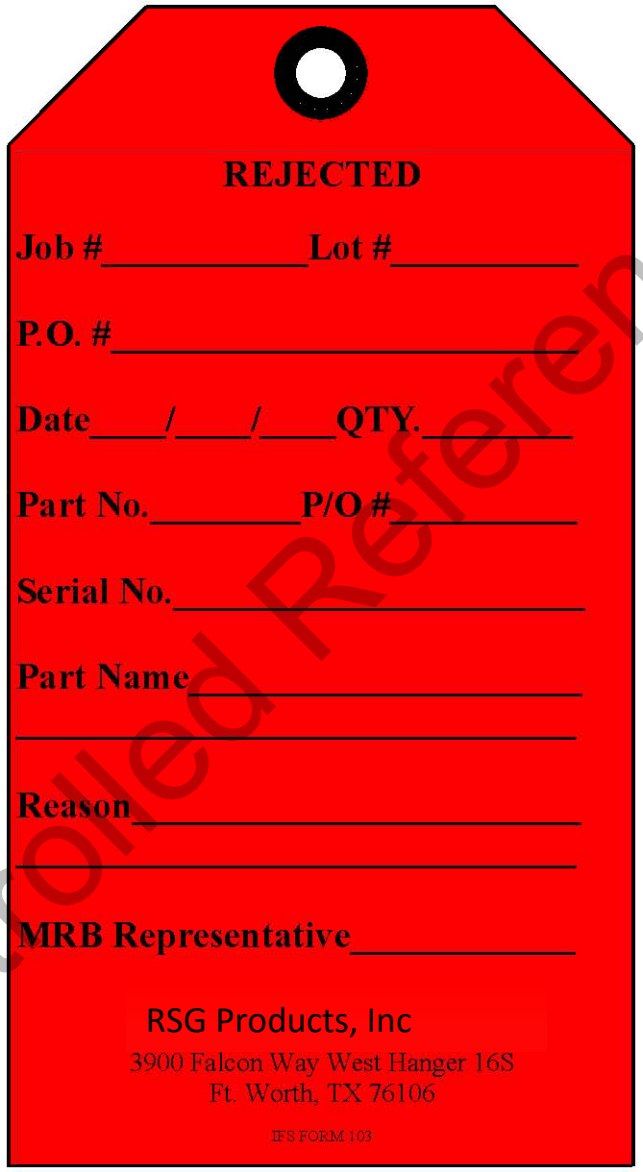
Part Name _____

**MRB Disposition: Return___ Rework___ Scrap___**

**RSG Products Inc.** RSG FORM 101 Rev A

33.4 ACCEPTED MATERIAL TAG

33.5 REJECTED MATERIAL TAG (Red)

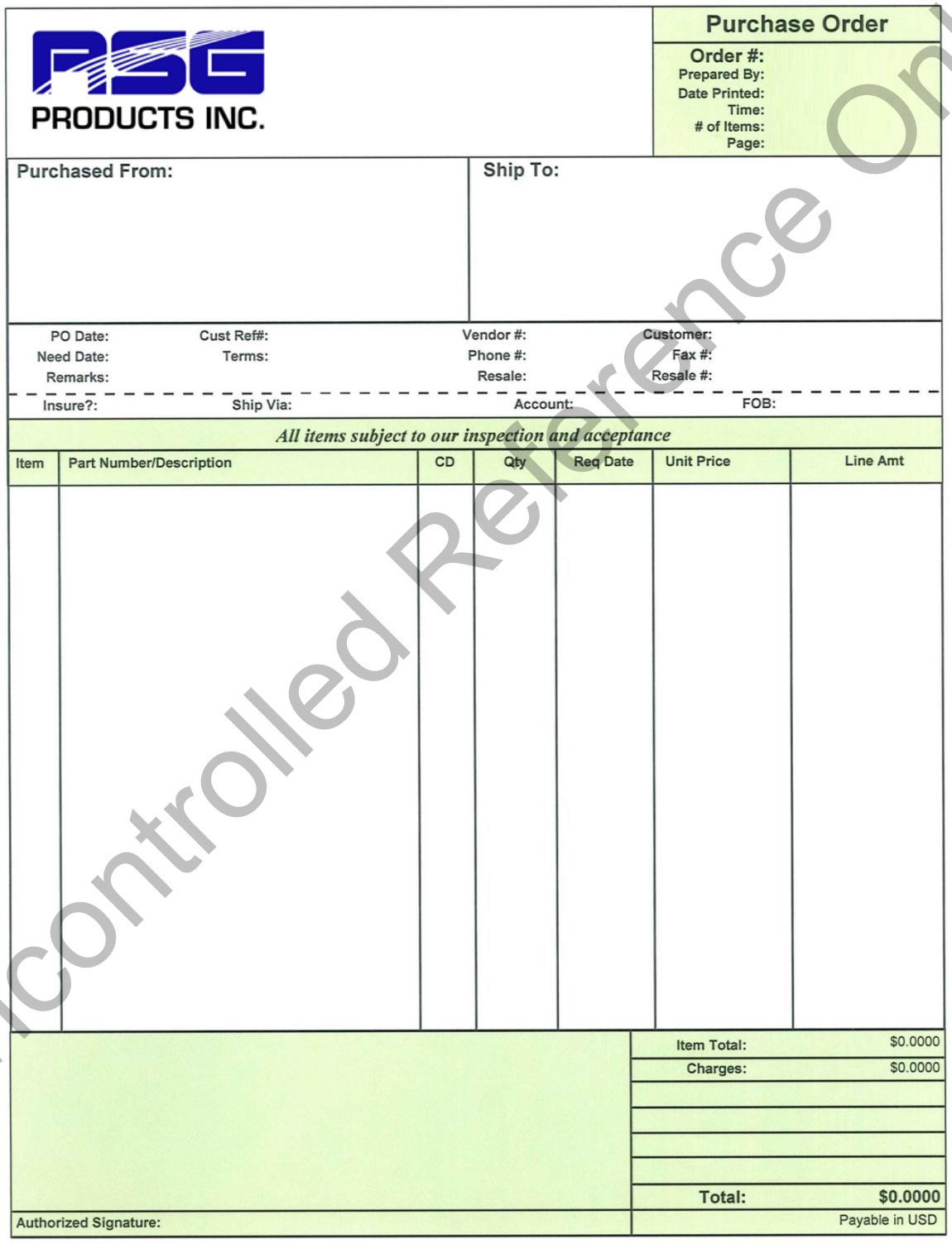


## 33.6 VENDOR QUALITY ON-SITE QUESTIONNAIRE

**VENDOR QUALITY ON-SITE QUESTIONNAIRE**

| | Vendor Quality On-Site Questionnaire | Yes | No | N/A |
|---|---|---|---|---|
| 1 | Does the supplier have a Quality Assurance Manual? If so, on what system is it based? _____. | | | |
| 2 | Is the system audited by a third party? If so, whom?<br>Are corrective actions completed? | | | |
| 3 | Does the supplier have document control procedures? | | | |
| 4 | Does the supplier indicate the inspection status of products? | | | |
| 5 | Does the supplier have procedures for in-coming, in-process and final inspection? | | | |
| 6 | Does the supplier keep inspection records?<br>Are they available to us? | | | |
| 7 | Does the supplier have a MRB? Is it being followed? | | | |
| 8 | Does the supplier have a calibration system for measurement and test equipment? | | | |
| 9 | Is received material separated from stock material? | | | |
| 10 | Are parts, components and assemblies properly identified? | | | |
| 11 | Are shop/work orders used? | | | |
| 12 | Are inspection points adequate? | | | |
| 13 | Is the calibration status of equipment identified? | | | |
| 14 | Is non-conforming material identified and segregated? | | | |
| 15 | Is there a final inspection? | | | |
| 16 | Are parts packed so as to prevent damage during shipping? | | | |
| 17 | Is the shop clean and tidy? | | | |
| 18 | Does the supplier have a robust QMS? | | | |

33.7 PURCHASE ORDER (Computer System Generated)



PRODUCTS INC.

**Purchase Order**

Order #:
Prepared By:
Date Printed:
Time:
# of Items:
Page:

| Purchased From: | Ship To: |
|---|---|
| | |

| | | | |
|---|---|---|---|
| PO Date: | Cust Ref#: | Vendor #: | Customer: |
| Need Date: | Terms: | Phone #: | Fax #: |
| Remarks: | | Resale: | Resale #: |
| Insure?: | Ship Via: | Account: | FOB: |

*All items subject to our inspection and acceptance*

| Item | Part Number/Description | CD | Qty | Req Date | Unit Price | Line Amt |
|---|---|---|---|---|---|---|
| | | | | | | |

| | |
|---|---|
| Item Total: | $0.0000 |
| Charges: | $0.0000 |
| Total: | $0.0000 |

Authorized Signature:

Payable in USD

33.8 EXAMPLES OF DELEGATED STAMPS

Quality: QA11

Manufacturing: PO15

33.9 Corrective Action Report

PRODUCTS INC.

**CORRECTIVE ACTION REPORT**

CAR Number: Date:

(Indicate the area of action below with an "X" in the block to the left of the area)

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Receiving Inspection | | In-process Inspection | | Final Inspection | | Internal Audit | |
| FAA MIDO Audit | | Customer Audit | | Vendor/Subcontractor | | Customer Complaints | |

Vendor (if Applicable): Contact Person:
Address:

PO # Job# Customer:

**Nonconformity or noncompliance:**

Is this the first report for this company? YES NO N/A (circle one)
Recurring Discrepancies will be sufficient reason for disqualification of vendor.

If NO, previous CAR Number(s)_____

Has the previous CAR Number(s) been reviewed? _____

**Cause of nonconformities or noncompliance:**

**Action needed to ensure that non-conformities or noncompliance do not reoccur:**

**Implementation of Action needed:**

**Results of Action taken:**

**Have Actions taken been reviewed by the Director of Quality?**

The vendor listed above is required to submit in writing a Corrective Action Plan within 15 days of this notice to RSG Products. Recurring discrepancies is sufficient reason for disqualification of above vendor.

