TURBO RESOURCES INTERNATIONAL

QUALITY MANAGEMENT SYSTEM MANUAL

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INTRODUCTION

The Turbo Resources International (Turbo Resources) Quality Management System Manual specifies minimum quality system requirements applicable to its business scope as a distributor of rotable and expendable aircraft parts. The system is designed to demonstrate Turbo Resources' ability to consistently provide product that meets customer and applicable statutory and regulatory requirements, and enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

All employees are accountable for complying with the quality policy and the procedural documentation established to implement it.

Turbo Resources has two facilities, one located at 5780 W. Oakland Street, Chandler, Arizona 85226, the other located at 7100 W. Erie Street, Chandler, Arizona 85226.

Turbo Resources' top management has ensured that facilities provide adequate space for the work performed. The two facilities are a brick, single story, buildings, the larger with mezzanine storage. The facilities are evaporative cooled with adequate lighting and ventilation provided by ceiling and floor fans. The allocation of space, by function, is as follows:

Receiving inspection	2000 sq ft	Bonded Areas	2000 sq ft
Material Storage[1]	58000 sq ft	Admin Offices	10000 sq ft
Shipping Inspection	4000 sq ft		

[1] *Comprised of 34,000 at 5780 W. Oakland Street facility and 42,000 at 7100 W. Erie Street facility*

This manual describes the policies, organizational responsibilities, and procedural controls necessary to comply with contractual Quality System requirements and is written to correspond to each quality system clause of International Standards ANSI/ISO/ASQ 9001:2008 and SAE/EN/SJAC AS9120 Rev A, Revised 2009-06. Deployment of the policies, responsibilities, and controls to various functions throughout the organization are accomplished by means of quality system procedures. These procedures also provide for compliance with the requirements of the Aviation Suppliers Association ASA-100, Rev 3.5 and Coordinating Agency for Supplier Evaluation (C.A.S.E.) Standard 3-A, Revised 6/15/2011.

1. Scope

1.1 General

The Turbo Resources International (Turbo Resources) Quality Management System includes ISO9001:2008 quality management system requirements and specifies additional aviation requirements, definitions and notes as shown in bold, italic text. *Specific application and/or clarification of requirements specific to Turbo Resources Quality Management System contained within this document are differentiated by italic text.*

Note: Specific application of the AS9120 and ISO9001 standards, as defined throughout this Quality Management System Manual, is harmonized with Aviation Suppliers Association Standard ASA-100, Coordinating Agency for Supplier Evaluation (C.A.S.E.) Standard 3-A, and other industry standards and regulations as required by customers and regulatory authorities. Attachments to this document have been provided to relate the requirements of the ASA-100 and C.A.S.E 3-A standards (Appendices A and C, respectively) to the documented quality management system.

It is emphasized that the Turbo Resources Quality Management System requirements specified in this manual are complementary (not alternative) to contractual and applicable statutory and regulatory requirements. Should there be a conflict between the requirements of this Quality Management System and the applicable statutory or regulatory requirements, the latter shall take precedent.

The Turbo Resources Quality Management System is designed to:

a) demonstrate Turbo Resources' ability to consistently provide product that meets customer and applicable statutory and regulatory requirements, and

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

Note1: In this manual, the term "product" only applies to

a) product intended for, or required by, a customer,

b) any intended output resulting from the product realization processes.

Note2: Statutory and regulatory requirements can be expressed as legal requirements.

1.2 Application

This manual specifies the minimum quality system requirements governing Turbo Resources to the extent that requirements are consistent with site operations.

Where any requirement(s) of this manual cannot be applied due to the nature of the organization and its product, this can be considered for exclusion.

Where exclusions are made, they are limited to requirements within Clause 7 of this manual. These exclusions, including details and justification for the exclusions, are located in this manual. These exclusions do not affect the organization's ability or responsibility to provide product that meets customer and applicable statutory and regulatory requirements.

Note: Turbo Resources' current scope of site operations and regulatory approvals (or lack thereof) require that exclusion from the requirements of the elements of the standards listed below, with justifications noted:

Elements of ANSI/ISO/ASQ 9001 Standard from which exclusion taken	
7.3 Design and Development	*Turbo Resources holds no design nor manufacturing approvals from the Federal Aviation Administration, nor designs nor produces any product intended for, or required by, a customer.*
7.5.2 Validation of Processes for Production and Service Provision	*Turbo Resources holds no regulatory approvals from the Federal Aviation Administration for the production of product, nor the necessary regulatory approvals from the Federal Aviation Administration required to perform servicing of product.*

Elements of SAE/EN/SJAC AS9120 Standard from which exclusion taken	
7.3 Design and Development	*Excluded from scope of quality management system requirements per AS9120 Section 1.2*

7.5.2 Validation of Processes for Production and Service Provision	*Excluded from scope of quality management system requirements per AS9120 Section 1.2*

2. Normative Reference

The following normative documents contain provisions that constitute requirements of Turbo Resources' quality management system. For dated references, subsequent amendments to, or revisions of, any of these publications do not apply. For undated references, the latest edition of the normative document referred to applies.

Document Number	*Document Title*
SAE/EN/SJAC AS9120	*Quality Management Systems – Requirements for Aviation, Space, and Defense Distributors*
ANSI/ISO/ASQ 9001	*Quality Management Systems – Requirements*
ASA-100	*Quality System Standard*
C.A.S.E. Standard 3-A	*Distributors of New and Surplus Parts – Quality Program Requirements*

3. Terms and Definitions

3.1 Airworthiness Certificate: A document issued by the cognizant civil aviation authority (e.g., FAA Form 8130-3, EASA Form 1, or equivalent) that certifies that the part conforms to the applicable airworthiness regulations *(see also QP-02, QP-04, QP-05, QP-21, QP-26, QP-28).*

Certificated Agency: A company issued a certificate by the cognizant civil aviation authority (e.g., FAA, EASA, TCCA, or equivalent) that authorizes the company to perform maintenance in accordance with approved and/or accepted data within the scope of their limitations.

3.2 Certificate of Conformity: A document that certifies product conformity to process, design, and/or specification requirements; commonly referred to as "Certificate of Conformance"

3.3 Counterfeit Part: A product produced or altered to imitate or resemble a product without authority or right to do so, with the intent to mislead or defraud by passing the imitation as original or genuine *(see QP-16)**.***

3.4 Distributors: Organization carrying out the purchase, storage, splitting, or sale of products without affecting product conformity. *Distributors may also be referred to as "Brokers" within Turbo Resources' Quality Management System*

3.5 Risk: An undesirable situation or circumstance that has both a likelihood of occurring and a potentially negative consequence.

- *Significant Change: Any change to the quality management system that implements or revises an element of the quality management system that is required by the FAA Advisory Circular (AC) 00-56 or Aviation Suppliers Association ASA-100*

3.6 Splitting: The division of product, either physically or by batch quantity, without affecting the product characteristics.

3.7 Suspected Unapproved Part: A product that might not have been or is suspected of not having been produced in accordance with applicable laws and regulations *(see QP-16).*

3.8 Test Report: Objective evidence provided by either the manufacturer or a certified testing facility that the product conforms with specific design requirements or properties.

4. Quality Management System

4.1 General Requirements

Turbo Resources has established, documented, implemented, and maintains a quality management system and continuously improves its effectiveness in accordance with the requirements of those standards referenced within 2.0.

Turbo Resources' quality management system also addresses customer and applicable statutory and regulatory quality management system requirements.

Turbo Resources:

a) identifies the processes needed for the quality management system and their application throughout the organization (see 1.2),

b) determines the sequence and interaction of these processes (see QMS Process Map at end of this section),

c) determines criteria and methods needed to ensure that both the operation and control of these processes are effective

d) ensures the availability of resources and information necessary to support the operation and monitoring of these processes

e) monitors, measures where applicable, and analyzes these processes, and

f) implements actions necessary to achieve planned results and continual improvement of these processes.

