

# Quality Manual



# Quality Manual

**ASA-100 & FAA AC 00-56B**

**Issue 1  
Revision 7**

**28/11/2024**

**Issued by: Group Quality Manager (GQM)**

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## Background

PDQ Airspares Ltd was established in 1990 and is based in Fordingbridge, Hampshire, United Kingdom and has 6 additional sites globally as detailed in Section 3 of this manual.

PDQ Airspares Ltd was acquired and joined the FDH Aero group in 2018.

The Quality Management System is at present a system deployed throughout all PDQ facilities and complies with the requirements of ASA-100 & FAA AC 00-56B.

## Scope of capabilities:

The Sales, Purchasing, Warehouse Management & Distribution of Aircraft Components & Consumables.

## Section: TOC/LEP

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## Section: ROR

### Amendment Record

Date	Issue	Revision	Section	Amendment Details	Approved by
09/03/2022	1	0	ALL	Initial Issue	S Canipel
15/09/2022	1	1	1 3 16	Org Chart (Top Management Restructure) Change to Singapore & Poland Warehouse sq ft Removal of Exclusion ref New parts produced by non-U.S. PAH	S Canipel
07/11/2022	1	2	3 8	PDQ USA amendment to warehouse square footage PDQ Poland amendment to warehouse square footage PDQ/QU/053 Supplier Rejection Procedure added	S Canipel
26/06/2023	1	3	1 3	Change of I.T Team Lead, Org Chart (Page 4) PDQ UK amendment to warehouse square footage	S Canipel
14/07/2023	1	4	5 C	Addition to include supplier quality history	S Canipel
25/09/2023	1	5	14	Inclusion of PDQ/DOC/128 & 129 to additional Ref	S Canipel
14/11/2023	1	6	1	Org Chart (Update to Business & Operations Manager, removal of pending post). Removal of POL PRO 006, obsolete procedure.	S Canipel
28/11/2024	1	7	1	Org Chart update, Product Compliance Specialist, Financial Controller and FDH HR	S Canipel