Thank you,

Director of Quality

*RSG Products Form 33.9 Rev. B 08/24/11*

33.10 MRB ROSTER

**MRB ROSTER**

| NAME | DEPARTMENT. REPRESENTED | SIGNATURE | DATE | STAMP SAMPLE |
|---|---|---|---|---|
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33.11 DELEGATED AUTHORITY STAMP LOG

**DELEGATED AUTHORITY STAMP LOG**

| NAME | DEPARTMENT. REPRESENTED | SIGNATURE | STAMP SAMPLE | DATE |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

33.12 Skills Coverage and Training Status Matrix

RSG Products Skills coverage and Training Matrix 2015

| Process or Skill set | CAD drafting | Quantum Data System file attach | STC creation | Material Review Board | Customer Contact | Installation manual Creation | Warranty Process | Supplier Control - AVL | Internal/External Auditing | Return Materials Authorization RMA | Approving Work Orders to Manufacturing | Receiving Purchased Parts Procedure | Receiving Manufactured Parts Procedure | Segregation of Delivered Products |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Employee | | | | | | | | | | | | | | |
| Amanda Weidler | X | 3 | 3 | X | X | 3 | X | X | X | X | X | X | X | X |
| August Lemke | X | 3 | X | X | 3 | X | 3 | 3 | X | 3 | X | X | X | X |
| Axel Cuellar | 3 | 3 | X | X | X | X | X | X | X | X | 3 | X | X | X |
| Chris Foster | X | 3 | 1 | 3 | 3 | 3 | 3 | 3 | 1 | 3 | 3 | 1 | 1 | 3 |
| Greg Thompson | X | 3 | 3 | 4 | 3 | X | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| Jan Patterson | X | 3 | X | X | 4 | X | 3 | 3 | 3 | 4 | 3 | X | X | X |
| Jeff Hawkins | X | 3 | X | X | X | X | 3 | X | X | 3 | X | 4 | 4 | 4 |
| Kelly Musgraves | X | 3 | X | X | X | X | X | X | X | X | 3 | X | X | X |
| Ryan Leffingwell | X | 3 | 3 | 3 | 4 | X | 3 | 3 | X | 3 | 3 | X | X | X |
| Shannon Weidler | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| Tom Newman | X | 4 | X | X | X | X | 4 | 3 | X | 4 | 3 | X | X | X |
| Coverage totals* | 2 | 11 | 4 | 4 | 6 | 3 | 8 | 7 | 4 | 8 | 8 | 4 | 4 | 4 |

*Coverage totals derived from individuals scoring 3 or above.
Key: 1: Required training
2: Being trained
3: Trained
4: Can train others
X: Training not required

*RSG Products Form 33.12 Rev.4/14/11*

4/24/13

## 33.13 AUDIT SCHEDULE

| | 2006-07 | | | | | |
|---|---|---|---|---|---|---|
| **Audit Scope** | **Jan-Feb** | **Mar-Apr** | **May-Jun** | **Jul-Aug** | **Sep-Oct** | **Nov-Dec** |
| • Document Control<br>• Quality Records | x Ø<br>xØ Ø | | | | | |
| • Management Responsibility | | x Ø Ø | x Ø Ø | | | |
| • Competence, Awareness and Training<br>• Job Descriptions | | | x Ø Ø | Ø Ø | | |
| • Procurement<br>• Supplier Evaluation | | Ø Ø | | x Ø | x | |
| • Receiving and Inspection | | | | | x | x |
| • Control of Nonconforming Product<br>• Corrective Action<br>• Preventive Action | x Ø<br>x Ø Ø<br>Ø Ø | | | | | x |

Key:
X: Due
Ø: Completed, no CAR req.
Ø: CAR open.
Ø: Completed, CAR closed.

## 33.15 INTERNAL AUDIT CHECKLIST & REPORT

INTERNAL AUDIT CHECKLIST & REPORT

*Business Unit/Site:* *Date Prepared:*

*Page 1 of*

| Process /Procedure Audited:<br><br>QMS Section #: Revision: | Department(s) Audited:<br><br>Name of **S**ystem or **P**rocess Owner(s): | Observation Date/Shift/Time:<br><br>Performed By Auditor: |
|---|---|---|

| QMS Ref. Para. | Question or Line of Inquiry | **Observation, Finding and/or Recommendation** | N/C Class[1] | CAR PAR# |
|---|---|---|---|---|
| | | | | |
| -- | Does this procedure meet applicable portions of I.F.S. PMA Manual for adequacy? What major sections apply? (To be answered by System Owner) | | | |
| -- | Does the procedure meet formatting requirements stipulated in applicable procedures? Is the procedure and all its forms controlled and of the current revision? Do you find it in an auditable state? | | | |
| -- | How many different people are involved in this process? If required or specified in the procedure, is there *objective evidence* any have been trained to perform it? | | | |
| -- | Are all forms & computer screens referenced in this procedure in use? List the Exceptions. | | | |

[1]A=Major: A chronic and recurrent non-conformity or total absence of a required document or record

B=Minor: A non-conformity that appears to be infrequent
O=Observation: A suggestion or comment about audit conditions. Evidence of a potential future problem/safety/produ

## 33.16 APPROVED SUPPLIER LIST

| Risk Severity | | | | | | | | | | High | ≥ 10 | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Negligible - 0 | | | | | | | | | | Moderate | 6 to 9 | | | | | | |
| Minor - 1 | | | | | | | | | | Minor | ≤ 5 | | | | | | |
| Significant - 2 | | | | | | | | | | PMA | Special Process | | | | | | |
| Critical - 3 | | | | | | | | | | Risk Assessment | | | | | | | |
| SUPPLIER | Registered QMS/FAA | Special process | Sole Source | Supplier of high quality Parts | High $ Amount Spent | Long Lead Item | Off Shore Supplier | Design Responsibility | Score | category | Supplier Code | Supplier Class | Service, Product, or Processes | Probation | Date Audited/Approved |
| A-1 Custom Crating, Inc. | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | Minor | ACCI1 | 3 | Custom crates manufacturing | | Initial approval. |
| AADFW, Inc. | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | Minor | AI9 | 1 | Salt fog testing lab | | 12/3/2013 |
| Aaxon Labs, Inc. | 1 | 3 | 2 | 1 | 0 | 2 | 0 | 0 | 9 | Moderate | AL2 | 1 | NDT (nondestructive testing) | | 6/30/2014 |
| Accord Aviation Interiors, LLC | 1 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 4 | Minor | AA11 | 3 | Insulated duct sleeving | | 7/23/2014 |
| AccuFleet International, Inc. | 1 | 3 | 1 | 0 | 2 | 2 | 0 | 0 | 9 | Moderate | A21 | 1 | Burn testing | | Initial approval. FAA DER. |
| Accurate Mfg Co Inc | 1 | 0 | 1 | 1 | 0 | 2 | 0 | 0 | 5 | Minor | AM1 | 2 | CNC Machined parts | | 4/28/2014 |
| Accurate Weld | 2 | 3 | 3 | 3 | 0 | 2 | 0 | 0 | 13 | High | AW1 | 1 | Welding assemblies | | 5/9/2013 |
| ACC Global Technologies, Inc. | 2 | 1 | 3 | 0 | 3 | 0 | 0 | 0 | 9 | Moderate | AGTI1 | 1 | I.T. support, server maintenance | | 6/18/2014 |
| Aero Dynamix, Inc. | 0 | 1 | 1 | 2 | 2 | 2 | 0 | 0 | 8 | Moderate | AD1 | 3 | Back-lit overlays | | 9/11/2014 |
| Aerospace Northwest | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 3 | Minor | AN1 | 3 | Aircraft parts supplier | | 2/18/2013 |
| Aerospace Optics, Inc. | 0 | 1 | 1 | 1 | 2 | 2 | 0 | 0 | 7 | Moderate | AOI1 | 3 | Illuminated switches | | 1/14/2014 |
| Aerospace Products International (API) | 0 | 0 | 0 | 2 | 1 | 2 | 0 | 0 | 5 | Minor | A9 | 3 | SCAT tubing | | 4/21/2014 |
| Aerospace Systems & Components | 0 | 0 | 0 | 2 | 1 | 2 | 0 | 0 | 5 | Minor | APS | 3 | Aircraft parts distributor | | 4/16/2014 |
| Aircraft Belts, Inc. | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 2 | Minor | ABI1 | 3 | Stretcher assembly belts | | Initial approval. |
| Aircraft Fasteners International, LLC | 0 | 0 | 0 | 2 | 1 | 2 | 0 | 0 | 5 | Minor | AFI1 | 3 | Fasteners | | 2/22/2013 |
| Aircraft Spruce and Specialty Co. | 1 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 4 | Minor | ACS1 | 3 | Aircraft parts distributor | | 1/14/2014 |
| Alliance Color Supply (NCS-Fort Worth) | 1 | 0 | 0 | 2 | 1 | 2 | 0 | 0 | 6 | Moderate | ACS2 | 3 | Paint supplier | | 1/28/2014 |
| Allied Electronics | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 2 | Minor | AE1 | 3 | Electrical components | | 12/19/2013 |
| Amazon | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 2 | Minor | A20 | 3 | Misc. shop tools/test lab | | Initial approval. |
| American Mil-Spec Services | 2 | 2 | 0 | 0 | 1 | 2 | 0 | 0 | 7 | Moderate | AMS1 | 1 | PHP project. Coating/finishing processes | | Customer-required vendor. Initial app |
| AMETEK Rotron | 0 | 0 | 2 | 2 | 2 | 2 | 0 | 0 | 8 | Moderate | A17 | 3 | Performance blower motors | | 9/29/2014 |
| AMETEK Technical & Industrial Products | 0 | 0 | 2 | 2 | 2 | 2 | 0 | 0 | 8 | Moderate | AT2 | 3 | Motors supplied for testing | | Initial approval. |
| Amphenol Griffith Enterprises, LLC | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 3 | Minor | GE1 | 3 | PHP project - piece parts | | Customer-required vendor. Initial app |
| Associated Aircraft Supply Co., LLC | 0 | 0 | 0 | 2 | 1 | 2 | 0 | 0 | 5 | Minor | AASC1 | 3 | Electrical components | | 4/28/2014 |
| Aviall Services Inc. | 0 | 0 | 0 | 2 | 1 | 2 | 0 | 0 | 5 | Minor | A14 | 3 | Chemicals, hardware supplier | | 12/5/2013 |
| Avio-Diepen Inc. | 0 | 0 | 2 | 1 | 1 | 1 | 0 | 0 | 5 | Minor | A27 | 3 | Ancra products distributor | | 7/25/2014 |
| AvSpec Corporation | 1 | 0 | 0 | 0 | 2 | 3 | 0 | 3 | 9 | Moderate | AC3 | 1 | DAR/DER services | | 4/21/2014 |
| Avtec USA, Inc. | 1 | 0 | 0 | 2 | 1 | 2 | 0 | 0 | 6 | Moderate | AU1 | 3 | Aircraft hardware parts | | 2/2/2014 |
| BE-Technologies, LTD. | 0 | 0 | 0 | 3 | 2 | 2 | 0 | 0 | 7 | Moderate | BT2 | 2 | CNC machine parts | | 6/25/2013 |
| Billmark Plating Co. Inc. | 1 | 3 | 3 | 3 | 0 | 2 | 0 | 0 | 12 | High | BC2 | 1 | Coatings/finishing processes | | 7/1/2013 |
| Birk Aerosystems Corporation | 0 | 0 | 1 | 1 | 1 | 2 | 0 | 0 | 5 | Minor | BAC1 | 3 | Air outlets | | 1/28/2014 |
| Boyd Machine Service, Inc. | 0 | 1 | 0 | 2 | 1 | 1 | 0 | 0 | 5 | Minor | | 2 | CNC machined parts | | No purchases yet made. Anticipatory a |
| Bralco Metals | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 2 | Minor | BM2 | 3 | Cut metals supplier | | 1/28/2014 |
| Brown Aviation Tool Supply Co. | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | Minor | BT3 | 3 | Misc. shop tools | | Initial approval. |
| Buller Enterprises, Inc. | 2 | 0 | 2 | 1 | 1 | 1 | 0 | 0 | 7 | Moderate | BE1 | 3 | Panel Pro parts | | 8/12/2014 |