These processes are managed by Turbo Resources in accordance with the requirements of those standards referenced within 2.0.

Where Turbo Resources chooses to outsource any process that affects product conformity with requirements, Turbo Resources ensures control over such processes. The type and extent of control to be applied to these outsourced processes are defined within the quality management system

Note1: Processes needed for the quality management system referred to above include processes for management activities, provision of resources, product realization, measurement, analysis and improvement.

Note2: An “outsourced process” is a process that Turbo Resources’ needs for its quality management system and which Turbo Resources chooses to have performed by an external party.

Note3: Ensuring control over outsourced processes does not absolve Turbo Resources of the responsibility of conformity to all customer, statutory, and regulatory requirements. The type and extent of control to be applied to the outsourced process can be influenced by factors such as

a) the potential impact of the outsourced process on Turbo Resources’ capability to provide product that conforms to requirements,

b) the degree to which the control of the process is shared,

c) the capability of achieving the necessary control through the application of 7.4.

Ref: QMS Process Map at end of Clause 4.

4.2 Documentation Requirements

4.2.1 General

The Turbo Resources quality management system documentation includes:

a) documented statements of a quality policy *(see 5.3)* and quality objectives,

b) a quality manual,

c) documented procedures required by those standards referenced in 2.0,

d) documents, including records, needed by Turbo Resources to ensure effective planning, operation, and control of its processes.

Turbo Resources ensures that personnel have access to, and are aware of, relevant quality management system documentation and changes.

Customer and/or regulatory authorities have access to quality management system documentation. This document is available at http://www.turboresources.com

Note1: Where the term “documented procedure” appears within this manual, it means that the procedure is established, documented, implemented, and maintained. A single document may address the requirements for one or more procedures. A requirement for a documented procedure may be covered by more than one document.

Note2: The extent of Turbo Resources’ Quality Management System documentation is based upon:

a) the size of Turbo Resources’ organization and type of activities,

b) the complexity of Turbo Resources’ processes and their interactions, and

c) the competency of Turbo Resources’ personnel

Note3: Documentation can be in any form or type of medium.

4.2.1.1 Documentation Structure

The structure of Turbo Resources Quality Management System documentation, in order of precedence, is as follows:

a) Turbo Resources Quality Management System Manual: This document establishes Turbo Resources' minimum quality standard system requirements and provides linkage to the quality procedures.

b) Turbo Resources Quality Procedures: Documented processes, procedures, and work instructions that are established, identified, and controlled by Turbo Resources that ensure Turbo Resources Quality Management System requirements are effectively implemented.

c) Turbo Resources Quality Forms: Documents require completion (manually or electronically) during the accomplishment of tasks associated with a quality procedure.

4.2.2 Quality Manual

Turbo Resources has established and maintains this quality manual that includes:

a) the scope of the quality management system, including details of, and justification for any exclusions (see 1.2),

b) the documented procedures established for the quality management system, or reference to them, *and when referencing the documented procedures, the relationship between the requirement and the documented procedures shall be clearly shown, and*

c) a description of the interaction between the processes of the quality management system (*see QMS Process Map at end of this section*).

4.2.2.1 ASA-100 Accrediting Agency Notification

In accordance with ASA-100, Turbo Resources shall notify the Aviation Suppliers Association (ASA-100 accrediting organization), in writing, of any significant changes to its quality management system and receive written notification of acceptance of the change prior to implementation.

4.2.3 Control of Documents

Documents required by the Turbo Resources Quality Management System are controlled. Records are a special type of document and shall be controlled according to the requirements given in 4.2.4.

Turbo Resources has established documented procedures to define the controls needed:

a) to approve documents for adequacy prior to use,

b) to review and update as necessary and re-approve documents,

c) to ensure that changes and the current revision status of documents are identified,

d) to ensure that relevant revisions of applicable documents are available at points of use,

e) to ensure that documents remain legible and readily identifiable,

f) to ensure that documents of external origin determined by Turbo Resources to be necessary for the planning and operation of the quality management system are identified and their distribution controlled, and

g) to prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.

Note: Turbo Resources maintains a Document Master List that identifies each document under control of the Quality Management System by title and/or number.

Ref: QP-03 Document Control

4.2.4 Control of Records

Records established to provide evidence of conformity to requirements and of the effective operation of the Turbo Resources quality management system are controlled.

Turbo Resources has established documented procedures to define the controls needed for the identification, storage, protection, retrieval, retention time, and disposition of records.

Records remain legible, readily identifiable, and retrievable.

Records of product origin, conformity and shipment are maintained in accordance with customer, statutory and regulatory requirements.

Note: Records include, but are not limited to:

a) manufacturer, distributor, repair station, test and inspection reports;

b) certificates of conformity (manufacturer, sub-tier distributor), copies of airworthiness certificates;

c) nonconformance, concession, and corrective action records,

d) lot or batch traceability records,

e) environmental or shelf life condition records.

Where records are stored in an electronic form, back-up procedures have been defined. These electronic records are secured to prevent unauthorized alteration or change and cannot be corrupted due to software or system changes.

Ref: QP-19 Quality Records
QP-20 Control of Electronic Media

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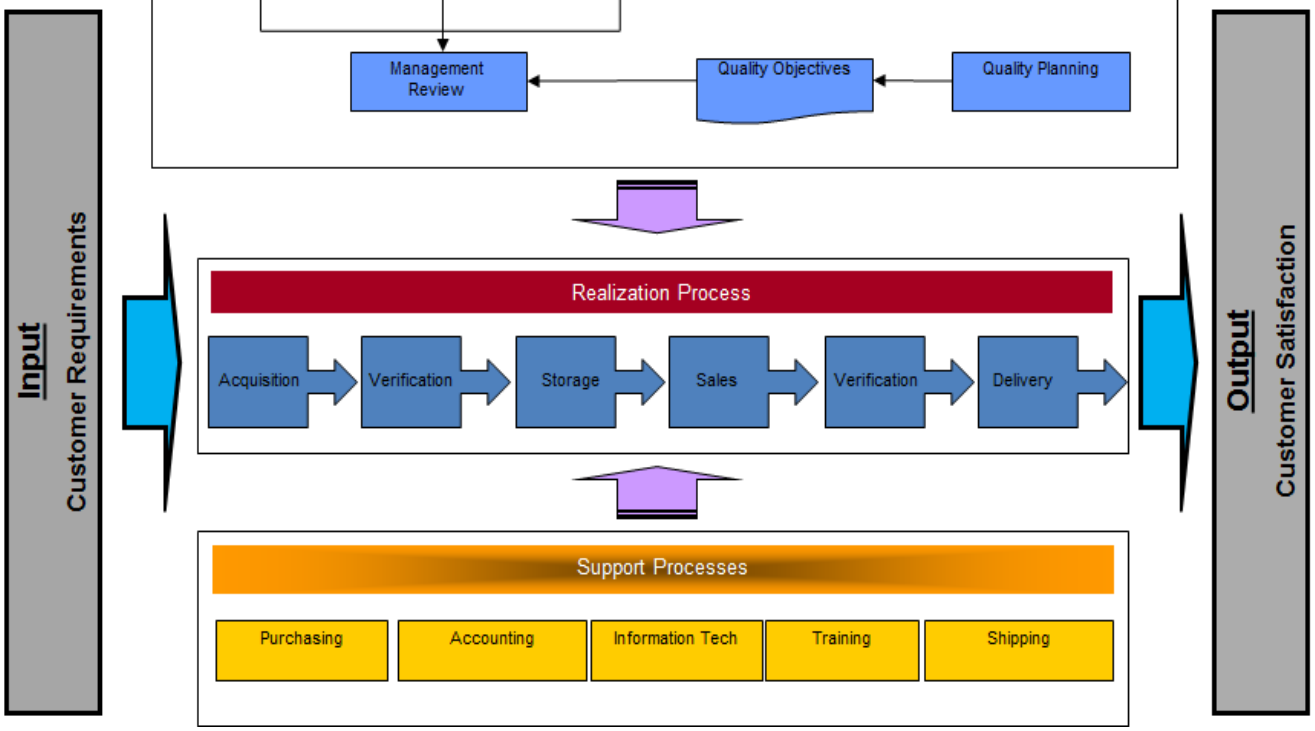
QMS Process Map



5. Management Responsibility

5.1 Management Commitment

Turbo Resources top management provides evidence of its commitment to the development and implementation of the Turbo Resources Quality Management System and continually improving its effectiveness by:

a) communicating to the organization the importance of meeting customer as well as statutory and regulatory requirements,

b) establishing the quality policy,

c) ensuring that quality objectives are established,

d) conducting management reviews, and

e) ensuring availability of resources.