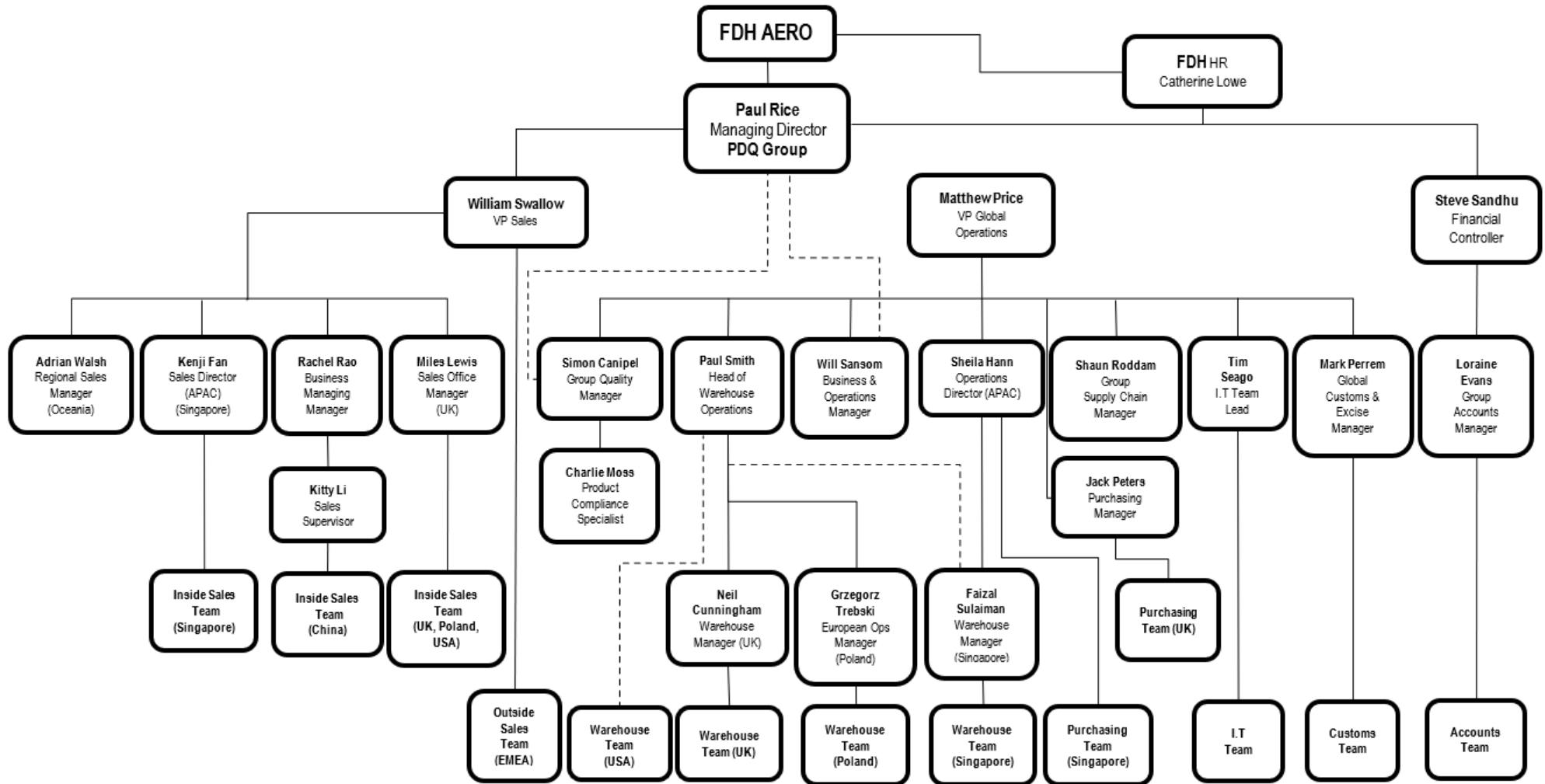
## Section: 1

### Quality System and Quality Manual

- A. All non-applicable requirements of the ASA-100 Standard have been **excluded**. Exclusions and Justifications are noted in Section 16 of this manual. The purpose of this manual is to define and assure that PDQ Airspares has PRIORITY Software system adequate to assure a quality product that complies with customer specifications.
- 1) The quality system, including procedures and operations, SHALL be described in detail in this manual.
  - 2) All elements of the ASA-100 Standard may not be outlined in this manual, as they do not fall within the scope of this company's current operations. These will be noted as exclusions and justifications in the last page of the manual and in the appropriate sections. Elements of the ASA-100 Standard will be listed in the Table of Contents.
- B. This manual SHALL be made readily available to management and supervisory personnel responsible for the activities described. This system SHALL contain all the applicable elements of the adopted governing specification, which are the ASA-100 and FAA AC 00-56 Standards and be described in sufficient detail to be used as operating instructions.
- C. This manual SHALL be kept current and readily available to employees, the customer's auditor or designee and the Aviation Suppliers Association. Other quality system documents to be maintained current include ASA-100, AC 00-56, AC 21-29, ASA-100 Self-Audit Checklist, and the ATA Specification 300 (Revision 2008). The Group Quality Manager (GQM) SHALL maintain a list of controlled copies of this manual and distribute as shown on page 11. Revisions to the manual will be identified and recorded on the Table of Contents/List of Effective Pages. The latest manual revision # and date will be recorded on the Record of Revisions page. Copies of revised pages or the entire manual will be sent to holders of controlled copies of this manual.
- D.
1. Significant changes to this manual (those changes involving the processes and procedures used to comply with the ASA-100 and AC 00-56) SHALL be submitted to the ASA for written acceptance of the changes prior to implementation. Minor changes involving administrative or editorial changes (e.g., changes in title) may be made unilaterally and distributed without prior written acceptance from the ASA. An electronic copy of the quality manual SHALL be sent to Aviation Suppliers Association for all significant changes made to the manual.