33.17 CALIBRATION PLANNING LIST DATABASE

## CALIBRATION PLANNING LIST DATABASE

| Equipment ID | Equipment Description | Equipment Mfr | Serial Number | Calibration Period | Last Calibration Date | Calibration Due Date | Location |
|---|---|---|---|---|---|---|---|
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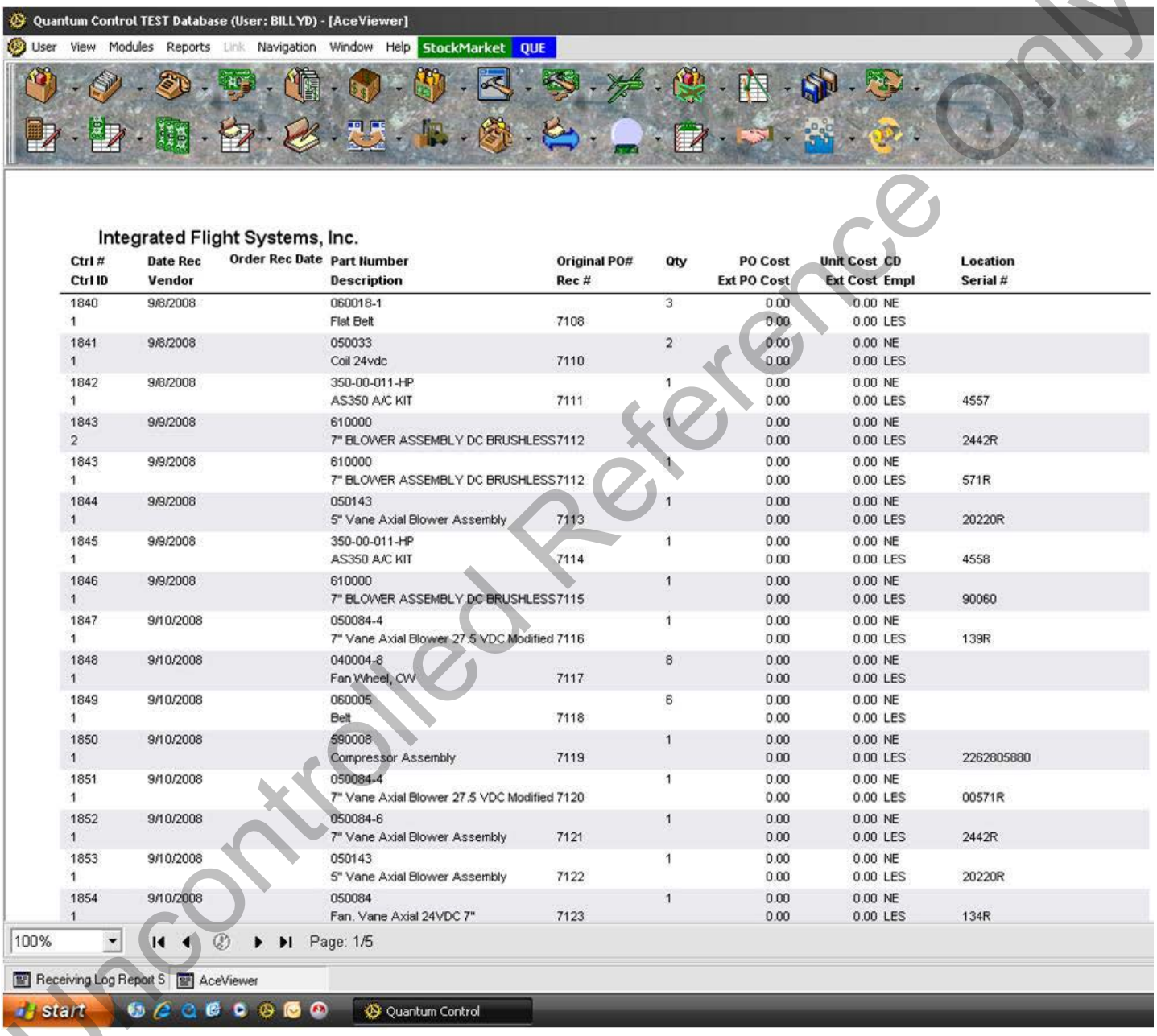
## 33.18 RECEIVING LOG (Computer System Generated)




**Integrated Flight Systems, Inc.**

| Ctrl # / Ctrl ID | Date Rec / Vendor | Order Rec Date | Part Number / Description | Original PO# / Rec # | Qty | PO Cost / Ext PO Cost | Unit Cost / Ext Cost | CD / Empl | Location / Serial # |
|---|---|---|---|---|---|---|---|---|---|
| 1840 | 9/8/2008 | | 060018-1 | | 3 | 0.00 | 0.00 | NE | |
| 1 | | | Flat Belt | 7108 | | 0.00 | 0.00 | LES | |
| 1841 | 9/8/2008 | | 050033 | | 2 | 0.00 | 0.00 | NE | |
| 1 | | | Coil 24vdc | 7110 | | 0.00 | 0.00 | LES | |
| 1842 | 9/8/2008 | | 350-00-011-HP | | 1 | 0.00 | 0.00 | NE | |
| 1 | | | AS350 A/C KIT | 7111 | | 0.00 | 0.00 | LES | 4557 |
| 1843 | 9/9/2008 | | 610000 | | 1 | 0.00 | 0.00 | NE | |
| 2 | | | 7" BLOWER ASSEMBLY DC BRUSHLESS | 7112 | | 0.00 | 0.00 | LES | 2442R |
| 1843 | 9/9/2008 | | 610000 | | 1 | 0.00 | 0.00 | NE | |
| 1 | | | 7" BLOWER ASSEMBLY DC BRUSHLESS | 7112 | | 0.00 | 0.00 | LES | 571R |
| 1844 | 9/9/2008 | | 050143 | | 1 | 0.00 | 0.00 | NE | |
| 1 | | | 5" Vane Axial Blower Assembly | 7113 | | 0.00 | 0.00 | LES | 20220R |
| 1845 | 9/9/2008 | | 350-00-011-HP | | 1 | 0.00 | 0.00 | NE | |
| 1 | | | AS350 A/C KIT | 7114 | | 0.00 | 0.00 | LES | 4558 |
| 1846 | 9/9/2008 | | 610000 | | 1 | 0.00 | 0.00 | NE | |
| 1 | | | 7" BLOWER ASSEMBLY DC BRUSHLESS | 7115 | | 0.00 | 0.00 | LES | 90060 |
| 1847 | 9/10/2008 | | 050084-4 | | 1 | 0.00 | 0.00 | NE | |
| 1 | | | 7" Vane Axial Blower 27.5 VDC Modified | 7116 | | 0.00 | 0.00 | LES | 139R |
| 1848 | 9/10/2008 | | 040004-8 | | 8 | 0.00 | 0.00 | NE | |
| 1 | | | Fan Wheel, CW | 7117 | | 0.00 | 0.00 | LES | |
| 1849 | 9/10/2008 | | 060005 | | 6 | 0.00 | 0.00 | NE | |
| 1 | | | Belt | 7118 | | 0.00 | 0.00 | LES | |
| 1850 | 9/10/2008 | | 590008 | | 1 | 0.00 | 0.00 | NE | |
| 1 | | | Compressor Assembly | 7119 | | 0.00 | 0.00 | LES | 2262805880 |
| 1851 | 9/10/2008 | | 050084-4 | | 1 | 0.00 | 0.00 | NE | |
| 1 | | | 7" Vane Axial Blower 27.5 VDC Modified | 7120 | | 0.00 | 0.00 | LES | 00571R |
| 1852 | 9/10/2008 | | 050084-6 | | 1 | 0.00 | 0.00 | NE | |
| 1 | | | 7" Vane Axial Blower Assembly | 7121 | | 0.00 | 0.00 | LES | 2442R |
| 1853 | 9/10/2008 | | 050143 | | 1 | 0.00 | 0.00 | NE | |
| 1 | | | 5" Vane Axial Blower Assembly | 7122 | | 0.00 | 0.00 | LES | 20220R |
| 1854 | 9/10/2008 | | 050084 | | 1 | 0.00 | 0.00 | NE | |
| 1 | | | Fan, Vane Axial 24VDC 7" | 7123 | | 0.00 | 0.00 | LES | 134R |

33.19 INSPECTION FORM/FIRST ARTICLES

## INSPECTION FORM/FIRST ARTICLES

Date:_____ Dwg. No:_____

Part No:_____ Dwg. Rev:_____

Part Name:_____

Lot No: _____

First Article_____ In Process____ Conformity_____ Other_____

| ITEM | REQUIRED | TOTAL | ACTUAL | ACCEPT | REJECT | REMARKS |
|---|---|---|---|---|---|---|
| 1 | | | | | | |
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| 25 | | | | | | |

Circle Tools used

A= Calipers C=Plug Gage E= Radius Gage G=Thickness Gage

B=Rule D=Height Gage F=Micrometer

Inspector:_____

33.20 SERIAL NUMBER KIT LOG

| WO# KITTED ON | Kit S/N | Kit P/N | Comp. Assy Date | Kit Assembled By | QA Stamp | Customer Name | Ship Date | Shipped By | Quatum Invoice # |
|---|---|---|---|---|---|---|---|---|---|
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## 33.21 ENGINEERING CHANGE ORDER

PRODUCTS INC.

**E**NGINEERING
**C**HANGE
**O**RDER

| | | |
|---|---|---|
| | ECO No. | SHT 1 OF 1 |
| | DWG No. | REV |
| | DWG No. | REV |
| | DWG No. | REV |
| | REF. STC No. | |

CHANGE CLASS:
☐ RECORD CHG. PARTS NOT AFFECTED ☐ NON-INTERCHANGEABLE PARTS
☐ INTERCHANGEABLE PARTS ☐ OTHER _____

EXISTING/IN-WORK STOCK DISPOSITION:
☐ RECORD CHG. PARTS NOT AFFECTED ☐ RE-WORK EXISTING STOCK
☐ SCRAP EXISTING STOCK ☐ OTHER _____

EFFECTIVITY:
☐ ALL UNITS THIS CUSTOMER ☐ LIMITED UNITS SPECIFIED
☐ ALL UNITS MFG'D AFTER THIS DATE ☐ OTHER _____

DESCRIPTION OF CHANGE

REMARKS:

| ENGINEERING REVIEW BOARD | | |
|---|---|---|
| SIGNATURE | STAMP | DATE |
| | | |
| | | |
| | | |
| | | |

INCORPORATION STATUS
☐ IMMEDIATE ☐ OUTSTANDING

RSG Products Form 33.21 Rev. A 9/19/2011

33.22 VENDOR QUALITY SYSTEMS SURVEY F-7.4.3-01

PRODUCTS INC.