Ref: QP-11 Management Review

5.2 Customer Focus

Turbo Resources top management ensures that customer requirements are determined and are met with the aim of enhancing customer satisfaction (see 7.2.1 and 8.2.1).

Top management shall ensure that product conformity and on-time delivery performance are measured and that appropriate action is taken if planned results are not, or will not, be achieved.

Ref: QP-18 Contract Review
QP-13 Statistical Techniques

5.3 Quality Policy

Turbo Resources Quality Policy:

"Turbo Resources International is to meet or exceed every measure of our customer's quality standards as well as those set by industry. We guarantee every product we sell and will continually strive to better serve our customers."

This policy is the framework for establishing and reviewing measurable quality objectives.

Turbo Resources top management ensures that the Turbo Resources Quality Policy:

a) is appropriate to the purpose of the organization,

b) includes a commitment to comply with requirements and continually improve the effectiveness of the quality management system,

c) provides a framework for establishing and reviewing quality objectives,

d) is communicated and understood within the organization, and

e) is reviewed for continued suitability.

Ref: QP-11 Management Review

5.4 Planning

5.4.1 Quality Objectives

Turbo Resources' top management ensures that quality objectives, including those needed to meet requirements for product (see 7.1a) are established at relevant functions and levels within the organization. The quality objectives are measurable and consistent with the Turbo Resources' Quality Policy.

Ref: QP-11 Management Review

5.4.2 Quality Management System Planning

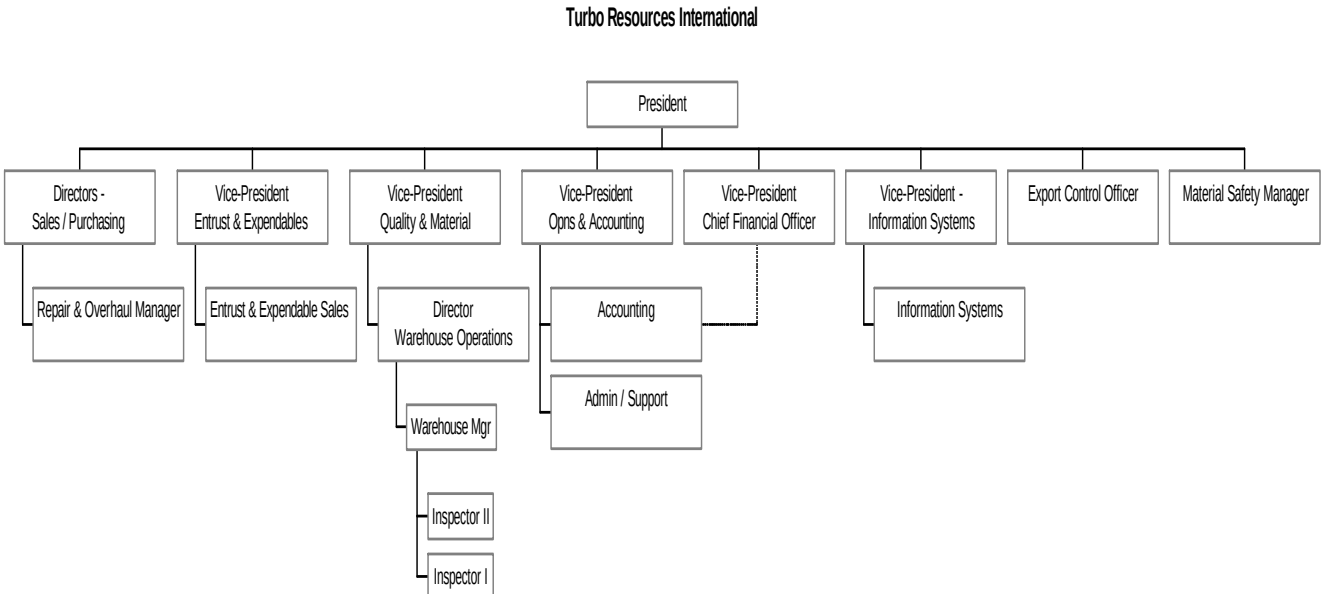
Turbo Resources top management ensures that:

a) The planning of the Turbo Resources Quality Management System is carried out in order to meet the requirements given in 4.1, as well as the quality objectives, and

b) The integrity of the Turbo Resources Quality Management System is maintained when changes to the Quality Management System are planned and implemented.

Ref: QP-11 Management Review
QP-03 Document Control

5.5 Responsibility, Authority, and Communication



5.5.1 Responsibility and Authority

Turbo Resources top management ensures that responsibilities and authorities are defined and communicated within the organization *(see Organization Chart above).*

The responsibility and authority of those who manage, perform or verify work affecting product quality have been defined through specific functions. Employees may perform more than one function within the organization (as defined by the organizational chart) provided they are qualified and trained to the requirements for

each function they perform. (See 8.2.2 for consideration of issues relating to Internal Audit).

Functional responsibilities and interrelationships of management are defined below. Delegation of tasks associated with functional responsibilities does not relieve the delegating function of the overall responsibility indicated herein.

President

a) The President oversees the total business operation to ensure its business plans (long and short) are met.

b) Defines and documents the quality policy, objectives for and commitment to quality for Turbo Resources.

c) Appoints a Management Representative who has defined responsibility and authority to implement and maintain the Turbo Resources Quality Management System.

d) Ensures that appropriate resources are available to implement and maintain the Turbo Resources Quality Management System.

e) Serves as "Accountable Manager" with full organizational and fiduciary responsibility for the organization.

Directors of Sales/Purchasing

a) Daily modeling of behaviors that support this Quality Management System.

b) Ensuring that sales and purchasing activities are performed in accordance with documented procedures and that objective evidence of compliance is maintained.

c) Ensuring that customer contract requirements are flowed down to sub-tier suppliers in accordance with documented procedures.

d) Identifying opportunities for and resolving assigned issues in support of the Corrective and Preventive Action system.

Repair & Overhaul Manager

a) Ensuring that purchasing activities related to the subcontracting of maintenance to certificated agencies are performed in accordance with documented procedures and that objective evidence of compliance is maintained.

b) Identifying opportunities for and resolving assigned issues in support of the Corrective and Preventive Action system.

Vice-President Entrustments & Expendables

a) Daily modeling of behaviors that support this Quality Management System

b) Ensuring that sales and purchasing activities of entrusted and expendable material are performed in accordance with documented procedures and that objective evidence of compliance is maintained.

c) Assisting in the development of, and ensuring that, entrustment contract requirements are in accordance with documented procedures.

d) Identifying opportunities for and resolving assigned issues in support of the Corrective and Preventive Action system.

e) Identifying training needs and conducting training to ensure employee behaviors support this Quality Management System.

Entrustment & Expendables Sales

a) Ensuring that sales and purchasing activities are performed in accordance with documented procedures and that objective evidence of compliance is maintained.

b) Identifying opportunities for and resolving assigned issues in support of the Corrective and Preventive Action system.

Vice-President Quality & Material

The Vice-President Quality & Material has been appointed to serve as Management Representative with specific Quality System responsibilities that include:

a) Ensure the Quality Management System is established, implemented, and maintained according to those standards referenced within 2.0.

b) Report on performance of the Quality Management System at regular intervals based on requirements defined through the implementation of Management Reviews.