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## Organization Chart



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## Quality System and Quality Manual

2. **QGM:** The Group Quality Manager is responsible to assure the integrity of the quality system is maintained. The GQM may delegate this responsibility to Senior Management (MD & VP Global Operations) who shall act as the deputies if necessary, but that designation SHALL not absolve his ultimate responsibility of the Quality Management System. In the absence of the GQM, the senior management SHALL assume duties performed by the GQM.

**QGM:** The GQM reports to the VP Global Operations & MD and is responsible for the following functions:

Function	Quality documentation Reference
Maintenance of the QM, QM Distribution List and Inspection Stamp Listing & Roster (Group)	QM ASA-100 & AC 00-56B PDQ/DOC/125, 026, 034
Quality Awareness for all personnel	PDQ/DOC/040, 103
Self-Audit Program (Group)	PDQ/QU/006, PDQ/DOC/071, 102
Assuring any publications referred to in this manual are kept current.	
Corrective Action Process (Group)	PDQ/QU/031, PDQ/DOC/109, 110, 128, 129
Key Performance Indicators (Group)	PDQ/QU/038, PDQ/DOC/038
All applicable Quality requirements set out for 3PL.	USA_PRO_001-1
The writing, Issue & Control of Procedures, Processes, Work Instructions & Quality Forms	PDQ/QU/045, PDQ_CO_001

**NOTE:** All Line Managers are responsible for maintaining their departments training records.

**Warehouse/Operation Managers** are responsible for the following functions:

Function	Quality documentation Reference
Training of all personnel within their department	PDQ/QU/036, PDQ/DOC/003, P001
Product preservation: Segregation of Hazmat, Expired, Nonconforming Product, Unserviceable Inventory & Temp & Humidity Control.	PDQ/QU/014, 016, 017, 018, 053 POL_PRO_003, PDQ/SINGPRO/001
Control of Shelf-Life	PDQ/QU/011
Scrapping of Aircraft Parts	PDQ/QU/032
ESD Handling & Control	PDQ/QU/003, PDQ/DOC/042, P015
Foreign Object Contamination	PDQ/QU/010

**Inspectors:** Perform the following functions and must be so authorized by the GQM as noted on the PDQ Group Inspection Stamp Listing (PDQ/DOC/026), Inspection Roster (PDQ/DOC/125) and Acceptance of Responsibilities – Inspection stamp (PDQ/DOC/034).

Function	Quality documentation Reference
Receiving & Shipping Inspection functions	PDQ/QU/007 & 009, POL_PRO_001, & 002, USA_PRO_002, 003, 004, 005, 006, PDQ/WI/028

**Sales/Purchasing Personnel:** See section 5.

3. The distribution and revision control system for quality documentation and other technical data. See paragraph 1 C, and section 13
4. Record keeping: See section 12
5. Training requirements and records: See section 4
6. Shelf-life material control: See section 9
7. Discrepant material control: See section 8
8. Receiving Inspection: See section 6
9. Tool and test equipment calibration program: See section 7
10. The storage facilities and applicable specifications. See section 3
11. Parts identification: See section 8
12. Environmental Controls: PDQ Airspares store temperature sensitive parts which require ambient storage temperatures & humidity.
13. Control of Inspection Stamps: See section 6 D
14. Self-Audit program: See section 2
15. Corrective Action Process: See section 14

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## Section 2

### Self-Audit Program (Additional Ref. PDQ/QU/006, 031, PDQ/DOC/023,071, 102, 109, 110)

- A. The purpose of PDQ Airspares self-audit program is to assure that the adopted AC 00-56 and ASA-100 quality system has been implemented, and to provide the necessary feedback for continuous improvement in the operation. The GQM or a qualified and appropriately authorized designee will perform the self-audit. The audit SHALL be conducted annually using the ASA-100 self-audit checklist (See PDQ/DOC/102). The audit shall be planned and scheduled annually (See PDQ/DOC/071) covering all certified sites. When the self-audit identifies a nonconformity, PDQ Airspares SHALL follow the Corrective Action Process described in Section 14 of this manual to address the nonconformity. Nonconformities SHALL be recorded I.A.W PDQ Airspares Corrective Actions Procedure (See PDQ/QU/031 & PDQ/DOC/109 & PDQ/DOC/110).