## Vendor Quality Systems Survey

**General Company Information:**

Company Name and Address

_____

_____

| | |
|---|---|
| Total Plant Area (Sq. Ft.) | Total Mfg. Area (Sq. Ft.)- |
| Total Engr./Support Personnel- | Total Production Personnel- |
| Total Mfg. Personnel- | Total Inspection Personnel- |
| Quality Assurance Responsibility- | Mfg. Responsibility- |
| Q. A Reports To- | Owner- |

List Principal Products Supplied:

_____

_____

_____

List Manufacturing Capabilities/Approved Processes:

_____

_____

_____

**General Quality Information:**

Distributor _____ Manufacturer _____ (Check One)

Aviation/Space/Defense Percentage:
A/S/D Products _____ Commercial Products _____

Is your facility under Government Inspection Supervision?
Yes _____ No _____ N/A _____

Has your Company ever been debarred by the Federal Government?
Yes _____ No _____ N/A _____

If yes, explain:

_____

_____

What Specification is your Quality System auditable to? ***(Only audit sections identified with "", If Vendor has a certified quality system as indicated below)***

ISO 9001 _____ AS9100 ____ AS9110 ____ AS9120 ____ Other _____
List Quality Systems Manual revision level and/or date: _____

Form F-7.4.3-01 Rev A Approval by: S. Weidler Date: 6/29/2014

33.22 VENDOR QUALITY SYSTEMS SURVEY F-7.4.3-01 (Continued)

| | | Yes | No | N/A |
|---|---|---|---|---|
| **Management/Quality System** | | | | |
| 1. | Do you have a documented Quality Management System, including: | | | |
| | A) Required documented procedures | | | |
| | B) Quality Manual | | | |
| | C) Quality Policy & Objectives | | | |
| 2. | Are such procedures regularly maintained and updated, and made available to all affected personnel? | | | |
| 3. | Do personnel performing Quality functions have well defined responsibility, authority, and organized freedom to: | | | |
| | A) Identify and evaluate Quality problems? | | | |
| | B) Prevent further processing of nonconforming materials? | | | |
| | C) Recommend, initiate or provide solutions to Quality problems? | | | |
| 4. | Are Management reviews regularly conducted? | | | |
| 5. | Do you promptly notify your Customers (in writing) of any changes in your Quality system, manufacturing processes, or Organizational structure, which affect product Quality or integrity? | | | |
| **Contract Review** | | | | |
| 1. | Has a contract review process been established to ensure that: | | | |
| | A) The requirements are adequately defined? | | | |
| | B) Accepted contract/purchase order requirements differing from the quote are resolved? | | | |
| | C) Are Contracts not accepted until the organization verifies requirements can be met? | | | |
| 2. | Where no documented requirements are provided, are customer requirements confirmed prior to accepting the contract? | | | |
| 3. | Is there an established process for amendments to contracts? | | | |
| **Design Control** | | | | |
| 1. | Have documented procedures been established for design control? | | | |
| 2. | Are prepared plans for each design activity established and updated as necessary as the design evolves? | | | |
| 3. | Are qualified personnel assigned to design activities? | | | |
| 4. | Have personnel been equipped with the necessary resources? | | | |
| 5. | Are design input requirements relating to your products and any applicable statutory and regulatory requirements that apply, identified, documented and reviewed for accuracy. | | | |
| **Document and Data Control** | | | | |
| 1. | Is there a documented procedure for control of documents? | | | |
| | If Yes, does it comply with AS9100 | | | |
| 2. | Is there a documented procedure for control of records? | | | |
| | If Yes, does it comply with AS9100 | | | |
| 3. | Are work instruction used, and if so Identify? | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| 4. | Does the organization control and document changes to software programs used to automate and control/monitor product realization processes? | | | |
| **Purchasing** | | | | |
| 1. | Does the organization have a process to approve, and disapprove vendors? | | | |
| 2. | Is vendor performance monitored against established criteria? | | | |
| 3. | Is corrective action take when vendor fails to satisfy performance requirements? | | | |

Form F-7.4.3-01 Rev A Approval by: S. Weidler Date: 6/29/2014

33.22 VENDOR QUALITY SYSTEMS SURVEY F-7.4.3-01 (Continued)

| | | Yes | No | N/A |
|---|---|---|---|---|
| 4. | Are purchase orders reviewed for completeness? | | | |
| | A) Records kept of the sampling inspection? | | | |
| | B) Records kept showing acceptance or rejection of incoming materials? | | | |
| | **Control of Customer Supplied Product** | | | |
| 1. | Has a process been established for the verification, storage, and maintenance of customer supplied product? | | | |
| 2. | Is any customer supplied product that is lost, damaged, or considered unusable recorded and reported to the customer? | | | |
| | **Identification and Traceability** | | | |
| 1. | Has a process been established and maintained for the unique identification of product and lot integrity, to satisfy customer requirements? | | | |
| 2. | Has a process been established to identify product and processing status thru all phases of production and until final shipment? | | | |
| | **Process Control** | | | |
| 1. | Have production processes that directly affect quality been identified and planned? | | | |
| 2. | Is workmanship criteria specified in the clearest practical manner? | | | |
| 3. | Are personnel Authorized to approve changes to production processes Identified? | | | |
| | **Inspection and Testing** | | | |
| 1. | Do inspection records show lot size, sample size, and lot traceability? | | | |
| 2. | Do your written procedures provide for the control of tooling used in the manufacture or inspection of product? | | | |
| 3. | Are packaging instructions provided (where applicable) to shipping ensuring that test data, reports, and certifications are included with the shipment? | | | |
| 4. | Are rejection reports, acceptance tags, and rework or hold tags utilized as necessary to provide communication within the organization? | | | |
| 5. | Are requests for proposals and/or contracts reviewed to identify new or unusual precision measuring equipment requirements? | | | |
| 6. | Are inspection stamps utilized to identify inspection status? Yes___ No ___ If yes, please provide a sample inspection stamp below: | | | |
| 7. | Are all parts, raw materials, supplies, or services inspected upon receipt to ensure conformance to purchase order requirements? | | | |
| 8. | Are incoming materials properly identified and controlled until inspection acceptance is indicated? | | | |
| 9. | Do your procedures for the control of raw materials require the following? | | | |
| | A) Material Certification? | | | |
| | B) Periodic Laboratory verification tests? | | | |
| | C) Permanent identification? | | | |
| | D) Segregated storage? | | | |
| | E) Material storage? | | | |
| | F) Control of Customer supplied material, hardware, supplies and tooling? | | | |
| 10. | Manufacturing and In-process control: | | | |
| | A) Are shop travelers or job cards used by production to define the sequence of manufacture and inspections? | | | |
| | B) Are applicable drawing change letters and dash numbers referenced on the shop traveler or job card? | | | |
| | C) Are first production parts (1st Article) inspected before a job is approved for production run? | | | |
| 11. | Is there criteria provided for approval and rejection of product inspections and for monitoring methods, equipment, and processes? | | | |
| 12. | Do you have a documented system for order control that ensures incomplete operations & quantities of parts are accounted for when an original order is split? | | | |
| 13. | Are obvious scrap materials or parts promptly identified, removed and segregated or destroyed to preclude inadvertent use or re-entry into the production process? | | | |

Form F-7.4.3-01 Rev A Approval by: S. Weidler Date: 6/29/2014

33.22 VENDOR QUALITY SYSTEMS SURVEY F-7.4.3-01 (Continued)

| | | Yes | No | N/A |
|---|---|---|---|---|
| 14. | Is your manufacturing/process environment maintained and controlled to provide suitable conditions for production (i.e. adequate lighting, protection for hazards/contaminates, etc.)? | | | |
| 15. | Are deviations that affect Customer requirements referred to the Customer for disposition/concession? | | | |
| 16. | Is there a procedure and established system for controlling non-conforming materials? | | | |
| 17. | Is rejected or discrepant material segregated to preclude shipment to Customers until it is approved by the Customer? | | | |
| 18. | Do records of nonconformance and materials review board action reflect adequate descriptions of deficiencies and subsequent corrective action? | | | |
| | **Control of Inspection, Measuring and Test Equipment** | | | |
| 1. | Are documented procedures established and maintained for the control of inspection, measuring and test equipment? Standard_____ | | | |
| 2. | Is a system established for the periodic calibration of inspection, measuring and test equipment? | | | |
| 3. | Is measuring and test equipment properly labeled to indicate the last date of calibration, person performing calibration and when the next calibration is due? | | | |
| 4. | Are records established and maintained for the calibration of all measuring and test equipment? | | | |
| 5. | Are all measurement standards traceable to the National Institute of Standards and Technology? | | | |
| 6. | Does the organization calibrate its own measuring and monitoring equipment? If Yes: | | | |
| | A) Are adequate environmental controls maintained? | | | |
| | B) Are there documented procedures, or work instructions? | | | |
| | **Inspection and Test Status** | | | |
| 1. | Is the inspection and test status of product identified by a suitable means that indicate conformance or nonconformance of product? | | | |
| 2. | Is inspection and test status maintained throughout production of product? | | | |
| 3. | Is inspection and test status maintained to ensure that only product that has passed all required inspections and tests is used? | | | |
| | **Control of Nonconforming Product** | | | |
| 1. | Have procedures been established and maintained for the control of nonconforming product? | | | |
| 2. | Does the procedure satisfy requirements of AS9100? | | | |
| 3. | Are returned goods identified and controlled? | | | |
| | **Corrective and Preventive Action*** | | | |
| 1. | Does the Vendor maintain an adequate and effective corrective/preventive action system that verifies corrective/preventive actions are put in place? | | | |
| 2. | Does the system ensure that prompt actions are utilized for corrective/preventive actions? | | | |
| 3. | Are corrective/preventive actions resulting from internal auditing reviewed and evaluated? | | | |
| 4. | Does the Vendor provide for a system for corrective actions resulting from outside sources? | | | |
| | **Handling, Storage, Packaging, Preservation and Delivery** | | | |
| 1. | Has the organization established and maintained a process for handling, storage, packaging, preservation and delivery? | | | |
| 2. | Are controls established for limited life material identification and storage? | | | |
| 3. | Are items in storage properly identified to indicate inspection status and shelf life? | | | |
| 4. | Has a system been established to ensure customer requirements for identification, packaging, packing and documentation is complied with? | | | |

Form F-7.4.3-01 Rev A Approval by: S. Weidler Date: 6/29/2014

33.22 VENDOR QUALITY SYSTEMS SURVEY F-7.4.3-01 (Continued)

| | | Yes | No | N/A |
|---|---|---|---|---|
| 5. | Is packaging and preservation operations monitored? | | | |
| 6. | Does the system ensure that all items have passed the required inspection and testing prior to shipment? | | | |
| | **Quality Records*** | | | |
| 1. | Have documented procedures been established and maintained for identification, collection, storage, maintenance and disposition of quality records? | | | |
| 2. | Have record retention times been established? | | | |
| 3. | When agreed to contractually, will quality records be made available for evaluation by the customer? | | | |
| | **Internal Audits*** | | | |
| 1. | Have documented procedures been established and maintained for conducting internal audits? | | | |
| 2. | Are internal quality audits carried out by personnel independent of the activity being audited? | | | |
| 3. | Are the results of the internal audits documented? | | | |
| | **Training** | | | |
| 1. | Has a process been established for identifying the training needs of personnel? | | | |
| 2. | Are personnel performing specific tasks qualified on the basis of appropriate education, training and/or experience as required? | | | |
| 3. | Is training effectiveness evaluated? | | | |
| | **Servicing** | | | |
| 1. | Have documented procedures been established for performing, verifying, and reporting specified servicing requirements? | | | |
| 2. | Is there a system for receiving and acting on service information consistent with contractual and regulatory requirements? | | | |
| | **Statistical Techniques** | | | |
| 1. | Is SPC utilized within your facility? | | | |
| 2. | If SPC is utilized within your facility, what statistical plan is it based upon? | | | |
| 3. | Do inspection personnel have access to instructions covering sampling inspection plans? | | | |
| 4. | Are different inspection indications (stamps, inspection forms, etc.) used to show sampling versus 100% inspection? | | | |
| | **Special Processes** | | | |
| 1. | Are there any special process performed at this facility? If yes, are controls in place to: | | | |
| | A) Define what controls are required? | | | |
| | B) Define the level of training and competence required | | | |
| | C) Approving equipment? | | | |
| | D) Using detailed work instructions? | | | |
| | E) Periodically re-evaluating the process | | | |
| 2. | Are special processes validated prior to use? | | | |