Other specific Quality System responsibilities include:

c) Maintain and document procedures controlling all documents and data related to the requirements of AS9120, ISO9001, ASA-100, and C.A.S.E.3-A.

d) Maintain documented procedures for identifying product.

e) Establish and maintain documented procedures for inspection and testing.

f) Ensure that product is not used until it has been inspected or otherwise verified as conforming to specified requirements.

g) Ensure proper Receiving, In-Process, and Final Inspection and Testing is conducted as required by documented procedures.

h) Ensure that records providing evidence that product has been inspected and/or tested are established and maintained.

i) Follow the appropriate documented procedure to review and disposition nonconforming product.

j) Establish and maintain documented procedures for implementing corrective and preventive action.

k) Establish and maintain documented procedures for identification, collection, indexing, access, filing, storage, maintenance, and disposition of all records associated with the Quality Management System.

l) Establish and maintain documented procedures for planning and conducting internal quality system audits.

m) Maintain supplier registers with approval status noted (with exception of disallowed suppliers) and ensure supplier performance is adequate to the needs of the organization.

n) Assume responsibility for all quality systems, including Inspection, Tool & Test Equipment Calibration, Technical Data Control, Shelf Life Program and Scrapped Parts (as applicable).

o) Ensure adequate human resources required to ensure compliance with documented procedures are available.

Director, Warehouse Operations

a) Daily modeling of behaviors that support this Quality Management System

b) Identifying training needs and conducting training to ensure employee behaviors support this Quality Management System.

c) Assist the Vice-President Quality & Material in ensuring that Inspectors perform all tasks in accordance with documented procedures and serve as delegate for all duties of V.P., Quality & Material in his absence.

d) Establish and maintain procedures and practices to ensure that product is properly handled, stored, retrieved, and shipped without damage.

e) Identifying opportunities for and resolving assigned issues in support of the Corrective and Preventive Action system.

Warehouse Manager

a) Daily modeling of behaviors that support this Quality Management System

b) Identifying training needs and conducting training to ensure employee behaviors support this Quality Management System.

c) Assist the Vice-President Quality & Material in ensuring that Inspectors perform all inspection, handling, and record keeping in accordance with documented procedures.

d) Establish and maintain procedures and practices to ensure that product is properly handled, stored, retrieved, and shipped without damage.

e) Identifying opportunities for and resolving assigned issues in support of the Corrective and Preventive Action system.

Inspectors (II & I)

a) Performing all inspection, handling, and record keeping tasks described within documented procedures relating to the tasks being performed within the scope of authority designated on the Inspector Roster for their classification level.

b) Identifying opportunities for and resolving assigned issues in support of the Corrective and Preventive Action system.

Responsibility and authority for verifying work performed and identifying acceptance status (with limitations, if applicable) has been delegated to those individuals indicated on the Inspector Roster (Appendix B). Access to areas in which nonconforming product is stored for purposes of review and disposition is approved for those individuals so indicated.

Vice-President Operations & Accounting

a) Maintain supplier registers with approval status noted (disallowed suppliers only).

b) Assure that quality records relating to accounting activities are maintained in accordance with documented procedures.

c) Identifying opportunities for and resolving assigned issues in support of the Corrective and Preventive Action system.

d) Daily model behaviors that support this Quality Management System.

e) Identifying training needs and conducting training to ensure employee behaviors support this Quality Management System.

Accounting

a) Perform all accounting activities relating to quality issues in accordance with documented procedures.

b) Identifying opportunities for and resolving assigned issues in support of the Corrective and Preventive Action system.

Administrative / Support Staff

a) Perform all administrative and support activities relating to quality issues in accordance with documented procedures.
b) Identifying opportunities for and resolving assigned issues in support of the Corrective and Preventive Action system.

Vice-President – Chief Financial Officer

a) Identifying opportunities for and resolving assigned issues in support of the Corrective and Preventive Action system.

b) Daily model behaviors that support this Quality Management System.

Vice-President Information Systems

a) Ensure that network drives to which software file containing quality procedures are maintained in accordance with document procedures.

b) Identifying opportunities for and resolving assigned issues in support of the Corrective and Preventive Action system.

c) Daily model behaviors that support this Quality Management System.

d) Identifying training needs and conducting training to ensure employee behaviors support this Quality Management System.

Information Systems

a) Assist the Vice-President Information Systems in ensuring that network drives to which software file containing quality procedures are maintained in accordance with document procedures.

b) Identifying opportunities for and resolving assigned issues in support of the Corrective and Preventive Action system.

Material Safety Manager

a) Ensuring that issues related to the material management of hazardous material, including training, storage, and offering for transport, are performed in accordance with documented procedures and all applicable federal, state, and local regulations.

b) Identifying opportunities for and resolving assigned issues in support of the Corrective and Preventive Action system.

Export Control Officer

a) perform all administrative and support activities relating to products and technology under export control in accordance with documented procedures.

b) Serve as liaison with governmental agencies to ensure compliance with United States Export Administration Regulations and Laws.

c) Ensure that documented procedures provide means of compliance with United States Export Administration Regulations and laws.

d) Identifying opportunities for and resolving assigned issues in support of the Corrective and Preventive Action system.

Note: Personnel performing this function shall be required to obtain a Username and Personal Identification Number (PIN) from the Bureau of Industry and Security (BIS) to assist in the performance of various tasks and submission of requests for various approvals and licenses. Personnel changes shall be communicated to the Bureau of Industry and Standard, Western region.

5.5.2 Management Representative

Turbo Resources top management has appointed a member of management who, irrespective of other responsibilities, has responsibility and authority that includes:

a) ensuring that the processes needed for the quality management system are established, implemented, and maintained,

b) reporting to top management on the performance of the quality management system and any need for improvement,

c) ensuring the promotion of awareness of customer requirements throughout the organization, ***and***

d) the organizational freedom and unrestricted access to top management to resolve quality management issues.

Note1: The responsibility of a management representative can include liaison with external parties on matters relating to the Quality Management System.

Note2: Turbo Resources top management appoints the Vice-President Quality & Material to serve as the Management Representative with singular authority and accountability for oversight / execution of the above activities (see 5.1.1).

5.5.3 Internal Communication

Turbo Resources top management ensures that appropriate communication processes are established within the organization and that communication takes place regarding the effectiveness of the Turbo Resources Quality Management System.

5.6 Management Review

5.6.1 General

Turbo Resources top management conducts reviews of the quality management system, at planned intervals, to ensure its continued suitability, adequacy, and effectiveness. This review includes assessing opportunities for improvement and the need for changes to the Turbo Resources Quality Management System, including the quality policy and quality objectives.

Records from management reviews are maintained (see 4.2.4)

Ref: QP-11 Management Review

5.6.2 Review Input

The input to management review includes information on:

a) results of audits,

b) customer feedback,

c) process performance and product conformity,

d) status of preventive and corrective actions,

e) follow-up actions from previous management reviews,

f) changes that could affect the quality management system, and

g) recommendations for improvement.

Ref: QP-11 Management Review

5.6.3 Review Output

The output from the management review includes any decisions and actions related to:

a) improvement of the effectiveness of the Quality Management System and its processes,

b) improvement of product related to customer requirements, and

c) resource needs.

Ref: QP-11 Management Review

6. Resource Management

6.1 Provision of Resources

Turbo Resources determines and provides the resources needed:

a) to implement and maintain the Quality Management System and continually improve its effectiveness, and

b) to enhance customer satisfaction by meeting customer requirements.

Ref: QP-11 Management Review

6.2 Human Resources

6.2.1 General

Personnel performing work affecting conformity to product requirements are competent on the basis of appropriate education, training, skills, and experience.

Note: Conformity to product requirements can be affected directly or indirectly by personnel performing any task within the quality management system.