## Section 3

### Facilities

- A. PDQ Airspares facilities are configured to assure that storage does not damage inventory or degrade its environmental integrity. Storage areas have safe and adequate space and appropriate racks and storage areas, so that parts are stored in a manner that will preclude damage. Dangerous goods are segregated, secure and protected by appropriate measures and temperature sensitive products are stored in controlled storage environments and monitored by use of Temperature & Humidity Loggers. PDQ operates globally from the following sites.
- UK (Redbrook), Sales & Purchasing Office (1000 Sq ft).
  - UK (Fairgate Centre), Warehouse (36173 sq ft).
  - Poland Warehouse (7659 sq ft), Poland Sales Office (713 sq ft).
  - China Sales Office (2960 sq ft). *(Not accredited)*
  - Singapore Warehouse (6360 sq ft) Singapore Sales & Purchasing Office (882 sq ft).
  - USA 3PL Warehouse Operation within FDH based in CA. USA (108,000 sq ft).
- B. Storage areas are secured to prevent unauthorized access. Each facility is secure and contains smoke detecting systems as well as posted fire extinguishers. PDQ Airspares does not engage in aircraft/component maintenance.
- C. PDQ Airspares deals solely with aircraft Products in its brokering and distribution operations.
- D. Serviceable/saleable product SHALL be segregated from unserviceable product, RP, AR, BER, Scrap/Expired product in a manner that will control the issuance of those products. Such segregation SHALL include physically storing these products in designated secure areas and indicating their condition in PDQ Airspares computerized inventory/sales system.

## Section 4

### Training and Authorized Personnel (Additional Ref. PDQ/QU/036, 001, PDQ/DOC/003, 026, 034, 125)

- A. PDQ Airspares SHALL have personnel who are trained to perform inspection, handling and record keeping procedures to support the adopted quality system, which is the ASA-100 and AC 00-56.
- B. Inspection personnel SHALL be trained and authorized. PDQ Airspares personnel authorized to perform receiving inspections, shipping inspections, and to sign PDQ Airspares certifications SHALL be so authorized on PDQ Airspares Inspection stamp listing (PDQ/DOC/026) & Inspection Roster (PDQ/DOC/125). The GQM SHALL be responsible for maintaining & filing of the above-mentioned documentation. To obtain authorisation for the issue of an inspection stamp, personnel must demonstrate competence and all training is to be recorded on their personal training record (PDQ/DOC/003, P001). The GQM will issue Acceptance of Responsibilities – Inspection Stamp (PDQ/DOC/034) & retain on file.
- C. All training, SHALL be in accordance with PDQ/QU/036. Planning, history & Record of training will be documented on Employee training Records, PDQ/DOC/003, P001, including any specific training carried out by organizations external to PDQ. Training records SHALL be retained for at least two years after the employee has left employment with the company. Personal Training records include:
- I) Name of employee receiving training
  - II) Employees Job Description
  - III) Start date, date employee joined the organisation.
  - IV) As at date, to be amended every time the training record is reviewed or updated.
  - V) Applicable Work Instruction

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- VI) Description of the training.
- VII) Reference, detail of applicable Quality document, Self-learning, test, Integrative training etc.
- VIII) Compulsory Training.
- IX) Trainer - Name of the instructor within the organization, or in the case of training received outside the company, the name of the organization providing the training.
- X) Date of initial training.
- XI) Length of training.
- XII) Revalidation frequency.
- XIII) Revalidation date (Date revalidation training was carried out)
- XIV) Any additional information required by law or regulation.

**D.** The roster of personnel authorized to perform inspection functions and their alternates SHALL be maintained on PDQ Airspares Inspection Stamp listing (PDQ/DOC/026) & Inspection Roster (PDQ/DOC/125) after completion of Acceptance of Responsibilities – Inspection Stamp (PDQ/DOC/034).