Form F-7.4.3-01 Rev A Approval by: S. Weidler Date: 6/29/2014

33.22 VENDOR QUALITY SYSTEMS SURVEY F-7.4.3-01 (Continued)

| Special Processes | | |
|---|---|---|
| Used | Process | Standard/Certification |
| | Welding | |
| | Soldering | |
| | Painting | |
| | Plating | |
| | Other _____ | |

| Notes |
|---|
| |

Survey prepared by:_____
(Name) (Title) (Date)

**The following is to be filled out by RSG Personnel Only**

*Result of Survey*

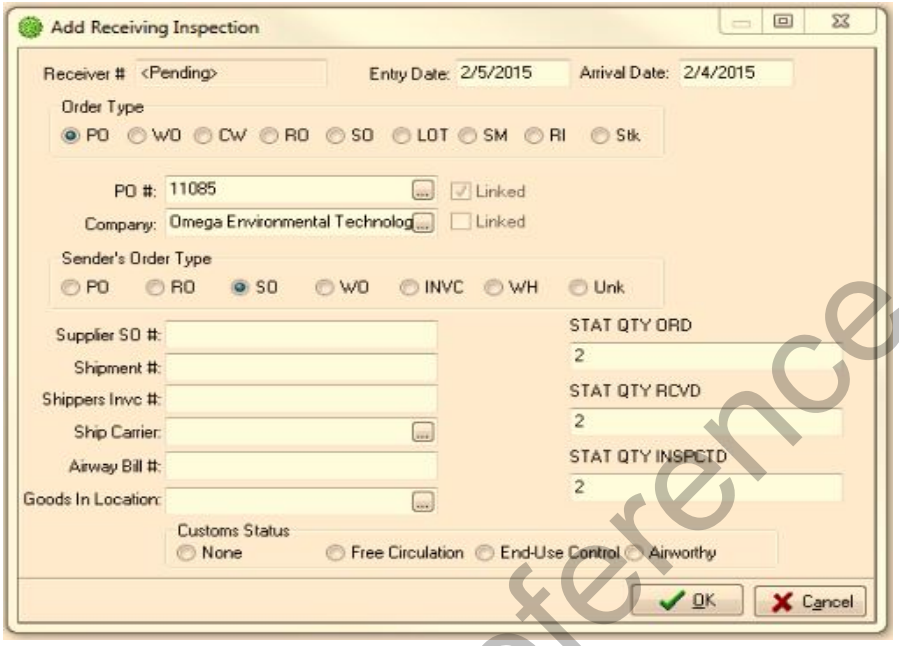
Approved:_____ Conditional Approval:_____ Disapproved:_____

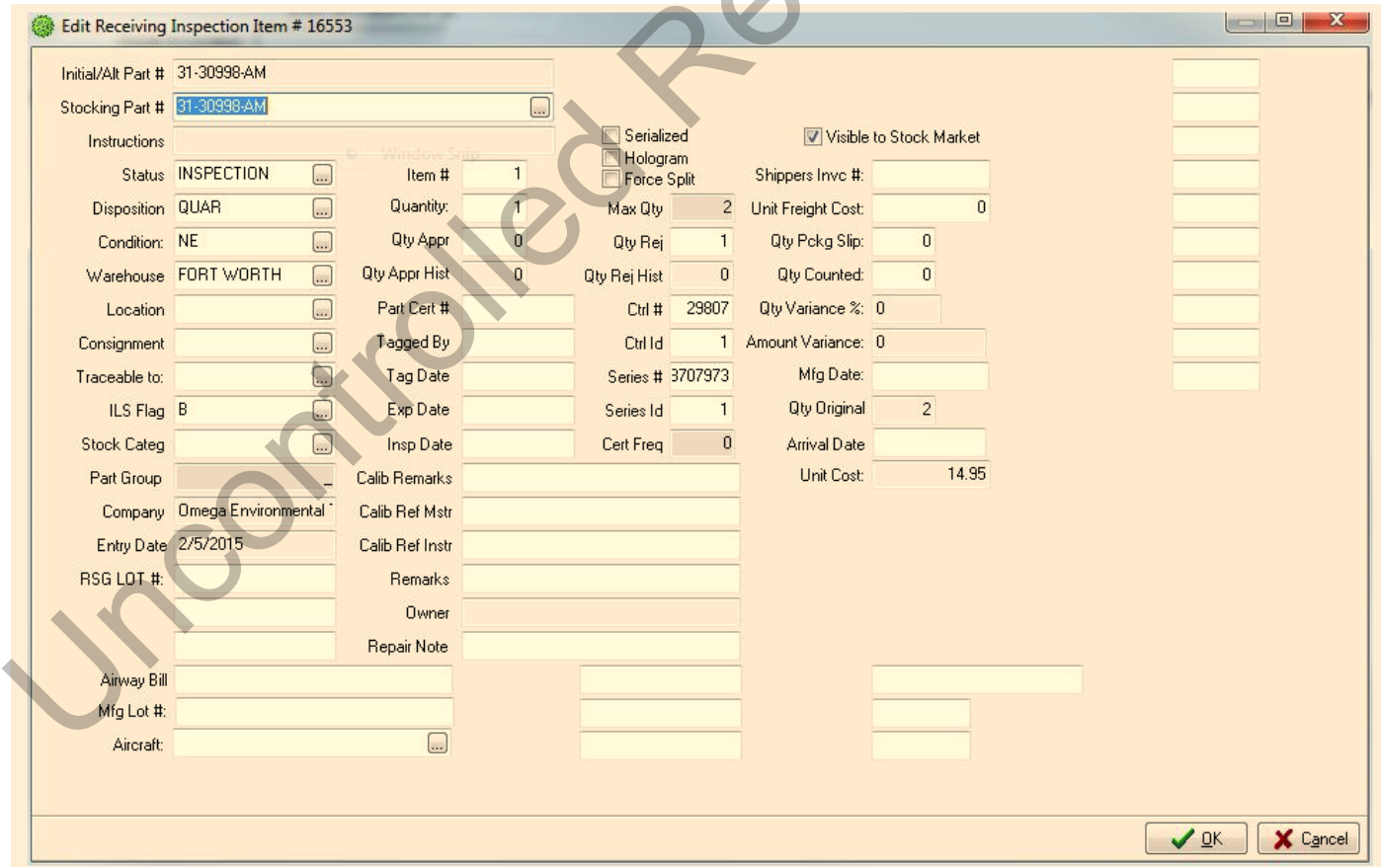
Date of Review:_____ Date of Next Survey:_____

| Rev. | Desc. | Approved by | Date |
|---|---|---|---|
| NC | Initial release | S. Weidler | 1/29/2014 |
| A | Changed Wording from Vendor to Vendor | S. Weidler | 6/29/2014 |

Form F-7.4.3-01 Rev A Approval by: S. Weidler Date: 6/29/2014

## 33.23 RECEIVING INSPECTION SCREEN



33.25 FORMS REVISION LOG

## FORMS REVISION LOG

| 'ORM NO. | FORM DESCRIPTION | REVISION LEVEL | DATE |
|---|---|---|---|
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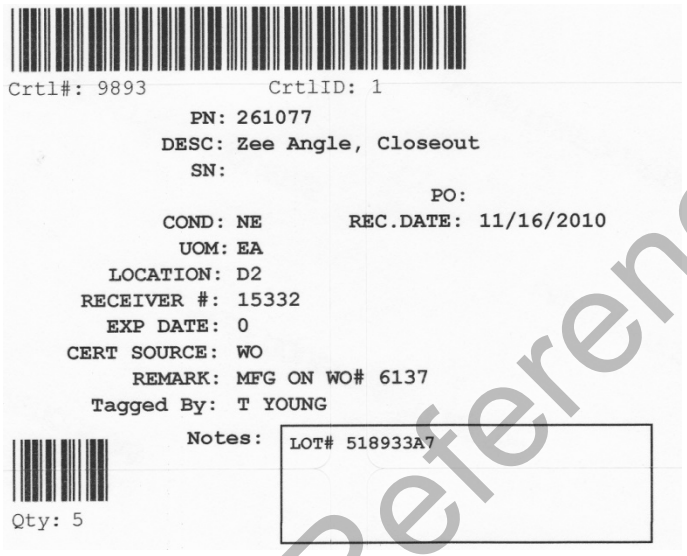
33.26 SHELF LIFE TAG



33.29 CERTIFICATE OF DESTRUCTION

## RSG Products, Inc.
## CERTIFICATE OF DESTRUCTION

The parts and/or materials described below were destroyed in the normal course of business in accordance with the Quality Manual procedure: 18.0 Non Conforming Material, as revised.

| | |
|---|---|
| Part No.: | Drawing No: |
| Date of Destruction: | Authorized By: |
| Description of Part/Material Destroyed: | |
| Qty of Part/Material Destroyed: | |
| Reason For Destruction: | |
| | |
| | |

METHOD OF DESTRUCTION:

- ❑ Sawing
- ❑ Baking
- ❑ Pulverizing
- ❑ Crushing
- ❑ Shredding
- ❑ Other: _____

| | |
|---|---|
| Destroyed By: Name | Stamp: |
| Witnessed By: Name | Stamp: |
| Department Manager: | |

33.30 MATERIAL REVIEW BOARD REPORT

## MATERIAL REVIEW BOARD REPORT

PRODUCTS INC.

The parts and/or materials described below were reviewed in the normal course of business in accordance with the Quality Manual procedure.