Ref: QP-08 Personnel Training

6.2.2 Competence, Awareness, and Training

Turbo Resources:

a) determines the necessary competence for personnel performing work affecting conformity to product requirements,

b) where applicable, provides training or takes other actions to achieve the necessary competence,

c) evaluates the effectiveness of the actions taken,

d) ensures that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives, and

e) maintains appropriate records of education, training, skills, and experience (see 4.2.4).

Ref: QP-08 Personnel Training

6.3 Infrastructure

Turbo Resources determines, provides and maintains the infrastructure needed to achieve conformity to product requirements. Infrastructure includes, as applicable:

a) buildings, workspace and associated utilities,

b) process equipment (both hardware and software), and

c) supporting services (such as transport, communication, or information systems).

Ref: QP-11 Management Review

6.4 Work Environment

Turbo Resources determines and manages the work environment needed to achieve conformity to product requirements.

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

Ref: QP-11 Management Review

7. Product Realization

7.1 Planning of Product Realization

Turbo Resources plans and develops the processes needed for product realization *which, based upon its business scope, are limited to acquisition, verification, storage, sale, verification to customer requirement, and shipping/delivery of product.* Planning of product realization is consistent with the requirements of the other processes of the Quality Management System (see 4.1).

In planning product realization, Turbo Resources determines the following, as appropriate:

a) quality objectives and requirements for the product;

b) the need to establish processes, documents and provide resources specific to the product;

c) required verification, validation, monitoring, measurement, inspection and test activities specific to the product and the criteria for product acceptance;

d) records needed to provide evidence that the realization processes and resulting product meet requirements (see 4.2.4);

e) configuration management appropriate to the product.

The output of this planning is in a form suitable for Turbo Resources' method of operations.

Note1: A document specifying the processes of the quality management system (including the product realization processes) and the resources to be applied to a specific product, project, or contract can be referred to as a quality plan.

Note2: Turbo Resources may also apply the requirements given in 7.3 to the development of product realization processes ***(Not applicable for this quality management system,*** *see 1.2****)***.

7.1.1 Configuration Management

Turbo Resources has established, implemented, and maintains a configuration management process that includes, as appropriate to the product

a) configuration management planning,

Turbo Resources holds no design nor manufacturing approvals, nor designs nor produces any product intended for, or required by, a customer (see 1.2).

Configuration management established by the manufacturer, by part number (and dash number, if applicable) is recognized and utilized by Turbo Resources during its product realization process.

b) configuration identification,

Turbo Resources recognizes the configuration identification as established by the manufacturer and shall be as determined by means of part markings (e.g., data plates, data labels) and/or documentation from the manufacturer and/or certificated agencies.

c) change control configuration,

Turbo Resources holds no design nor manufacturing approvals, nor designs nor produces any product intended for, or required by, a customer (see 1.2) and does not have the authority to request, evaluate, approve or disapprove, nor implement changes to configuration control.

d) configuration status accounting, and

Turbo Resources holds no design nor manufacturing approvals, nor designs nor produces any product intended for, or required by, a customer (see 1.2), is not involved in change control configuration and therefore does not record nor report the status of project configuration items (initial approved versions, status of requested changes, implementation status of approved changes).

e) configuration audit.

Turbo Resources determines the extent to which the actual configuration item reflects the required physical characteristics, on a limited basis. This audit activity, when performed, is limited to visual inspection of item configuration against externally sourced data (e.g., illustrated part catalogues, drawings, etc…) and comparison of kit contents (e.g., constituent part numbers and associated quantities) against a "kit list" (when provided).

Ref: *QP-17 Purchasing*
QP-04 Receiving Purchased Parts
QP-27 Receiving Consigned Parts and Lot Purchases
QP-26 Receiving Supplier Processed Parts
QP-18 Contract Review
QP-05 Shipping Inspection
QP-14 Receiving Customer Returned Parts

7.1.2 Control of Work Transfers

Turbo Resources has established, implemented, and maintains a process to plan and control the temporary or permanent transfer of work (e.g., from one organization facility to another, from the organization to a supplier, from one supplier to another supplier) and to verify the conformity of the work to requirements.

Ref: QP-17 Purchasing
QP-04 Receiving Purchased Parts
QP-27 Receiving Consigned Parts and Lot Purchases
QP-26 Receiving Supplier Processed Parts
QP-18 Contract Review
QP-05 Shipping Inspection
QP-14 Receiving Customer Returned Parts

7.2 Customer-Related Processes

7.2.1 Determination of Requirements Related to the Product

Turbo Resources determines:

a) requirements specified by the customer, including the requirements for the delivery and post delivery activities,

b) requirements not stated by the customer but necessary for specified or intended use, where known,

c) statutory and regulatory requirements applicable to the product, and

d) any additional requirements.

Note: Post-delivery activities include, for example, actions under warranty provisions, contractual obligations such as maintenance services, and supplementary services such as recycling or final disposal.

Ref: QP-18 Contract Review

7.2.2 Review of Requirements Related to the Product

Turbo Resources reviews the requirements related to the product. This review is conducted prior to Turbo Resources' commitment to supply a product to the

customer (e.g. submission of tenders, acceptance of contracts or orders, acceptance of changes to contracts or orders) and ensures that:

a) product requirements are defined

b) contract or order requirements differing from those previously expressed are resolved,

c) Turbo Resources has the ability to meet the defined requirements, **and**

d) risks (e.g. new technology, short delivery time scale) have been identified.

Records of the results of the review and actions arising from the review are maintained (see 4.2.4)

Where the customer provides no documented statement of requirement, the customer requirements are confirmed by Turbo Resources before acceptance.

Where product requirements are changed, Turbo Resources ensures that relevant documents are amended and that relevant personnel are made aware of the changed requirements.

Note: In some situations, such as internet sales, a formal review is impractical for each order. Instead the review can cover relevant product information such as catalogues or advertising material.

Ref: *QP-18 Contract Review*
QP-05 Shipping Inspection

7.2.3 Customer Communication

Turbo Resources determines and implements effective arrangements for communicating with customers in relation to:

a) product information,

b) enquiries, contracts or order handling, including amendments, and

c) customer feedback, including customer complaints.

Ref: *QP-18 Contract Review*
QP-05 Shipping Inspection

7.3 Design and Development

Turbo Resources holds no design nor manufacturing approvals from the Federal Aviation Administration, nor designs nor produces any product intended for, or required by, a customer and takes exclusion to this requirement (see 1.2).

7.4 Purchasing

7.4.1 Purchasing Process

Turbo Resources ensures that purchased product conforms to specified purchase requirements. The type and extent of control applied to the supplier purchased product is dependent upon the effect of the purchased product on subsequent product realization or the final product.

Turbo Resources is responsible for the conformity of all products purchased from suppliers, including product from sources defined by the customer.

Turbo Resources evaluates and selects suppliers based on their ability to supply product in accordance with Turbo Resources' requirements, has established criteria for selection, evaluation and re-evaluation, and maintains records of the results of evaluations and any necessary actions arising from the evaluation (see 4.2.4).

Note: One factor that can be used during supplier selection and evaluation is supplier quality data from objective and reliable external sources, as evaluated by Turbo Resources (e.g., information from accredited quality management system or process certification bodies, organization approvals from government authorities). Use of such data would be only one component of Turbo Resources' supplier control process and Turbo Resources remains responsible for verifying that purchased product meets specified purchase requirements.

Turbo Resources:

a) maintains a register of its suppliers that includes approval status (e.g., approved, conditional, disapproved) and the scope of the approval (e.g., product type, process family);

b) periodically reviews supplier performance; records of these reviews are used as a basis for establishing the level of controls to be implemented;

c) defines the necessary actions to take when dealing with suppliers that do not meet requirements;

d) ensures where required that both Turbo Resources and all suppliers use customer-approved special process sources,

e) defines the process, responsibilities and authority for the approval status decision, changes of the approval status and conditions for a controlled use of suppliers depending on the suppliers' approval status,

f) determines and manages risk when selecting and using suppliers, and

g) implements controls to prevent the purchase of counterfeit and suspected unapproved parts.