- E.** Training program for personnel involved in procurement, receiving inspection, shipping inspection and material control SHALL include (but not be limited to) identification/awareness of counterfeit, suspected counterfeit, unapproved & suspected unapproved parts (PDQ/QU/008).

## Section 5

### Procurement (Additional Ref. PDQ/QU/030, 033, PDQ/DOC/015, 065, 112, PDQ/WI/028, PDQ/DOC/038)

- A.** PDQ Airspares procurement system shall assure that materials and components purchased are traceable to a prior source and bear acceptable documentation that conforms to at least one of the receipt requirements listed in Appendix A of the ASA-100 Standard. PDQ Airspares record keeping system described in section 12 of this manual SHALL serve as the record to demonstrate traceability of such purchased materials and components. This record of traceability SHALL be supplemented by PDQ Airspares computerized inventory, sales and purchasing systems. Such information will be provided to interested parties upon request.
- 1) When a part is direct shipped to PDQ Airspares customer, all traceability documentation SHALL be forward to PDQ Airspares for review and approval prior to the part being shipped to the customer. PDQ Airspares SHALL provide the customer with documentation in accordance with the “Required for Shipment” column of Appendix A of the ASA-100 Standard.
- B.** In cases where a customer informs PDQ Airspares of any special requirements regarding a part to be purchased, PDQ Airspares SHALL communicate such special requirements to its procurement sources via its purchase order. Deviations of customer’s purchase orders SHALL be disclosed to and approved by the customer.
- C.** All suppliers are subject to the PDQ Airspares Control & Selection of Approved Suppliers process as detailed in PDQ/QU/033, prior to being added to the Approved Suppliers Listing (See Quantum). Monthly reports will be reviewed by the purchasing department to capture any expired approvals and/or approvals due to expire. Where Quality Approval cannot be obtained by procurement personnel, Suppliers will be contacted and asked to complete a Supplier Questionnaire (PDQ/DOC/015). Once this has been satisfactorily completed, the Supplier will be marked as “Approved or Temporary Approved”. Supplier quality history is retained indefinitely in Quantum (ASL), where quality certification and/or supplier questionnaires are scanned against each supplier within the company management module. Supplier quality history is also captured within company’s key performance indicators (KPI’s) and retained indefinitely.
- D.** PDQ Airspares SHALL assure that:
- 1) Parts that are known to have been otherwise subjected to extreme stress, heat or environment SHALL also be identified as such to the customer. For Surplus packages/parts, PDQ Airspares SHALL request a Non-Incident Statement from supplier. PDQ Airspares will disclose this to the customer upon initial contact, and in the documentation supplied to the customer with the part.
  - 2) All Airworthiness Directives (AD’s) that are represented as having been accomplished are documented. Certification of compliance SHALL specify AD number, AD amendment number, date and method of compliance, i.e., “AD xx xx xx terminated (date). Replaced shaft seal with P/N\_\_\_\_\_ shaft seal (signature).” Receiving Inspection SHALL check for such documentation. Due to the nature of products supplied by PDQ Airspares, the probability of a relevant AD is deemed unlikely, Never-the-less, the company takes its responsibility seriously and will react accordingly to any AD’s issued.

With the exception of activities mentioned in this section to be performed by the QM or inspectors, Sales and Purchasing staff are responsible to carry out the requirements herein.

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## Section 6

### Receiving Inspection (Additional Ref. PDQ/QU/007, POL\_PRO\_001, POL\_PRO\_002, USA\_PRO\_005 PDQ/WI/028)

Inspectors SHALL perform in accordance with above mentioned Procedures, Inspection, and receipt of product. When the goods are ready for inspection and receiving, the inspector shall conduct a complete visual inspection of damage, verification that all appropriate plugs & caps are installed, quantity, part number, description, Lot/Batch/Serial number detail, incoming documentation, expiry date, etc., and verification of receivables against purchase order. Upon completion and receipt of the parts/purchase order, this will become a record of the inspection.

