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|  | **Quality Manual** | **QM-1** |
| **Revision: 08/01/2020** |
| **Approved By:**  **Gene Casey** |

###### WORLDWIDE AEROSPACE, LLC

**Quality Manual**

Revision: -

August 1st, 2020

Conforms to ISO 9001:2015 & AS9100 Rev. D

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1. Revision History and Approval

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| **Rev.** | **Nature of changes** | **Approval** | **Date** |
| - | Original Release | GC | 08/01/2020 |
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1. Welcome to Worldwide Aerospace, LLC.

Worldwide Aerospace, LLC is an Aftermarket parts supplier and distributer of Aircraft parts and assemblies. Located in Fort Worth, Texas USA. Founded in 2004 by aerospace seasoned professionals, our mission is to consistently procure excess inventory and consignments to provide aftermarket support with both high demand and hard to find parts for many sectors of the aviation industry. Our staff is knowledgeable and respectful with customer service in mind.

1. Quality Policy

Top Management has developed the following Quality Policy which governs day-to-day operations to ensure quality. The Quality Policy is communicated and implemented throughout the organization and is available upon request to any interested party.

***WORLDWIDE AEROSPACE, LLC. PROVIDES QUALITY PRODUCTS THAT MEET OUR CUSTOMERS’ EXPECTATIONS AND DELIVERY REQUIREMENTS THROUGH COMMITMENT TO:***

***THE CONTINUAL IMPROVEMENT OF THE QUALITY MANAGEMENT SYSTEM;***

***EMPLOYEE DEVELOPMENT AND EMPOWERMENT TO ACHIEVE QUALITY OBJECTIVES;***

***IMPROVING OUR BUSINESS PERFORMANCE WHILE SATISFYING ALL ADDITIONAL/APPLICABLE REQUIREMENTS.***

1. Context of the Organization

Worldwide Aerospace, LLC. has reviewed and analyzed key aspects of itself and its stakeholders to determine the strategic direction of the company. This requires understanding internal and external issues that are of concern to Worldwide Aerospace, LLC. and its interested parties; the interested parties are identified as:

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| --- | --- | --- |
| Interested Parties Category | Requirements / Needs | Compliance method |
| Stakeholders | Legal compliance, company is successful/profitable, return on capital | Stakeholders Meetings |
| Management | Company and employees successfully implement the delivered strategic directives/plan and other directions | Management Reviews, Internal audits, Stakeholders Meetings. |
| Employees | Job satisfaction, continued employment | Employee reviews, open door policy. |
| Customers | Delivery, Quality, Communication, Meeting Specifications. | Customer meetings, contract review |
| Suppliers and Contractors | Fair and equitable negotiations, adherence to contractual agreements | Supplier Review, Purchase Order Requirements. |
| Local and Regulatory Community | Compliance with federal, state and local laws and other regulatory/statutory requirements | Compliance Reviews, Internal Audits. |

Such issues are monitored and updated as appropriate and discussed as part of management reviews.

The issues determined above are identified through an analysis of risks facing Worldwide Aerospace, LLC. and its interested parties.

This information is then used by management to determine the company’s strategic direction. This is defined in records of management review, and periodically updated as conditions and situations change.

1. Scope of the Quality Management System

Based on an analysis of the above issues of concern, interests of stakeholders, and in consideration of its products and services, Worldwide Aerospace, LLC. has determined the scope of the management system as follows:

Aftermarket parts supplier and distributer of Aircraft parts and assemblies.

The quality system applies to all processes, activities and employees within the company. The facility is located at:

12230 Business Hwy. 287N Suite#300

Fort Worth, Texas 76179

Phone: 817-439-1996

The following clauses of ISO 9001 / AS9100 were determined to be not applicable to Worldwide Aerospace, LLC.

* 7.1.5 Monitoring and Measuring Resources – Worldwide Aerospace, LLC does not maintain equipment to monitor or measure parts, this activity does not occur in the organization.
* 8.3 Design and Development- Worldwide Aerospace, LLC does not participate in the design and development of product. Part conversions are done based on approved PMA drawings and specifications.

1. QMS Processes

Worldwide Aerospace, LLC. has adopted a process approach for its management system. By identifying the top-level processes within the company, and then managing each of these discretely, this reduces the potential for nonconforming products discovered during final processes or after delivery. Instead, nonconformities and risks are identified in real time, by actions taken within each of the top-level processes.

