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QUALITY MANUAL

M-002



Approved By: Simon Canipel



ASA-100 & FAA AC 00-56B

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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

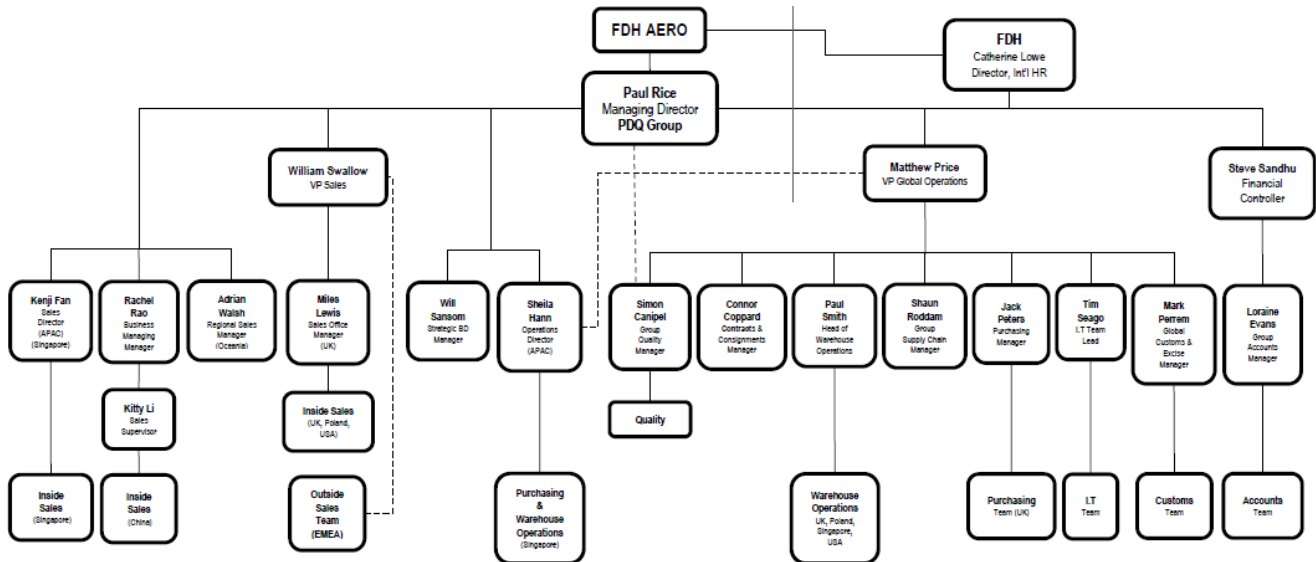
Date	Issue	Revision	Section	Amendment Details	Approved by
09/03/2022	1	0	ALL	Initial Issue	S Canipel
15/09/2022	1	1	1 3 16	Org Chart (Top Management Restructure) Change to Singapore & Poland Warehouse sq ft Removal of Exclusion ref New parts produced by non-U.S. PAH	S Canipel
07/11/2022	1	2	3 8	PDQ USA 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
19/12/2024	2	A	ALL	New format, Revision status changed to alphabetical, update of entire manual i.a.w QMS review, rewrite.	S Canipel
31/01/2025	2	B	1	Org Chart update, change of reporting structure, addition of Contracts & Consignments Manager, change of job title for Will Sansom	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 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.

ORGANIZATIONAL CHART



Quality System and Quality Manual

2. **GQM:** 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 will act as the deputies, if necessary, but that designation SHALL not absolve their ultimate responsibility of the Quality Management System. In the absence of the GQM, the senior management SHALL assume duties performed by the GQM.

GQM: 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)	M-002 QF-007, QF-009
Quality Awareness for all personnel	QF-025, QF-011
Self-Audit Program (Group)	QOP-005, QF-021, QF-038
Assuring any publications referred to in this manual are kept current.	
Corrective Action Process (Group)	QOP-010, QF-027, QF-031
Key Performance Indicators (Group)	QOP-012, QF-010
All applicable Quality requirements set out for 3PL.	USP-001
QMS Document Control	QOP-001

NOTE: All Line Managers are responsible for maintaining their department's training needs & records.