- A. Sample visual inspection of products for workmanship and documentation SHALL be performed during the receiving process. Certifications provided to PDQ Airspares containing information such as physical and chemical properties of products or conformity statements SHALL be kept on file.
- B. Original Certified Statements/certificates shall be retained with the part(s) and issued to the customer if full quantity is sold. Where part quantities are sold, copied certification shall be stamped as a Certified True Copy & issued. Only upon the final sale of the full certified quantity, shall the original be issued. Copies will be retained electronically within the computerized system indefinitely.
- C. Suspected Unapproved Parts SHALL be reported to FAA IAW AC 21-29D & CAA IAW CAP562, also see PDQ/QU/008.
- D. Inspection stamps SHALL be used for acceptance and rejection of parts and material. Stamp issuance and control SHALL be documented on PDQ Inspection Stamp Listing. Inspection stamp identification imprints SHALL not be re-used for two years after an inspector to whom the imprint was assigned leaves the position; or the stamp with the imprint is lost or stolen.

## Section 7

### Measuring and Test Equipment (Additional Ref PDQ/QU/005, PDQ/DOC/019, 135, P005 & USA\_PRO\_001)

PDQ Airspares Calibration & Inspection procedure (PDQ/QU/005) addresses the requirement for Measuring & Test Equipment. Each PDQ sites will record and maintain all equipment (Calibrated or not) by use of the Calibration & Inspection Record (PDQ/DOC/019, P005).

*NOTE: PDQ USA (3PL) is not subject to the above-mentioned procedure or quality documentation. Measuring & Test Equipment is controlled by the 3PL organisation within their own QMS.*

## Section 8

### Material Control

#### (Additional Ref. PDQ/QU/003, 016, 015, 018, 053, 023, 032, 043, PDQ/DOC/011, 011a, 042, P015, 049)

- A. Material in PDQ Airspares possession SHALL be handled in an appropriate manner and SHALL be protected from damage and deterioration. Special packaging SHALL be maintained as necessary. A visual check of the storage area SHALL be performed periodically in conjunction with the weekly walk round inspection (PDQ/DOC/049 refers) to assure the effectiveness of storage and identification methods.
- B. Batch/Lot control: All parts should have their unique PDQ generated control number & batch/Lot numbers that are traceable to the OEM. Parts shall be stored in inventory shelves that are identified in the system, by part number, control number, lot number and location of the shelf in the inventory. Inventory is adjusted automatically upon receipt of parts and sale of part(s). Cycle Counts are carried out monthly to measure stock accuracy.
- C. In the event of a recall, PDQ Airspares SHALL use its records and computerized history of sales and purchases to affect a recall and notification of its parts either in inventory or already shipped to customers. Recalls are processed IAW PDQ/QU/015, Recall Procedure and PDQ/QU/018 Control of Non-Conforming Products & Customer defects, RMA's.
- D. Whenever practical, PDQ Airspares SHALL store and deliver parts in the manufacturer's original packaging. Packaging or attached paperwork SHALL identify the manufacturer or distributor, the control number, P/N, batch/lot number and the quantity. As applicable, PDQ Airspares SHALL use ATA Spec 300 packaging or equivalent, or use customer specified packaging when so stated, for example, on the customer's purchase order.