MRB No.:

| | | |
|---|---|---|
| Part No: | | Drawing No: |
| Received Date: | | Supplier/Customer: |
| Description of Part/Material Reviewed: | | |
| Qty of Part/Material Reviewed: | | |
| Reason For Rejection: | | |
| | | |
| | | |

DISPOSITION OF DEFECTIVE PARTS:

- ☐ Scrap
- ☐ Rework
- ☐ Return to Supplier
- ☐ Use As Is
- ☐ Other: _____
- ☐ Ship Date: _____

| | | |
|---|---|---|
| Engineering Represented By: | | Stamp: |
| Production Represented By: | | Stamp: |
| Quality Represented By: | | Stamp: |

*RSG Products Form 33.30 Rev. 4/14/11*

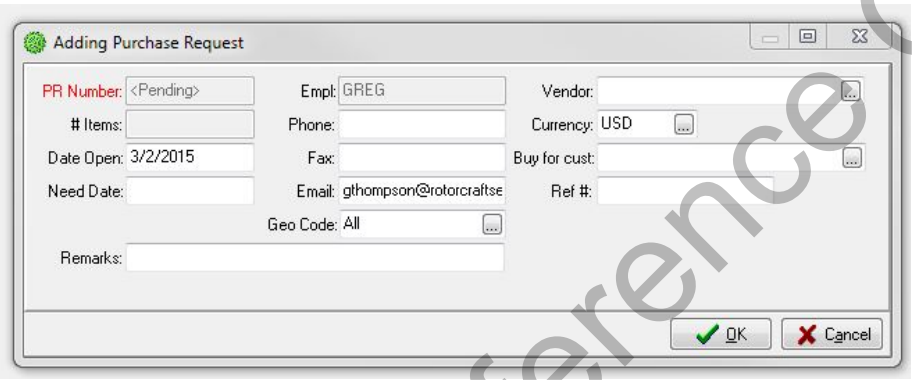
33.31 KIT CONFIGURATION INVENTORY LIST (Example)

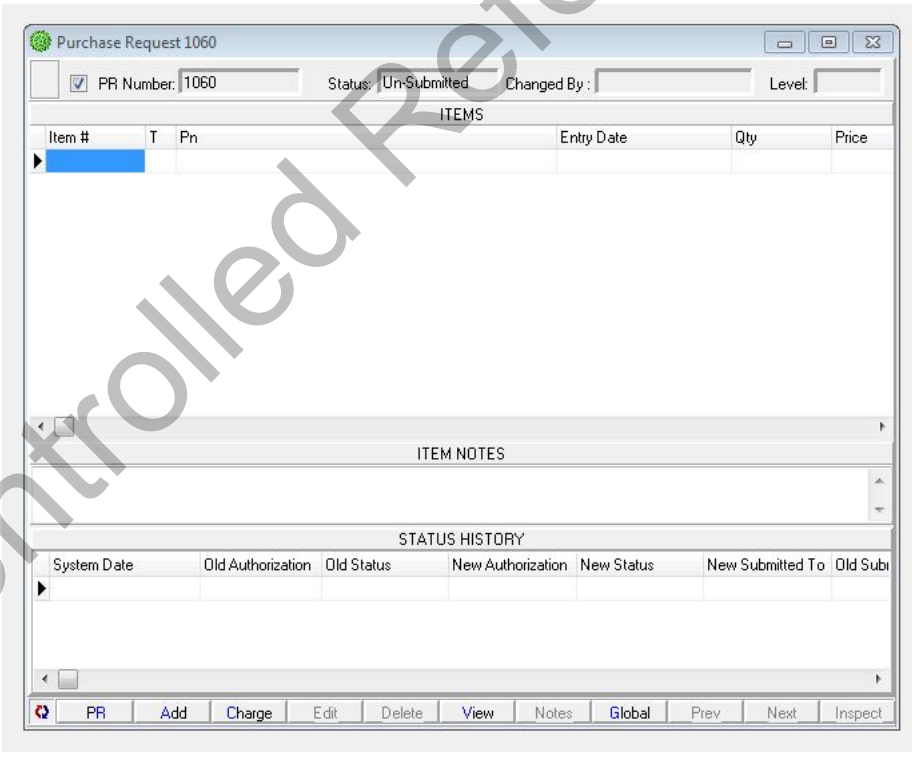
**Kit Configuration Inventory List**

| TEP | PART NAME | PART NUMBER | QTY | CHK'D BY | VERF'D BY |
|---|---|---|---|---|---|
| 5.1 | Aft Evaporator Fan Doubler | 260328-1 | 1 | | |
| | | | | | |
| 5.4 | Rivets | MS20470AD4-4 | 100 | | |
| 5.4 | Rivets | MS20470AD4-5 | 25 | | |
| 5.4 | Rivets | MS20426-4-4 | 15 | | |
| 5.4 | Rivets | CR3243-4-3 | 2 | | |
| 5.4 | Caterpillar Grommet | 1/16" I.D. | 18" in | | |
| | | | | | |
| 5.5 | Aft Evaporator Assembly | 560010-O-5 | 1 | | |
| 5.5 | Bolt | AN3-5A | 4 | | |
| 5.5 | Washer | AN960-10 | 4 | | |
| | | | | | |
| 5.6 | Doubler, Return Air | 260322-1 | 1 | | |
| | | | | | |
| 5.8 | Angle | 260322-1 | 1 | | |
| 5.8 | Rivets | MS20470AD4-3 | 25 | | |
| 5.8 | Rivets | CR3243-4-3 | 25 | | |
| 5.8 | Rivets | CR3243-4-4 | 25 | | |
| 5.8 | Rivets | MS20470AD4-4 | 10 | | |
| | | | | | |
| 5.9 | Return Air Screen | 080022-1 | 1 | | |
| 5.9 | Chrome Screw | #8 x 1/2 | 4 | | |
| 5.9 | Chrome Washer | #8 | 4 | | |

33.32 MATERIAL REQUEST FORM

## MATERIAL REQUEST FORM (Quantum-Purchase Request)



## 33.33 REQUEST FOR CHANGE OF APPROVED DESIGN

PRODUCTS INC.

Request for Change of Approved Design

Part #: _____

Drawing #'s/Documents affected:

_____
_____
_____
_____

Installation Drawings: _____
_____
_____
_____

Reason for change: _____
_____
_____
_____
_____
_____

Description of change: _____
_____
_____
_____
_____
_____
_____

(Please provide detailed sketch with this document)

Signature: _____ Date: _____

RSG Products Form 33.33
Revision: N/C
Date: 4/14/2011

33.35 MATERIAL REVIEW BOARD LOG

PRODUCTS INC.

**MATERIAL REVIEW BOARD LOG**

| MRB NO. | PART NO. | DESCRIPTION | REJECTION DESCRIPTION | DATE |
|---|---|---|---|---|
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*RSG Products Form No.33.35 Rev. 04/14/11*
*C/R = Customer Return

33.36 SOP LOG

## Standard Operating Procedures Log

| SOP Number | SOP Title | Preparer | SOP Issue/Revision Date |
|---|---|---|---|
| RSG001 | Hose Assembly | S. Weidler | 04/14/2011 |
| RSG002 | Plastic Parts Forming | S. Weidler | 04/14/2011 |
| RSG003 | Sheet Metal Cutting | S. Weidler | 04/14/2011 |
| RSG004 | Wire Harness Assembly | S. Weidler | 04/14/2011 |
| RSG005 | Electrical Box Assembly | S. Weidler | 04/14/2011 |
| RSG006 | Sheet Metal Bending | S. Weidler | 04/14/2011 |
| RSG007 | Composite Wet Lay-up Fabrication | S. Weidler | 04/14/2011 |
| RSG008 | Inventory and Inventory Adjustment | S. Weidler | 04/14/2011 |
| RSG009 | 7" MOOG Blower Motor Assembly | S. Weidler | 04/14/2011 |
| RSG010 | Blower Motor Modification | S. Weidler | 04/14/2011 |
| RSG011 | 5" Blower Motor Assembly | S. Weidler | 04/14/2011 |
| RSG012 | Aft Evaporator Blower Assembly | S. Weidler | 04/14/2011 |
| RSG013 | Compressor Modification | S. Weidler | 04/14/2011 |
| RSG014 | Parts Receipt/Issuance Procedure | S. Weidler | 04/14/2011 |
| RSG015 | Shipping Procedures | S. Weidler | 04/14/2011 |
| RSG016 | AOG Response Procedure | S. Weidler | 04/14/2011 |
| RSG017 | Issuing Parts | S. Weidler | 04/14/2011 |
| RSG018 | Receiving Parts from Production | S. Weidler | 04/14/2011 |
| RSG019 | Quantum Usage in Inspection Release | S. Weidler | 04/14/2011 |
| RSG020 | Design Department | S. Weidler | 04/14/2011 |
| RSG021 | Paint | S. Weidler | 04/14/2011 |
| RSG022 | Design Change Procedure | S. Weidler | 04/14/2011 |
| RSG023 | Receiving Inspection Procedure | S. Weidler | 04/14/2011 |
| 0024 | | | |
| 0025 | | | |
| 0026 | | | |
| 0027 | | | |
| 0028 | | | |
| 0029 | | | |

33.37 PAR

PRODUCTS INC.

**PREVENTIVE ACTION REPORT**

CAR Number: Date:

(Indicate the area of action below with an "X" in the block to the left of the area)

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Receiving Inspection | | In-process Inspection | | Final Inspection | | Internal Audit | |
| FAA MIDO Audit | | Customer Audit | | Vendor/Subcontractor | | Customer Complaints | |

Vendor (if applicable): Contact Person:

Address:

**Potential Nonconformity or noncompliance:**

**Cause of potential nonconformities or noncompliance:**

**Action needed to prevent non-conformities or noncompliance from occurring:**

**Implementation of Action needed:**

**Results of Action taken:**

**Have Actions taken been reviewed by the Director of Quality?**

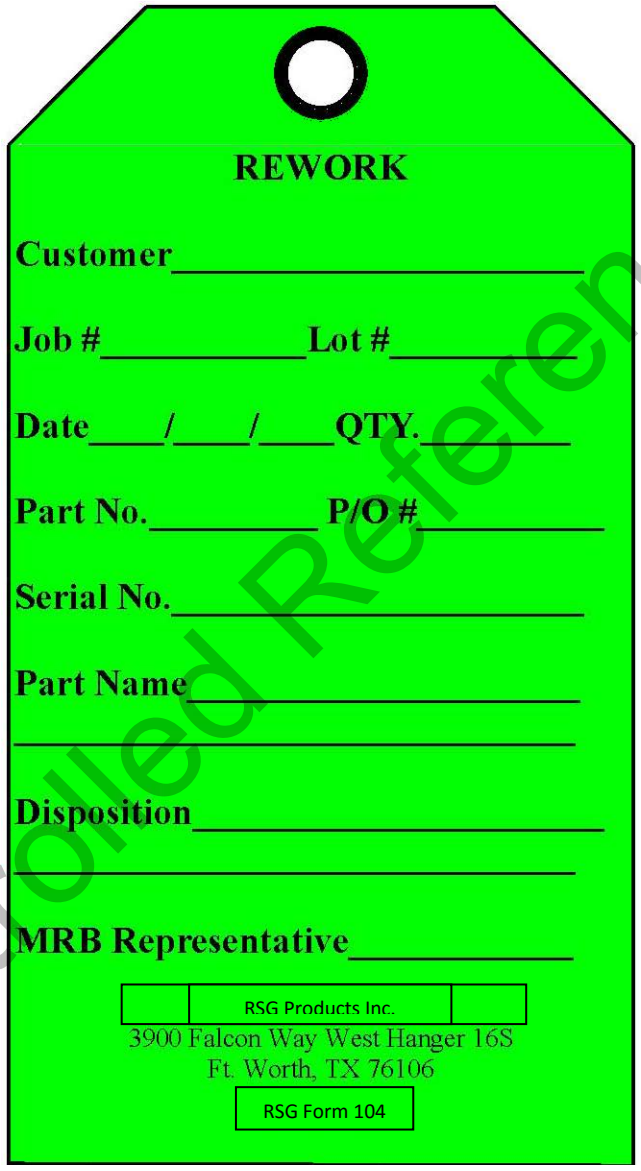
Vendor failure to implement preventive action within 15 days of receipt of this form is sufficient reason for disqualification as an approved vendor.