*Note: not all activities are considered “processes” – the term “process” in this context indicates the activity has been elevated to a higher level of control and management oversight.* *The controls indicated herein are applicable only to the top-level processes identified.*

The following top-level processes have been identified for Worldwide Aerospace, LLC:

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| --- | --- |
| **Top Level Process** | **Process Owner(s)** |
| Management | President |
| Sales / Contracts | President / Sales Manager |
| Purchasing/ Receiving | President / Sales Manager |
| Product/ Service | President/ General Manager |
| QMS Support Systems | President |

Each process may be supported by other activities, such as tasks or sub-processes. Monitoring and control of top-level processes ensures effective implementation and control of all subordinate tasks or sub-processes.

Each top-level process has aCore Process Turtle Diagram (Appendix C) document which defines:

* applicable inputs and outputs
* process owner(s)
* applicable responsibilities and authorities
* applicable risks and opportunities
* critical and supporting resources
* criteria and methods employed to ensure the effectiveness of the process
* quality objectives related to that process

The sequence of interaction of these processes is illustrated in Appendix A.

Additional QMS documented procedures have been developed to support the QMS and its processes; these are listed in Appendix B. This list only provides some top-level procedures and does not reflect the entirety of all QMS documentation.

Each process has at least one objective established for it; this is a statement of the intent of the process. Each objective is then supported by at least one “metric” or key performance indicator (KPI) which is then measured to determine the process’ ability to meet the quality objective.

Throughout the year, metrics data is measured and gathered by process owners or other assigned managers, in order to present the data to Top Management. The data is then analyzed so that Top Management may set goals and make adjustments for the purposes of long-term continual improvement.

The specific quality objectives for each process are defined in the applicable Process Metric Document MDOC – 002.

Metrics, along with current standings and goals for each objective, are recorded in records of management review.

When a process does not meet a goal, or an unexpected problem is encountered with a process, the corrective process may be implemented to research and resolve the issue. In addition, opportunities for improvement are sought and implemented, for the identified processes.

All personnel working at and suppliers working for Worldwide Aerospace, LLC. as of the date of implementation of the Quality Management System on August 1st, 2020 are considered grandfathered.

Any process performed by a third party is considered an “outsourced process” and must be controlled, as well. Worldwide Aerospace, LLC may choose to outsource processes needed to produce product or assist in management of the Quality Management System. Current outsourced processes include: Internal Audits, Repair, . Other processes may be outsourced as deemed necessary. When a process is outsourced the supplier is chosen based on supplier approval per SOP -8.4 (Purchasing Procedure) or per the customer designated source.

Internal audits and management reviews are conducted annually. Internal audits may be outsourced to a third party. Outsourced auditors must be qualified through a Lead Auditor course in AS9100.

Appendix A: Overall Process Sequence & Interaction

Appendix B: Subordinate QMS Procedures / Documents

* Control of Documents and Records Procedure SOP – 7.5.1
* Control of Nonconforming Product Procedure SOP - 8.7
* Corrective Action Procedure SOP - 10.2
* Purchasing Procedure SOP -8.4
* Master Document List – Electronic file folder
* Organizational Chart MDOC - 001
* Process Metric Document MDOC -002
* Purchase Order Terms and Conditions PUR -Appendix 1
* Core Process Turtle Diagrams - Appendix C

Appendix C: **Core Process Turtle Diagram**

Sales/ Contracts

Customer Requirements

Authorized Repair Stations

Process owner: Sales Manager

Inputs: Stock, repair lead times, part availability.

Outputs: Accepted purchase orders.

How: Customer request part, stock and suppliers are checked for available parts. Communication with customer, PO acceptance.

KPI: Confidential

Appendix C: **Core Process Turtle Diagram**

Process Owner: President

Consignment Stock

Available parts

Finished Goods

Outputs: Correct parts to the customer with traceable documentation.

Parts to stock.

Inputs: Authorized Repair Stations, Approved Suppliers.

How: Items are purchased, sent to authorized repair stations. Once received the parts are stocked or sent to the customer.

KPI: Supplier Metrics,

PPV, Inventory aging,

Receiving time.

Appendix C: **Core Process Turtle Diagram**

Customer Orders

Finished Goods

Process Owner:

Product / Service Manager

KPI:

Paperwork rejections

Quality defects

On time delivery

How: Items are picked from finished goods stock or purchased and sent for repair. Documentation is verified, parts with docs sent to customer.

Outputs: Parts to the customer on time with correct documentation.

Inputs: Inventory, Shipping requirements, Documentation requirements.