Ref: QP-17 Purchasing
QP-12 Supplier Control
QP-16 Suspected Unapproved Parts

7.4.2 Purchasing Information

Purchasing information describes the product to be purchased, including where appropriate:

a) requirements for approval of product, procedures, processes and equipment,

b) requirements for qualification of personnel,

c) quality management system requirements,

d) the identification and revision status of specifications, drawings, process requirements, inspection/verification instructions and other relevant technical data,

e) requirements for design, test, inspection, verification, use of statistical techniques for product acceptance and related instructions for acceptance,

f) requirements regarding the need for supplier to:

- ***notify Turbo Resources of nonconforming product,***

- ***obtain Turbo Resources approval for nonconforming product disposition,***

- ***notify Turbo Resources of changes in product and/or process definitions, changes of suppliers, change of manufacturing facility location and, where required, obtain Turbo Resources approval, and***

- ***flow down to the supply chain the applicable requirements including customer requirements,***

g) records retention requirements,

h) right of access by Turbo Resources, their customer, and regulatory authorities to the applicable areas of all facilities, at any level of the supply chain, involved in the order and to all applicable records, and

i) requirements for a certificate of conformity, test reports, and/or airworthiness certificate.

Turbo Resources ensures the adequacy of specified purchase requirements prior to their communication to the supplier.

Ref: QP-17 Purchasing

7.4.3 Verification of Purchased Product

Turbo Resources establishes and implements the inspection or other activities necessary for ensuring that purchased product meets specified purchase requirements.

Note1: Customer verification activities performed at any level of the supply chain are not used by Turbo Resources or the supplier as evidence of effective control of quality and does not absolve Turbo Resources of its responsibility to provide acceptable product and comply with all requirements

Note2: Verification activities can include

- obtaining objective evidence of the conformity of the product from the supplier (e.g., accompanying documentation, certificate of conformity, test records, statistical records, process control records),

- ***inspection and audit at the supplier's premises,***

- ***review of the required documentation, and***

- ***inspection of products upon receipt.***

Where Turbo Resources or its customer intends to perform verification at the supplier's premises, Turbo Resources states the intended verification arrangements and method of product release in the purchasing information.

Ref: *QP-04 Receiving Purchased Parts*
QP-26 Receiving Supplier Processed Parts
QP-27 Receiving Consigned Parts and Lot Purchases

7.5 Production and Service Provision

7.5.1 Control of Production and Service Provision:

Turbo Resources plans and carries out production and service provision under controlled conditions. Controlled conditions include, as applicable,

a) the availability of information that describes the characteristics of the product,

Note: This information can include drawings, part lists, materials and process specifications.

b) the availability of work instructions, as necessary,

Note: Work instructions can include process flow charts, production documents (e.g., manufacturing plans, travelers, routers, work orders, process cards) and inspection documents.

c) the use of suitable equipment,

Note: Suitable equipment can include product specific tools (e.g., jigs, fixtures, molds)and software programs.

d) the availability and use of monitoring and measuring devices,

e) the implementation of monitoring and measurement, and

f) the implementation of product release, delivery, and post-delivery activities.

g) accountability for all product (e.g., parts quantities, split orders, nonconforming product),

h) evidence that all operations have been completed as planned, or as otherwise documented and authorized,

i) provision for the prevention, detection and removal of foreign objects,

j) monitoring and control of utilities and supplies (e.g., water, compressed air, electricity, chemical products) to the extent they affect conformity to product requirements, and

k) criteria for workmanship, specified in the clearest practical way (e.g., written standards, representative samples, illustrations).

Ref: QP-18 Contract Review
QP-05 Shipping Inspection

7.5.2 Validation of Processes for Production and Service Provision:

Turbo Resources holds no design nor manufacturing approvals from the Federal Aviation Administration, nor designs nor produces any product any product intended for, or required by, a customer and takes exclusion to this requirement of AS9120 (see 1.2).

7.5.3 Identification and Traceability

Where appropriate, Turbo Resources identifies the product by suitable means throughout product realization.

Turbo Resources maintains the identification of the configuration of the product in order to identify any differences between the actual configuration and the agreed configuration *(see 7.1.1).*

Turbo Resources identifies the product status with respect to monitoring and measurement requirements throughout the product realization.

When acceptance authority media are used (e.g., stamps, electronic signatures, passwords), Turbo Resources establishes appropriate controls for the media.

Where traceability is a requirement, Turbo Resources controls the unique identification of the product and maintains records (see 4.2.4).

Turbo Resources maintains product identification and traceability by suitable means (e.g., labels, bar codes) from receipt; during splitting, storage, packaging, and preservation operations; and until delivery (including subcontracted handling or packing operations).

Note: Traceability requirements can include

- ***identification to be maintained throughout the product life,***

- ***the ability to trace all products manufactured from the same batch or raw material, or from the same manufacturing batch, to the destination (e.g., delivery, scrap),***

- ***for an assembly, the ability to trace its components to the assembly and then to the next higher assembly, and***

- ***the identification of condition (e.g., new, repaired, altered or rebuilt) of product in inventory.***

Note1: In some industry sectors, configuration management is a means by which identification and traceability are maintained ***(see 7.1.1).***

Note2: Traceability requirements may include the ability to trace components disassembled from the next higher assembly.

Ref: *QP-04 Receiving Purchased Parts*
QP-14 Receiving Customer Returned Parts
QP-26 Receiving Supplier Processed Parts
QP-27 Receiving Consigned Parts and Lot Purchases
QP-02 Parts Identification and Traceability
QP-28 Material Certification and Release

7.5.4 Customer Property

Turbo Resources exercises care with customer property while it is under Turbo Resources' control or being used by Turbo Resources. Turbo Resources identifies, verifies, protects and safeguards customer property provided for use or incorporation into the product. If any customer property is lost, damaged or otherwise found to be unsuitable for use, this is reported to the customer and records are maintained (see 4.2.4)

Note: Customer property can include intellectual property and personal data.

Ref: QP-27 Receiving Consigned Parts and Lot Purchases

7.5.5 Preservation of Product

Turbo Resources preserves the product during internal processing and delivery to the intended destination in order to maintain conformity to requirements. As applicable, this preservation includes identification, handling, packaging, storage and protection. Preservation also applies to the constituent parts of a product.

Preservation of product includes, where applicable in accordance with product specifications and applicable statutory and regulatory requirements, provisions for:

a) cleaning,

b) prevention, detection and removal of foreign objects,

c) special handling for sensitive products,

d) marking and labeling including safety warnings,

e) shelf life control and stock rotation, and

f) special handling of hazardous materials.

Serviceable parts are physically segregated from unserviceable parts.

Ref: QP-04 Receiving Purchased Parts
QP-14 Receiving Customer Returned Parts
QP-26 Receiving Supplier Processed Parts
QP-27 Receiving Consigned Parts and Lot Purchases
QP-24 Material Handling
QP-05 Shipping Inspection

7.6 Control of Monitoring and Measuring Equipment

Turbo Resources determines the monitoring measurement to be undertaken and the monitoring and measuring equipment needed to provide evidence of conformity of product to determined requirements.

Turbo Resources maintains a register of the monitoring and measuring equipment, and defines the process employed for their calibration including

details of equipment type, unique identification, location, frequency of checks, check method, and acceptance criteria.

Turbo Resources establishes processes to ensure that monitoring and measurement can be carried out and are carried out in a manner that is consistent with the monitoring and measurement requirements.

Turbo Resources ensures that environmental conditions are suitable for the calibrations, inspections, measurements and tests being carried out.

Where necessary to ensure valid results, measuring equipment is:

a) calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification is recorded;

b) adjusted or re-adjusted as necessary;

c) identified in order to determine its calibration status;

d) safeguarded from adjustments that would invalidate the measurement result;

e) protected from damage and deterioration during handling, maintenance, and storage.