Thank you,

Director of Quality

*RSG Products Form 33.37 Rev. A 08/24/11*

33.38 Re-work Tag



33.43 Service Bulletin

INTEGRATED Flight Systems

# Service Bulletin

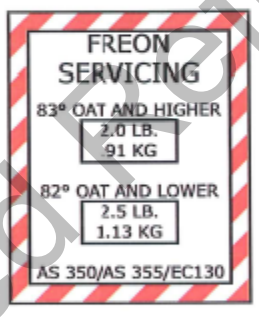
**Service Bulletin #: AC-040709**
**Date: 7 April 2009**
**Models Affected: AS350, AS355, EC130**
**Compliance: REQUIRED FOR PROPER FREON SERVICING**

This Service bulletin has been issued to any operator of Integrated Flight Systems air conditioning system installed on the following aircraft; Eurocopter AS350, AS355 & EC130.

The intent of this service bulletin is to bring up to date Freon servicing instruction for systems already installed.

A placard has been made to show the proper amount of Freon required for servicing.

This new data shown in the placard reflects the latest info on servicing now being sent with our kits. Disregard any previous servicing instructions, and follow the placards data.




If sticker is needed please contact I.F.S. at 1-817-624-6600, order P/N: 120214.

**Engineering Approval:**

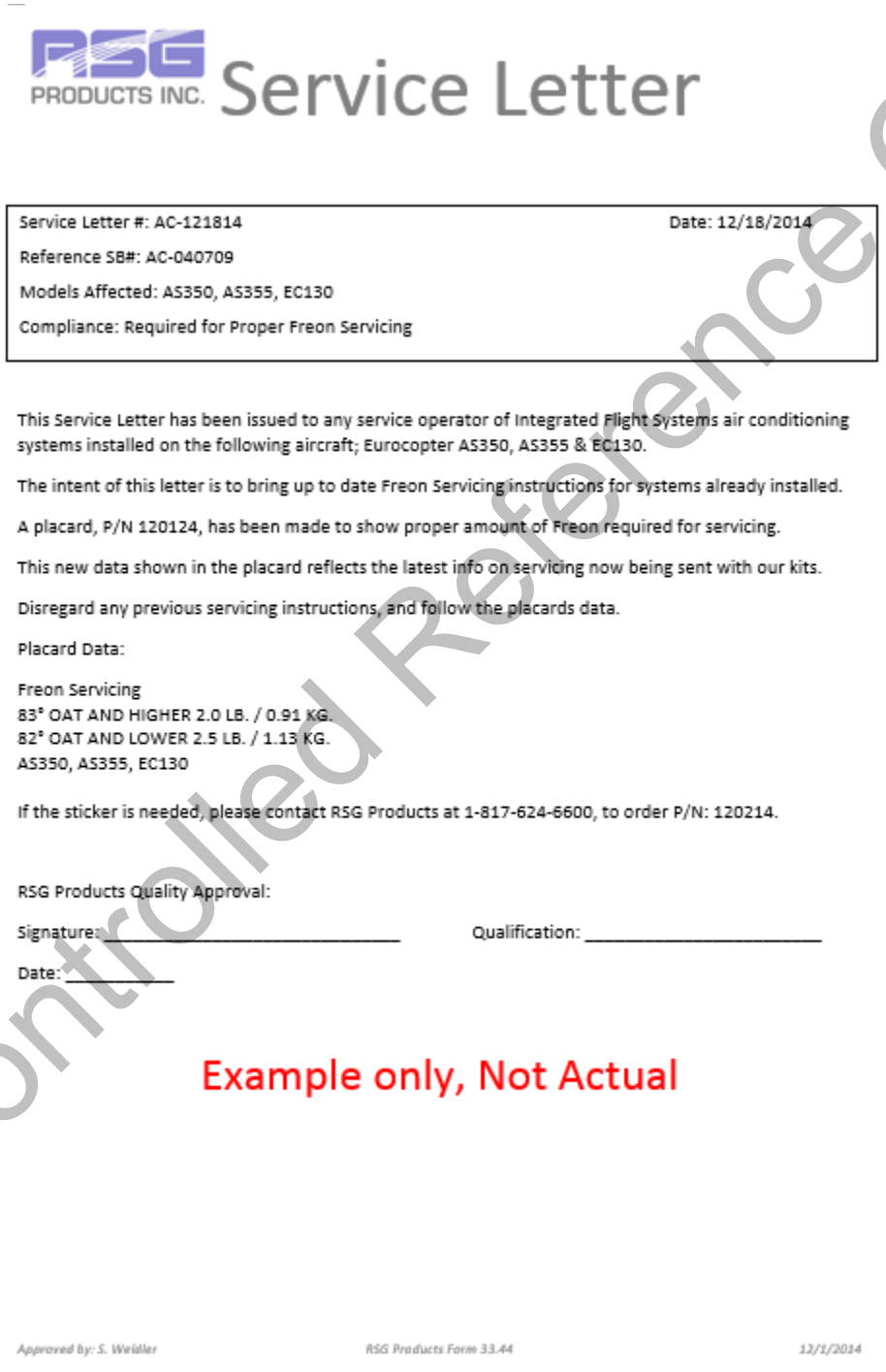
Signature Michael Dishman Qualification: Technical Service Support

Date: 04/07/09

Page 1 of 1

RSG Products Form 33.43

33.44 Service Letter



PRODUCTS INC. Service Letter

Service Letter #: AC-121814 Date: 12/18/2014

Reference SB#: AC-040709

Models Affected: AS350, AS355, EC130

Compliance: Required for Proper Freon Servicing

This Service Letter has been issued to any service operator of Integrated Flight Systems air conditioning systems installed on the following aircraft; Eurocopter AS350, AS355 & EC130.

The intent of this letter is to bring up to date Freon Servicing instructions for systems already installed.

A placard, P/N 120124, has been made to show proper amount of Freon required for servicing.

This new data shown in the placard reflects the latest info on servicing now being sent with our kits.

Disregard any previous servicing instructions, and follow the placards data.

Placard Data:

Freon Servicing
83° OAT AND HIGHER 2.0 LB. / 0.91 KG.
82° OAT AND LOWER 2.5 LB. / 1.13 KG.
AS350, AS355, EC130

If the sticker is needed, please contact RSG Products at 1-817-624-6600, to order P/N: 120214.

RSG Products Quality Approval:

Signature: _____ Qualification: _____

Date: _____

Example only, Not Actual

*Approved by: S. Weidler* *RSG Products Form 33.44* *12/1/2014*

# Appendix C – List of Standard Operating Procedures

- RSG001 Hose Assembly
- RSG002 Plastic Part Forming
- RSG003 Sheet Metal Cutting
- RSG004 Wire Harness Assembly
- RSG005 Electrical Box Assembly
- RSG006 Sheet Metal Bending
- RSG007 Composite Wet Layup Fabrication
- RSG008 Inventory and Inventory Adjustment
- RSG009 Blower Motor Assembly
- RSG010 Blower Motor Modification
- RSG011 5” Blower Motor Assembly
- RSG012 Aft Evaporator Blower Assembly
- RSG013 Compressor Modification
- RSG014 Parts Receipt/Issuance Procedure
- RSG015 Shipping Procedures
- RSG016 AOG Procedure
- RSG017 Issuing Parts
- RSG018 Receiving of Parts from Production
- RSG019 Quantum usage in Inspection Release
- RSG020 Design Department Procedure
- RSG021 Paint
- RSG022 Design Change Procedure
- RSG023 Receiving Inspection Procedure
- 20R00510003 Manufacture of Composite Structures
- 20R00510007 Application of Paint
- 20R00510001 Fastener Installation
- 20R00510002 Application of Primer
- 20R00510004 Chemical Film treatment of Aluminum Parts
- 20R00510005 General Part Fabrication Standards

STANDARD OPERATING PROCEDURES

PRODUCTS INC.

| TITLE: PARTS RECEIPT/ISSUANCE PROCEDURE | | SOP No.: RSG014 |
|---|---|---|
| Original Issue: 04/14/2011 | Revision Date: | Page 1 of 1 |

| Prepared By: S. Weidler | Approved By: S. Weidler |
|---|---|

## INTRODUCTION

The purpose of workshop ***Standard Operating Procedure's (SOP)*** is to provide best practice standard instructions to allow defect free manufacture of parts for RSG Products Inc. This SOP is to be signed and approved by the Director of Quality/PMA Manager.
This SOP will be part of initial process training and should be used as a reference for recurrent training.
This SOP will be available to and is the responsibility of anyone performing the tasks associated with this procedure. Any deviation without proper documentation or approval may result in disciplinary action and/or possible termination of employment.

## PARTS DEPARTMENT GUIDELINES

- No admittance to the Parts Controlled area unless approved personnel or accompanied by approved personnel.
- No parts will be accepted back into stock once issued into WIP without re-inspection.
- All requested parts must have a corresponding job or traveler #.
- Project inventory will be handled as a separate warehouse

## PROCEDURE INSTRUCTIONS: PARTS ISSUANCE

1. Verify part numbers in Quantum system before pulling parts from inventory
2. Fill in all fields on the inventory adjustment sheet
3. Verify the accuracy of the information entered on the form including the signature or stamp of the recipient.
4. Issuance of sheet metal, hoses, tubing, wire, or any other material requiring cutting will be issued into WIP (work in progress), by the piece or roll, and will remain in WIP until fully utilized.

## PROCEDURE INSTRUCTIONS: RECEIVING IN-HOUSE GENERATED PARTS

1. Verify the part number, lot#, quantity, and job# (if applicable).
2. Fill in all fields on the inventory adjustment sheet
3. Verify the accuracy of the information entered on the form and then sign or stamp, if issued, to acknowledge receipt of parts.
4. Place parts in the receiving area for entry into the inventory system before placing into stock.

END OF PROCEDURE

STANDARD OPERATING PROCEDURES

PRODUCTS INC.

| TITLE: **Shipping Procedures** | | SOP No.: RSG015 |
|---|---|---|
| Original Issue: 4/14/2011 | Revision Date: | Page 1 of 2 |

| Prepared By: S. Weidler | Approved By: S. Weidler |
|---|---|

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This SOP will be part of initial process training and should be used as a reference for recurrent training.
This SOP will be available to and is the responsibility of anyone performing the tasks associated with the production of the titled part within their department.
Any deviation without proper documentation or approval may result in disciplinary action and/or possible termination of employment.