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- E. PDQ Airspares SHALL assure that parts or components subject to electro-static discharge are handled IAW PDQ/QU/003, ESD Handling & Control Procedure. Such parts/components are tested on calibrated ESD stations using PDQ/DOC/042, P015 test records and retained electronically, indefinitely.  
**NOTE: ESD is not applicable to 3PL organisations, see section 16.**
- F. Sealed part(s) must remain sealed when specified by the manufacturer to preserve product performance and prevent contamination. Parts whose performance would be adversely affected by, and 'unclean' environment will be protected in accordance with instructions from those sources. IAW PDQ/QU/016 all parts are to be protected via means of wrapping, bagged, boxed etc. Hazardous/dangerous goods are segregated & stored IAW PDQ/QU/016 & 023.
- G. To preclude part number ambiguity, PDQ Airspares SHALL not obscure any manufacturers labelling nor alter or replace any data plates under any circumstances.
- H. Material identified as suspect or nonconforming during the receiving inspection, or later, SHALL be segregated and placed into an area so designated until the nonconformance can be properly resolved. All suspect or nonconforming material SHALL be processed IAW PDQ/QU/053 and documented on a system generated Quarantine Notification form. Non-conforming parts SHALL be relocated on the computer system and cannot be allocated to a sales order until released by an authorised inspector. In the event PDQ Airspares discovers that non-conforming material has been shipped to a customer, PDQ Airspares SHALL notify the customer in writing in timely manner whilst ensuring no remaining inventory exists.
- I. Expired Shelf-Life parts or any damaged parts will be scrapped IAW PDQ/QU/032, Scrapping of Aircraft Parts when authorised by a manager, who will issue a scrap authorisation certificate (PDQ/DOC/011a). For parts that have already reached the customer, a customer authorisation scrap certificate will be issued (PDQ/DOC/011).
- 1) Scrap authorisation certificates will detail applicable part number(s), control numbers, Batch/Mfg Lot, Serial numbers and quantities of all scrapped parts. All scrapped parts are added to a zero-value scrap sales order to remove from the operating system, whilst giving a full history for the detail of parts scrapped. Scrap authorisation certificates are retained electronically and indefinitely.
  - 2) Scrap authorisation certificates will be signed off by a Supervisor, Manager, or customer to verify parts are mutilated to preclude the possibility of the part(s) being restored or returned to service.
- J. PDQ Airspares SHALL report suspected unapproved parts IAW PDQ/QU/008 to the CAA (CAP 562 refers), and the FAA (AC 21 -29 refers).

## Section 9

### Shelf-Life Control (Additional Ref. PDQ/QU/011, QU/032)

- A. On a monthly basis, The UK Warehouse Manager SHALL raise a report for all shelf-life expired parts & capture any parts due to expire in the following quarter (90 days). The final report will be issued to each Warehouse facility within the PDQ group, monthly. All parts expired or due to expire will be removed from stock and segregated by placing in Quarantine or an unserviceable location. All removed SLE parts will be added to a SLE sales order to prevent allocation. The parts will then remain segregated for further disposition IAW PDQ/QU/032.

The determination of whether a part is shelf life-limited is determined solely by the manufacturer, other certificate holder, or customer. PDQ Airspares SHALL rely on supplied documentation, part marking or package marking to determine if shelf-life limits exist.

## Section 10

### Certification and Release of Materials

- A. PDQ Airspares SHALL provide the customer with documentation in accordance with the "Required for Shipment" column of Appendix A of the ASA-100 Standard. When a Certified True Copy is required for shipment, the document SHALL be stamped with a statement asserting that it is a Certified True Copy of the original.
- B. The following conditions, when disclosed to PDQ Airspares, SHALL likewise be disclosed to the customer of PDQ Airspares material certification.
- I) Parts subjected to extreme stress, heat or environment.
  - II) Previously installed in a public aircraft, such as a government use aircraft or a military aircraft.

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- C. PDQ Airspares record keeping system described in section 12 of this manual SHALL serve as the record to demonstrate traceability of purchased parts. This record of traceability SHALL be supplemented by PDQ Airspares computerized inventory, sales, and purchasing system.
- D. The following procedure SHALL be followed when copies are made for redistribution shipments and when the approval tags are copied:
  - I) As required by the customer, a Certified True Copy of the document SHALL be sent with the shipment. It SHALL be stamped with a statement asserting that it is a Certified True Copy of the original.
  - II) As parts are issued, quantity in stock SHALL be decreased in the inventory control system.
  - III) The original document SHALL remain with the inventory until full quantity is sold. Electronic copies are retained indefinitely within the company computer system.