Turbo Resources has established, implemented, and maintains a process for the recall of monitoring and measuring equipment requiring calibration or verification.

In addition, Turbo Resources assesses and records the validity of the previous measuring results when the equipment is found not to conform to requirements. Turbo Resources takes appropriate action on the equipment and any product affected. Calibration and verification result records are maintained (see 4.2.4).

When used in the monitoring and measurement of specified requirements, the ability of computer software to satisfy the intended application shall be confirmed. This shall be undertaken prior to initial use and reconfirmed as necessary.

Note: Confirmation of the ability of computer software to satisfy the intended application would typically include its verification and configuration management to maintain its suitability for use.

Ref: QP-29 Control of Measurement and Test Equipment

8. Measurement, Analysis, and Improvement

8.1 General

Turbo Resources plans and implements monitoring, measurement, analysis and improvement processes needed:

a) to demonstrate conformity to product requirements,

b) to ensure conformity of the quality management system, and

c) to continually improve the effectiveness of the quality management system.

This includes determination of applicable methods, including statistical techniques, and the extent of their use.

Ref: QP-13 Statistical Techniques

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

As one of the measurements of the performance of the Quality Management System, Turbo Resources monitors information relating to customer perception as to whether Turbo Resources has met customer requirements. The methods for obtaining and using this information shall be determined.

Information monitored and used for the evaluation of customer satisfaction includes, but is not limited to, product conformity, on-time delivery performance, customer complaints and corrective action requests. Turbo Resources has developed and implemented plans for customer satisfaction improvement that address deficiencies identified by these evaluations, and assesses the effectiveness of the results.

Note: Monitoring customer perception can include obtaining input from sources such as customer satisfaction surveys, customer data on delivered product quality, user opinion surveys, lost business analysis, compliments, warranty claims, and dealer reports.

Ref: QP-13 Statistical Techniques
QP-11 Management Review

8.2.2 Internal Audit

Turbo Resources conducts internal audits at planned intervals to determine whether the Quality Management System:

a) conforms to the planned arrangements (see 7.1), to the requirements of those standards referenced within 2.0 and the Turbo Resources Quality Management System, and

Note: Planned arrangements include customer contractual requirements.

b) is effectively implemented and maintained.

An audit program is planned, taking into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency and methods are defined. Selection of auditors and conduct of audits ensure objectivity and impartiality of the audit process.

Auditors do not audit their own work.

The responsibilities and requirements for planning and conducting audits, and for reporting results and maintaining records (see 4.2.4) are defined by Turbo Resources in documented procedures.

Management responsible for the area being audited ensures that any necessary corrections and corrective actions are taken without undue delay to eliminate detected nonconformities and their causes. Follow-up activities include the verification of the actions taken and the reporting of verification results (see 8.5.2).

Ref: QP-09 Internal Quality Audit

8.2.3 Monitoring and Measurement of Processes

Turbo Resources applies suitable methods for monitoring and, where applicable, measurement of the Quality Management System processes. These methods demonstrate the ability of the processes to achieve planned results. When planned results are not achieved, correction and corrective action is taken, as appropriate.

Note: When determining suitable methods, Turbo Resources considers the type and extent of monitoring or measurement appropriate to each of its processes in relation to their impact on the conformity to product requirements and on the effectiveness of the quality management system.

In the event of process nonconformity, Turbo Resources

a) takes appropriate action to correct the nonconforming process,

b) evaluates whether the process nonconformity has resulted in product nonconformity, and

c) determines if process nonconformity is limited to a specific case or whether it could have affected other processes or products, and

d) identifies and controls any nonconforming product (see 8.3).

Ref: QP-13 Statistical Techniques
QP-11 Management Review
QP-10 Corrective and Preventive Action
QP-07 Nonconforming Material

8.2.4 Monitoring and Measurement of Product

Turbo Resources monitors and measures the characteristics of the product to verify that product requirements have been met. This is carried out at appropriate stages of the product realization process in accordance with the planned arrangements (see 7.1). Evidence of conformity with the acceptance criteria is maintained.

Measurement requirements for product acceptance are documented and include

a) criteria for acceptance and/or rejection,

b) where in the sequence measurement and testing operations are to be performed,

c) required records of the measurement results (at a minimum, indication of acceptance or rejection), and

d) any specific measurement instruments required and any specific instructions associated with their use.

When sampling inspection is used as a means of product acceptance, the sampling plan shall be justified on the basis of recognized statistical principles and appropriate for use (i.e., matching the sampling plan to the criticality of the product and to the process capability).

Records indicate the person(s) authorizing release of product for delivery to the customer (see 4.2.4).

Where required to demonstrate product qualification, Turbo Resources ensures that records provide evidence that the product meets the defined requirements.

The release of product and delivery of service to the customer does not proceed until all planned arrangements (see 7.1) have been satisfactorily completed, unless otherwise approved by a relevant authority and, where applicable, by the customer.

Turbo Resources ensures that documents required to accompany the product are present at delivery *and are protected against loss and deterioration****.***

Ref: *QP-04 Receiving Purchased Parts*
QP-14 Receiving Customer Returned Parts
QP-26 Receiving Supplier Processed Parts
QP-27 Receiving Consigned Parts and Lot Purchases
QP-05 Shipping Inspection

8.2.5 Evidence of Conformity

When required, Turbo Resources provides the customer with evidence of the product's conformity.

When splitting product, copies of original documents are annotated with the following information: amount delivered relative to amount received, purchase order number, customer's name, and suppliers name.
Where there is a formal agreement with the customer, Turbo Resources may deliver a certifying statement created by Turbo Resources that references the original manufacturer's certificate of conformity and documents that are retained and traceable by Turbo Resources; and, if applicable, that defined requirements have been met throughout Turbo Resources' processes.

Ref: *QP-04 Receiving Purchased Parts*
QP-14 Receiving Customer Returned Parts

QP-26 Receiving Supplier Processed Parts
QP-27 Receiving Consigned Parts and Lot Purchases
QP-02 Parts Identification and Traceability
QP-05 Shipping Inspection
QP-28 Material Certification and Release

8.3 Control of Nonconforming Product

Turbo Resources ensures that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. A documented procedure has been established to define the controls and related responsibilities and authorities for dealing with nonconforming product.

Note: The term "nonconforming product" includes nonconforming product returned from a customer, counterfeit and/or suspected unapproved parts.

Turbo Resources' documented procedure defines the responsibility and authority for review and disposition of nonconforming product, and the process for approving personnel making these decisions.

Where applicable, Turbo Resources deals with nonconforming product by one or more of the following ways:

a) by taking action to eliminate the nonconformity;

b) by authorizing its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer;

c) by taking action to preclude its original intended use or application;

d) by taking action appropriate to the effects, or potential effects, of the nonconformity when nonconforming product is detected after delivery or use has started;

- ***Turbo Resources' nonconforming product control process provides for timely reporting of delivered nonconforming product***

  Note: Parties requiring notification of nonconforming product can include suppliers, internal organizations, customers, distributors and regulatory authorities.

e) by taking actions necessary to contain the effect of the nonconformity

on other processes or products.

Note1: Turbo Resources has no authority to rework or repair product.

Note2: Dispositions are limited to:

- ***scrap,***
- ***rejection for return to the supplier*** *(or obtaining missing, or corrected discrepant, documents)***,**
- ***rejection for revalidation by the manufacturer*** *or certificated agency***, and**
- ***submittal to customer and/or design authority for "USE AS IS" disposition.***

Product dispositioned for scrap is conspicuously and permanently marked, or positively controlled, until physically rendered unusable.

When nonconforming product is corrected it is subject to re-verification to demonstrate conformity to the requirements.

Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, are maintained (see 4.2.4).