Warehouse/Operation Managers are responsible for the following functions:

Function	Quality documentation Reference
Training of all personnel within their department	QOP-011, QF-004, QF-030
Product preservation: Segregation of Hazmat, Expired, Nonconforming Product, Unserviceable Inventory & Temp & Humidity Control.	WOP-007, QOP-004, QOP-014, WOP-004, WOP-006, QF-029, WQF-005 & IQS
Control of Shelf-Life	WOP-007
Scrapping of Aircraft Parts	WOP-004
ESD Handling & Control	WOP-007, WQF-003
Foreign Object Contamination	WOP-007

Inspectors: Perform the following functions and must be so authorized by the GQM as noted on the PDQ Group Inspection Stamp Listing & Roster (QF-007), & Acceptance of Responsibilities – Inspection stamp (QF-009).

Function	Quality documentation Reference
Receiving & Shipping Inspection functions	WOP-001, WOP-002, WOP-004, WOP-007.

Sales/Purchasing Personnel: See section 5.

3. The distribution and revision control system for quality documentation and other technical data. See section 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

Section 2

Self-Audit Program (Additional Ref. QOP-005, QOP-010, QF-021, 038, 027, 031)

- A. The purpose of PDQ’s 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 QF-038). The audit shall be planned and scheduled annually (See QF-021) covering all certified sites. When the self-audit identifies a nonconformity, PDQ 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 Corrective Actions Procedure (See QOP-010 & QF-027 & QF-031).

Section 3

Facilities

- A. PDQ facilities are configured to ensure 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 does not engage in aircraft/component maintenance.
- C. PDQ deals solely with aircraft Products in its brokering and distribution operations.
- D. Serviceable/saleable products SHALL be segregated from unserviceable products, 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 computerized inventory/sales system.

Section 4

Training and Authorized Personnel (Additional Ref. QOP-011, QOP-002, QF-007, 009, 004)

- A. PDQ 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 to perform receiving inspection, final inspection including PDQ certification sign off, dangerous goods, ESD, scrap authorization as documented on the Inspection Stamp Listing & Roster (QF-007). To obtain authorization for the issue of an inspection stamp, personnel must demonstrate competence, and all training is to be recorded on their personal training record (Cornerstone). The GQM will issue Acceptance of Responsibilities – Inspection Stamp (QF-009). The GQM is responsible for maintaining & filing of the above-mentioned documentation.
- C. All training SHALL be carried out in accordance with QOP-011. The training matrix (QF-030) lists the minimal training requirement per process/department. A history & record of training will be documented on Employee training Records within cornerstone on demand (CSOD), including any specific training carried out by organizations external to PDQ or online courses. 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) Applicable quality documentation reference.
 - III) Description of the training.
 - IV) Date of training.
 - V) Length of training.
 - VI) Training Type.
 - VII) Training status.
 - VIII) Any additional information required by law or regulation.
- D. Line managers are responsible for reviewing and documenting their direct reports competency by using the competency record, QF-004 refers.
- E. The roster of personnel authorized to perform inspection functions, and their alternates SHALL be maintained on PDQ Inspection Stamp listing & Roster (QF-007) after completion of Acceptance of Responsibilities – Inspection Stamp (QF-009).
- F. 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 (QOP-006).

Section 5

Procurement (Additional Ref. POP-001, WOP-001, PQF-001, 002, 0035, 112, QF-010)

- A. PDQ's 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 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 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 customer, all traceability documentation SHALL be forward to PDQ for review and approval prior to the part being shipped to the customer. PDQ SHALL provide the customer with documentation in accordance with the "Required for Shipment" column of Appendix A of the ASA-100 Standard. See WOP-001.
- B. In cases where a customer informs PDQ of any special requirements regarding a part to be purchased, PDQ communicates 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 Control & Selection of Approved Suppliers process as detailed in POP-001, 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 (PQF-001). Once this has been satisfactorily completed, the Supplier will be marked as "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 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 SHALL request a Non-Incident Statement from supplier. PDQ 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, 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.