## Section 11

### Shipping (Additional Ref. PDQ/QU/009, 030, PDQ/WI/028, POL\_PRO\_004, USA\_PRO\_006)

- A. As applicable, PDQ Airspares SHALL use ATA Spec 300 packaging or equivalent, or as specified by the customer, Parts SHALL be packed in such a manner as to preclude damage from rough handling of the container.
- B. Shipping inspections SHALL be carried out IAW PDQ/QU/009, POL\_PRO\_004, USA\_PRO\_006) ensuring
  - 1) There is no obvious physical damage
  - 2) Verification that all appropriate plugs and caps are installed.
  - 3) Verification that part number (including dash numbers & letters), serial numbers, lot and/or batch numbers etc match the accompanying documentation.
  - 4) Verification of quantities, part numbers etc match the shipping paperwork, which will match the customers purchase order requirements.
  - 5) Verification that shipping documentation contains all information required by the customer.
  - 6) Verification that the packaging material used are appropriate for parts being shipped.
  - 7) Verification that all appropriate documentation is at hand, and is properly completed, and signed.
- C. Drop Shipments are carried out IAW PDQ/QU/030 & PDQ/WI/028 (Also see Section 5 of this manual)

## Section 12

### Records (Additional Ref. PDQ/QU/028)

- A. PDQ Airspares records are retained IAW the PDQ Airspares Control of Records Procedure.
  - I) Records of purchases and sales as kept on its computerized inventory, purchases, and sales system.
  - II) Hard copies of applicable documents are scanned and stored in the computer with the applicable traceability.

PDQ Airspares maintains a system such that all records (sales, purchasing & operation) are easily and readily available and identifiable for each customer, and each purchase. Such records SHALL be maintained for at least 7 years from the date of sale to the customer.
- B. PDQ Airspares makes purchases of standard parts and consumables. As applicable, certifications provided to PDQ Airspares containing information such as physical and/or chemical properties of products, or conformity statements, copies SHALL also be kept on file for at least 7 years from the date of sale to the customer.
- C. As applicable, records, traceable to a FAA-certificated source or other acceptable source (in accordance with AC 00-56 para. 4(h)), confirming current life-limited status SHALL be kept on file when applicable.
- D. Records are stored in the computer to be protected against damage, alteration, deterioration, or loss. Computer records are backed up daily.

## Section 13

### Technical Data Control

PDQ Airspares does not maintain any technical data such as manufacturer's illustrated parts catalogues, or overhaul manuals. Updates or any technical data that may be held on-site that is not on revision service SHALL be conspicuously marked "For Reference Only".

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## Section 14

### Corrective Action Process (Additional Ref. PDQ/QU/031, PDQ/DOC/109, 110, 128 & 129)

- A. The corrective action process is a closed loop system that identifies the issue (nonconformity/discrepancy) and its root cause; implements immediate containment and correction; and proactively looks to prevent reoccurrence.

## Section 15

### Hazmat Control and Transport (Additional Ref. PDQ/QU/023, PDQ/QU/016, PDQ/DOC/047)

The above-mentioned procedures & Quality Document provides an overview of the control of Hazmat material through-out the organization, from Receipt & Storage to Shipping. PDQ Airspares deals with the process of storage to shipping of dangerous/Hazardous goods by IATA trained & certified warehouse operatives. The appropriate storage of dangerous goods is adhered to IAW the GHS regulations and internal procedures (See PDQ/QU/023 & PDQ/QU/016).

## Section 16

### ASA-100 Exclusions & Justifications

Title	Section (Para) exclusion	Justification of Exclusion
Measuring & Test Equipment	7	PDQ USA (3PL) FDH (Blue Sky Industries), who act as 3PL use own Internal Calibration procedure for measuring & test equipment.
Electro-Static Sensitive Devices	8(E)	PDQ USA (3PL) do not store any ESSD parts.
Facilities, distributors that engage in aircraft maintenance	3(B)	PDQ Airspares does not engage in aircraft maintenance
<ul style="list-style-type: none"> <li>• Raw Materials</li> </ul>	Appendix A Documentation Matrix – from ASA-100 standard	<ul style="list-style-type: none"> <li>• PDQ does not deal with Raw Materials</li> </ul>

## Section 17

### Quality Manual Distribution List

Manual #	Issued to:
QM ASA-100 & AC 00-56B	Group Quality Manager
	PDQ Website (Electronic Copy)