Ref: *QP-17 Purchasing*
QP-04 Receiving Purchased Parts
QP-14 Receiving Customer Returned Parts
QP-26 Receiving Supplier Processed Parts
QP-27 Receiving Consigned Parts and Lot Purchases
QP-02 Parts Identification and Traceability
QP-07 Nonconforming Material
QP-05 Shipping Inspection
QP-28 Material Certification and Release
QP-25 User Safety Process

8.4 Analysis of Data

Turbo Resources determines, collects, and analyzes appropriate data to demonstrate the suitability and effectiveness of the quality management system and to evaluate where continual improvement of the effectiveness of the quality management system can be made. This includes data generated as a result of monitoring and measurement and from other relevant resources.

The analysis of data provides information relating to,

a) customer satisfaction (see 8.2.1),

b) conformity to product requirements (see 8.2.4),

c) characteristics and trends of processes and products including opportunities for preventive action (see 8.2.3 and 8.2.4), and

d) suppliers (see 7.4).

Ref: QP-13 Statistical Techniques
QP-11 Management Review
QP-12 Supplier Control

8.5 Improvement

8.5.1 Continual Improvement

Turbo Resources continually improves the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review.

Turbo Resources monitors the implementation of improvement activities and evaluates the effectiveness of the results.

Note: Continual improvement opportunities can result from lessons learned, problem resolutions and the benchmarking of best practices.

Ref: QP-11 Management Review
QP-09 Internal Quality Audits
QP-13 Statistical Techniques
QP-10 Corrective and Preventive Action

8.5.2 Corrective Action

Turbo Resources takes action to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities encountered.

A documented procedure is established to define requirements for

a) reviewing nonconformities (including customer complaints),

b) determining the causes of nonconformities,

c) evaluating the need for action to ensure that nonconformities do not recur,

d) determining and implementing action needed,

e) records of the results of action taken (see 4.2.4)

f) reviewing the effectiveness of the corrective action taken,

g) flowing down corrective action requirements to a supplier when it is determined that the supplier is responsible for the nonconformity,

h) specific actions where timely and/or effective corrective actions are not achieved, and

i) determining if additional nonconforming product exists based on the causes of the nonconformities and taking further action when required.

Ref: QP-10 Corrective and Preventive Action

8.5.3 Preventive Action

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

A documented procedure is established to define requirements for

a) determining potential nonconformities and their causes,

b) evaluating the need for action to prevent occurrence of nonconformities,

c) determining and implementing action needed,
d) records of results of action taken (see 4.2.4),

e) reviewing preventive action taken.

Note: Examples of preventive action opportunities include risk management, error proofing, failure mode and effect analysis (FMEA), and information on product problems reported by external sources.

Ref: QP-10 Corrective and Preventive Action
QP-25 User Safety Process

Appendix A

ASA-100 Cross-Reference

The following table provides a cross-reference from the ASA-100 Quality System Standard (as revised) to documents that comprise the Quality Management System.

ASA-100 Version 3.5	Turbo Resources International Quality Procedures
1.A	QP-01
1.B	QP-03
1.C	QP-03
1.D	QP-03
1.E	QP-01
2.A	QP-09, QP-10
2.B	N/A (ASA Policy statement)
3.A	QP-24
3.B	N/A (No maintenance performed)
3.C	N/A (Aircraft parts only)
3.D	QP-06, QP-24
4.A	QP-08
4.B	QP-08, QP-01 (Appendix B)
4.C	QP-08
4.D	QP-08, QP-01 (Appendix B)
5.A	QP-17, QP-02
5.B	QP-17, QP-05, QP-18
5.C	QP-12
5.D	QP-17, QP-02, QP-26, QP-05
6.A	QP-04, QP-14, QP-27, QP-26
6.B	QP-02, QP-04, QP-27, QP-28
6.C	QP-16
6.D	N/A (No inspection stamps used)
6.E	N/A (Consignment only)
7.A	QP-29
7.B	QP-29
8.A	QP-24, QP-09
8.B	QP-04, QP-27
8.C	QP-04, QP-27, QP-25
8.D	QP-04, QP-27, QP-24, QP-05, QP-15
8.E	QP-23, QP-04, QP-05, QP-24, QP-27
8.F	QP-04, QP-26, QP-27, QP-24, QP-05
8.G	QP-04, QP-27
8.H	QP-07
8.I	QP-07
8.J	QP-16
9.A	QP-21, QP-04, QP-26, QP-27
10.A	QP-05, QP-28
10.B	QP-05
10.C	QP-04, QP-26, QP-27, QP-05
10.D	QP-04, QP-27, QP-02
10.E	QP-28, QP-05, QP-02

11.A	QP-05
11.B	QP-08, QP-05
12.A	QP-05
12.B	N/A (Not a distributor)
12.C	N/A (Not a distributor)
12.D	QP-04, QP-26, QP-27, QP-02
12.E	QP-19
13.A	N/A (No technical data maintained for use)

Appendix B

Inspector Roster

(maintained under separate cover to ensure relevant employees are able to access)

Appendix C

CASE3-A Cross-Reference

The following table provides a cross-reference from the CASE3-A Quality System Standard (as revised) to documents that comprise the Quality Management System.

CASE3-A (6/15/2011)	Turbo Resources International Quality Procedures
1.A	QP-01 (Clause 1.1)
1.B	N/A (CASE policy statement only)
1.C	N/A (CASE policy statement only)
1.D	N/A (CASE policy statement only)
1.E	N/A (CASE policy statement only)
1.F	QP-16
1.G	N/A (Case policy statement only)
2.A	QP-01
2.B	QP-01 (Clause 1.2), QP-01 (Appendix C)
3.A	QP-01 (Clause 5.5)
3.B	QP-01 (Clause 5.5)
3.C	QP-01 (Clause 1.1), QP-03
3.D	QP-01 (Appendix B)
3.E	N/A (Not a New Parts Distributor)
4.A	QP-04, QP-14, QP-26, QP-27
4.B	N/A (Not a New Parts Distributor)
4.C	QP-04, QP-26, QP-27
4.D	QP-04, QP-26, QP-27
4.E	N/A (stamps not used)
5.A	QP-05
5.B	QP-08, QP-05, QP-02, QP-15
6.A	N/A (No technical data maintained)
6.B	QP-02, QP-17, QP-05
6.C	QP-03
7.A	N/A (Not a New Parts Distributor)
7.B	N/A (Not a New Parts Distributor)
7.C	N/A (Not a New Parts Distributor)
7.D	QP-05
7.E	QP-17, QP-02, QP-04, QP-27
7.F	QP-02
7.G	QP-19
7.H	QP-04, QP-26, QP-27, QP-05
7.I	QP-05, QP-02
7.J	QP-05, QP-04, QP-27, QP-02
8.A	QP-08
8.B	QP-08, QP-01 (Appendix B)
8.C	QP-08, QP-15
8.D	QP-08
8.E	QP-08
9.A	QP-21, QP-04, QP-26, QP-27, QP-05
9.B	QP-21, QP-04, QP-26, QP-27, QP-05
10.A	QP-29

10.B	QP-29
10.C	QP-29
11.A	QP-17
11.B	QP-17
11.C	N/A (Not a New Parts Distributor)
11.D	QP-17, QP-12
12.A	QP-24
12.B	QP-04, QP-26, QP-27
12.C	QP-10, QP-25, QP-16
12.D	QP-24
12.E	QP-04, QP-27
12.F	QP-04, QP-26, QP-27
12.G	QP-04, QP-26, QP-27, QP-05
12.H	QP-15
12.I	QP-04, QP-26, QP-27, QP-05, QP-23
12.J	QP-04, QP-26, QP-27
12.K	QP-04, QP-26, QP-27, QP-05
12.L	QP-06, QP-24
13.A	QP-24
13.B	N/A (no maintenance performed)
14.A	QP-09
15.A	QP-07
15.B	QP-07
15.C	QP-07
15.D	QP-07
16.A	QP-03
16.B	QP-03