Section 6

Receiving Inspection (Additional Ref. WOP-001, WOP004, WOP-007, QOP-014)

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 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 the 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 QOP-006.
- 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 QOP-004 & IQS Calibration Database)

PDQ's Calibration & Inspection procedure (QOP-004) addresses the requirement for Measuring & Test Equipment. Each PDQ site will record and maintain all equipment (Calibrated or not) by using the IQS system.

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

Section 8

Material Control

(Additional Ref. WOP-001, 003, 004, 005, 007, QF-001, QF-002, WQF-003, WQF-004, QOP-014)

- A.** Material in PDQ's 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 (WQF-004 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 uses its records and computerized history of sales and purchases to identify a recall and notification of its parts either in inventory or already shipped to customers. Recalls are processed IAW QOP-007, Recall Procedure.
- D.** Whenever practical, PDQ 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 SHALL use ATA Spec 300 packaging or equivalent, or use customer specified packaging when so stated, for example, on the customer's purchase order.
- E.** PDQ SHALL assure that parts or components subject to electro-static discharge are handled IAW WOP-007. Such parts/components are tested on calibrated ESD stations using WQF-003 test records and retained electronically, indefinitely.
- 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 WOP-007 all parts are to be protected via means of wrapping, bagged, boxed etc. Hazardous/dangerous goods are segregated & securely stored.
- G.** To preclude part number ambiguity, PDQ 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 WOP-006 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 authorized inspector. In the event PDQ discovers that non-conforming material has been shipped to a customer, PDQ 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 WOP-004, when authorized by a manager, supervisor or an authorized inspector who will issue a scrap authorization certificate (QF-002). For parts that have already reached the customer, a customer authorization scrap certificate will be issued (QF-001).
 - 1) Scrap authorization 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 details of parts scrapped. Scrap authorization certificates are retained electronically and indefinitely.
 - 2) Scrap authorization certificates will be signed off by a Manager, Supervisor, authorized inspector or customer to verify parts are mutilated to preclude the possibility of the part(s) being restored or returned to service.
- J.** PDQ SHALL report suspected unapproved parts IAW QOP-006 to the CAA (CAP 562 refers), and the FAA (AC 21 -29 refers).

Section 9

Shelf-Life Control (Additional Ref. WOP-004, WOP-007)

- A.** On a monthly basis, The Head of Warehouse Operations 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.

The determination of whether a part is shelf life-limited is determined solely by the manufacturer, other certificate holder, or customer. PDQ 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 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, SHALL likewise be disclosed to the customer of PDQ 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.
- C.** PDQ 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 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 decrease 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. WOP-002, WWI-003, WWI-004, WWI-005)

- A. As applicable, PDQ 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 WOP-002, WWI-003, WWI-004, WWI-005, 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 customer's 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 POP-001, WOP-001 & QPC-001 (Also see Section 5 of this manual)

Section 12

Records (Additional Ref. QOP-001 & QOP-009)

- A. PDQ records are retained IAW the PDQ 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 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 makes purchases of standard parts and consumables. As applicable, certifications provided to PDQ 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 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".

Section 14

Corrective Action Process (Additional Ref. QOP-010, QOP-014, QF-027, QF- 031, QF- 028, QF-035)

- 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. WOP-007, WOP-002, WWI-008)**

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 deals with the process of storage to shipping 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.

Section 16

ASA-100 Exclusions & Justifications

Title	Section (Para) exclusion	Justification of Exclusion
Measuring & Test Equipment	7	PDQ USA (3PL) - FDH Aero who act the 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
Raw Materials	Appendix A Documentation Matrix – from ASA-100 standard	PDQ does not deal with Raw Materials

Section 17

Quality Manual Distribution List

Manual #	Issued to:
M-002	Group Quality Manager
	PDQ Website (Electronic Copy)