## Parts Department Guidelines for Shipping

- Parts are shipped against acknowledged sales orders or job #, in the event a mechanic needs parts off location.
- Acknowledged orders are submitted through-out the day and require periodic checks.
- FedEx Express and UPS have daily pick-ups, all other carriers must be scheduled for pick up

## PROCEDURE INSTRUCTIONS: CREATING SHIPPING DOCUMENTS IN QUANTUM

1. Log into Quantum.
2. Select the ***SO*** (sales order) icon (*fourth from the left on the top row*).
3. On the bottom left of the new screen you will see a tab marked ***SO***, click on this and enter the sales order # from the acknowledgement paperwork (*in the top right*).
4. Press ***enter*** after the SO# is highlighted.
5. Select the tab labeled ***Global*** on the bottom of the screen.
6. Global options is now displayed, select ***Invoices and Forms*** (*double click*).
7. Select the ***add*** tab on the bottom of the new screen (*browsing invoices*).
8. Verify the info on the new screen (*adding an invoice*) and then select ***OK.***
9. Verify the parts and quantities being added to the new invoice and then select ***the F10 – Done*** tab.
10. A new Invoice has been created.
11. Select ***global*** on the new Invoice.
12. Global options will be displayed and select ***print invoices*** (*double click*).
13. Select ***print*** (**1 invoice, 3 COCs, and 3 packing slips will be generated).**
14. The COCs must be signed by an authorized individual.
15. Close the print option screen and select ***Yes*** to post the invoice.

## PROCEDURE INSTRUCTIONS: ADDING STOCK TO A SALES ORDER

1. Open the SO as discussed in **creating shipping documents** section.
2. Select the line item to be taken from stock.
3. Select the ***stock*** tab on the lower portion of the SO screen.
4. Select the stock line to be shipped, **verify Serial # and lot # ( if applicable).**
5. Verify the reserve quantity and shipment quantity and select ***OK.***
6. After all items have been allocated from stock that can be shipped from stock proceed with the shipping procedure.

## PROCEDURE INSTRUCTIONS: PROCESSING PAPERWORK FOR ACCOUTING

1. Verify stock on items to be shipped.
2. Check with Parts supervisor if are any discrepancy with the items to be shipped on the sales order.
3. Pick the parts from stock and verify all information.
4. Create the shipping paperwork by following the instructions in the **creating shipping documents** section.
5. Customer receives a signed cert and packing slip in each package.
6. Shipping receives a signed cert and packing slip.
7. Accounting receives the invoice, packing slip, signed cert, and any paperwork submitted with the sales order, copy of the tracking info, and a receipt for the shipping cost (if shipped on RSG account).

End of Procedure

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STANDARD OPERATING PROCEDURES

PRODUCTS INC.

| TITLE: PAINT | | SOP No.: RSG021 |
|---|---|---|
| Original Issue: 04/14/2011 | Revision Date: | Page 1 of 3 |

| Prepared By: S. Weidler | Approved By: S. Weidler |
|---|---|

## INTRODUCTION

The purpose of workshop ***Standard Operating Procedure's (SOP)*** is to provide best practice standard instructions to allow defect free manufacture of parts for RSG Products. This SOP is to be signed and approved by the Director of Quality/PMA Manager.
This SOP will be part of initial process training and should be used as a reference for recurrent training.
This SOP should not be used unless in conjunction with approved FAA Drawings and/or manufacturers instructions.
This SOP will be available to and is the responsibility of anyone performing the tasks associated with the production of the titled part within their department.
Any deviation without proper documentation or approval may result in disciplinary action and/or possible termination of employment.

## GENERAL INSTRUCTIONS

Verify all of the documentation and materials needed to complete the operations designated by the traveler are available and current.
Operations must be performed sequentially as per the traveler.
Any work performed must have the applicable fields signed/stamped and dated on the traveler as soon as the operation is completed.
Any materials used must be recorded on the traveler.
Verification or inspection operations must be completed and stamped before proceeding with the next operation.

## SAFETY INSTRUCTIONS

Make sure work area is clean and free of debris.
Make sure paint guns have been suitably serviced and are fit for safe use.
When tools are not in use, store in designated area.
Make sure clothing is not loose and no clothing may be potentially caught in machinery.
Use gloves while handling paints.
Safety shoes are recommended to prevent trauma from dropped parts, materials or tools.
Eye protection must be used when paint spraying.
Respiratory protection must be used during mixing, application and when overspray, or the possibility of overspray, is present. Follow the respirator manufacturer's directions for respirator use.
Do not take work uniforms home for cleaning. Laundering should be performed by a professional laundry.

Good hygiene practices should be rigorously followed including washing hands before meals, breaks, smoking, applying cosmetics, using toilet facilities and after work, making sure that any barrier cream previously applied is removed. Wash facilities should be located close to the work space. Barrier creams should be applied after meals and breaks. Do not apply barrier creams after exposure. Moisturizing hand creams should be applied after the skin is washed at the end of the day to prevent dry skin.
Safety showers and eye wash stations are installed in the work areas at various locations to ensure employee access in case of exposure. Please ascertain its location before working in paint area.
Please use Manufacturers safe handling instructions for further details.

## PROCESS INSTRUCTIONS

**Mixing**
Most aerospace coatings have a specific curing solution component that must be mixed with a specific base component in order to achieve the desired performance properties. In addition, some products require the addition of a flow control component according to the specification or the manufacturer's recommendations. Recommended mixing procedures for non aerosol components are as follows:

1. Prior to mixing the components of the coating, the pigmented (base) component should be shaken in a paint shaker or agitated by hand to achieve a homogeneous consistency.
2. Open the containers cautiously since internal pressure may develop during storage and shaking.
3. All containers should be grounded prior to and during pouring to prevent the build-up of static electricity which can lead to an electrical discharge and cause a fire or explosion.
4. Add the curing solution to the base slowly, keeping the base agitated. The curing solution is always added to the base, never the reverse. Adding the base to the curing solution can cause flocculation or kick-out of the pigment.
5. Flow control component, if required, is added last during agitation.

**Preparation**

1. Use pot life instructions as per Manufacturers Specs.
2. Ensure paint booth is between 55F and 100F for paint application.
3. Monitor Paint Booth ambient temperature and record results.

4. Ensure the part or assembly to be painted has finished surface as per Drawing appropriate for paint finishing, eg. Sanded composites, grit blasted metals etc.

5. Clean the part or assembly using a solvent appropriate for the material. Contaminants such as dirt, grease, and/or processing lubricants must be removed prior to coating application.

**Note:** *Paints containing chlorinated solvents such as 1,1,1, trichloroethane should not be used in mixing or with application equipment containing aluminum or zinc. When confined in equipment such as pumps, chlorinated solvents may react with these metals. Subsequent pressure build-up can cause a rupture and create a personnel hazard. However, the application of paint containing such solvents to an aluminum substrate does not pose a hazard. Stainless steel, black iron or mild steel are the preferred construction materials for equipment that is in contact with chlorinated solvents. Consult equipment suppliers for further information.*

6. Mask areas to remain unpainted using tape and plain paper.

**Application**

1. For ease in spray applications, the material may be thinned by the addition of solvents. Thinning of the mixed material must be accomplished only after mixing of the two components.

2. Apply mixed paint materials using Gravity Feed Spray gun, brush or aerosol can dependant upon paint finish system and desired surface finish.

3. Allow painted items to accrue between coat times as per manufacturer's specifications.

4. When items have completed all recommended paint application coats, allow to dry as per manufacturer's recommendation.

5. When the part has been successfully inspected to meet the blueprint specifications it needs to be cleaned, wrapped and bagged for part marking/tagging, or applied to the next operation on the traveler.

6. After inspection, part marking/tagging, and bagging (preservation) it shall be submitted to inventory in the parts department.

**End of Procedure**

STANDARD OPERATING PROCEDURES

PRODUCTS INC.

| TITLE: RECEIVING INSPECTION PROCEDURE | | SOP No. RSG023 |
|---|---|---|
| Original Issue: 4/14/2011 | Revision Date: | Page 1 of 1 |

| Prepared By: S. Weidler | Approved By: S. Weidler |
|---|---|

## INTRODUCTORY

This ***Standard Operating Procedure (SOP)*** is to provide a standard way to receive materials and to provide step by step instruction along with additional job training to new hires. This SOP will be available to and is the responsibility of anyone performing the tasks of the department. Any deviation without proper documentation or approval will result in disciplinary action and/or possible termination of employment.

## INSTRUCTIONS

Upon delivery of parts and/or packages the following actions will be accomplished:

1. Check physical condition of package(s). If damaged-report damage to driver and inspect contents prior to acceptance of the material.
2. Sign for items and move to inspection area.
3. Obtain the corresponding Purchase Order (P.O.) from the Receiving P.O. book along with the pink material request sheet.
4. Inspect quantities and part numbers to packing list and P.O.
5. Make note of any discrepancies or back orders on packing list. Put the P.O. and Lot number on the sheet and make two copies. One copy for accounting and one for the receiving inspection log.
6. Enter all packing list information and file it into receiving log.
7. Give accounting's copy to the purchasing dept. as a double check for invoicing. (This will be no later than start of business the following work day).
8. Purchasing will then give accounting the final copy for invoicing.
9. Part mark and/or tag all accepted items in accordance with the PMA manual and move to parts department for stock. (This will be completed within 24 hours after arrival)
10. The P.O. and pink copy of the material request form are to be filed with material certifications, packing list, and inspection forms in the receiving records log.

STANDARD OPERATING PROCEDURES

PRODUCTS INC.

| TITLE: AOG RESPONSE PROCEDURE | | SOP No.: RSG016 |
|---|---|---|
| Original Issue: 04/14/2011 | Revision Date: | Page 1 of 2 |

| Prepared By: S. Weidler | Approved By: S. Weidler |
|---|---|

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## PARTS DEPARTMENT GUIDELINES

To identify the steps for servicing the customer with a 24-7 Aircraft on Ground (AOG) response service:

- A rotable pool of trained AOG responders shall be provided to satisfy AOG.
- A cell phone dedicated to AOG use shall be carried by AOG personnel.
- A rack with stock dedicated to and for use of AOG only, shall be provided within the parts department cage. This rack shall have an updated list of stock contents provided to the AOG responder on a daily basis.
- Training shall be provided to AOG responders covering, but not limited to:
  -Customer service, shipping procedures, packaging and certification requirements.

## PROCEDURE INSTRUCTIONS: AOG Response- General

1. In normal business hours a Customer Service representative shall be the main point of contact for customers and initiate the AOG response procedure.
2. During out of normal business hours, a delegated Customer Service representative shall be the main point of contact for customers and initiate the AOG response procedure.
3. AOG response shall be immediate in that, the customers call will be received and logged, and AOG procedure will be initiated.

## PROCEDURE INSTRUCTIONS: AOG Service Initiation

1. Upon receipt of customers call in normal business hours the Customer Service Log (Form 33.34) shall be completed.
2. Upon receipt of customers call during out of normal business hours the Customer Service Log (Form 33.34) shall be completed and if stock is available, stock shall be shipped to the customer in as expedient a manner as is possible using the companies specified shipping carries.

3. If corrective action is required or if the customer raises concern about the product/service, Customer Service shall contact the customer by e-mail and/or phone to resolve the situation, including following standard customer complaint handling procedures, where applicable.
4. The completed (Form 33.34) shall be filed in the customer file and/or logged in the customer database. A copy of the form may be routed to the department managers for review (e.g., to determine if better improvements to products or operational or design areas are required).

END OF PROCEDURE