Quality Manual

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Original version in English

Approved by: S.LANGUILLE	OC TAS 1	**Doc. Ref.**	**Revision**	**Revision Date**	**Pages**
		POL01	05	09 AUG 2021	16

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TOULOUSE AIR SPARES
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ISO 9001 BUREAU VERITAS Certification

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TABLE OF CONTENT

1 - Company Environment & Leadership

1-1 Quality Manual Revision ..... Page 3

1-2 QMS Scope .....Page 3

1-3 QMS Context ..... Page 4

1-3-1 Internal Context

1-3-2 External Context

1-4 Quality Policy ..... Page 5

1-5 Authority & Responsibility... .... Page 6

2- Quality Management System

1-6 Continuous Improvement ..... Page 7

1-7 Processes Flow ..... Page 8

1-8 Processes Interactions ..... Page 9

1-9 QMS Documentation. ..... Page 10

3- APPENDIX :

Processes description .....Page 11 to 16

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1 COMPANY ENVIRONMENT & LEADERSHIP

1.1 *Quality Manual Revisions:*

REVISION	DATE	EVOLUTION	Chapter
1	01/11/2011	Creation	All
2	18/02/2013	Company Profile: contacts	2
		Toulouse Air Spares Process Flow and Interaction Figure	4.1
		Control of Quality Records: Electronic Media	4.24
		Configuration Management	7.1.1
		Control of work transfer	7.1.2
3	31/01/2018	Complete review of the Manual: the quality policy, the field of application, processes interaction, responsibilities	All chapters reviewed
4	15/01/2019	Review of the quality policy	1.4
5	09/09/2021	New address	All

1.2 *QMS Scope*

Our Quality Management System (QMS) is consistent with both our Quality Policy, as well as the **EN9120** Aerospace series Quality Management Systems requirements for stockist distributors (based on **ISO9001)**.

Due to the nature of our organisation, the following sub-clauses of EN 9120/ISO 9001 are not applicable to our organisation:

- Design and development (§ 8.3);

Should this situation changes in future, procedures shall be established, documented, implemented and maintained.

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1.3 *QMS Context*

Company Registration Number and date:		RCS TOULOUSE 534 947 692 - 01 October 2011 SIRET: 534 947 692 00024 Code APE : 4614Z
NATO Cage Code:		FB0Z3
Location:	**Postal / Physical & Shipping**	25 bis Avenue de Larrieu - Hall 1 31100 – TOULOUSE FRANCE
Office Contact Numbers:	**Telephone:**	(33)-5-6220 6690
Strategy and Capabilities:	➢ Trade Stocking & Distribution of Aircraft Parts ➢ Trade Stocking & Distribution of Aircraft Services (Repair & Exchange) ➢ Service provider to support Worldwide Airlines & MRO in agreement with Airframe Manufacturers & OEM's (reliable sources)	
Interested Parties:	➢ Shareholders ➢ Customers (Airlines, MRO, Distributors, OEMs) ➢ International Regulations	
Company Approvals:	ISO 9001 and EN 9120 certified	

1.3.1 Internal context

All members of Toulouse Air Spares have a significant impact on the Quality of Services/Products.
We have implemented an internal organization according to a Processes Approach with detailed responsibilities and interactions.
We have all an internal customer & we are all an internal supplier.
The company Strategy is shared between all members of TAS in the following way:

- A global & Common Vision
- Detailed Objectives for each process
- Internal Rules & Procedures
- Human Values

1.3.2 External context

The MRO market is a very competitve market wich requires efficiency & hight Quality level of services/products. TAS brings added value to its customers insuring a good quality of services/products, reactivity ,tailored offers/contracts & adapted services.

1.4 ***Quality Policy***

TOULOUSE AIR SPARES, as a factory authorised distributor and a supplier of aviation equipment, strives to serve our Customers through a total commitment to integrity, service excellence and customer satisfaction. With the involvement of our people, Management is committed to the continuous improvement of our Quality Management System (QMS), to ensure that the requirements of our company, and of our customers, are met to the fullest extent.

A significant aspect of the process of meeting these goals involves the establishment and maintenance of a formal QMS, under the responsibility of the Management. This is the vehicle by which we put in place a pro-active system of standards, processes and audits to ensure that all of the material we handle is properly accounted for, conforms to technical specifications, documented, handled and stored.

This is consistent with our commitment to play a positive role in aviation safety and ensure that we act as, and are perceived as, a responsible leader in the aerospace industry.

Adherence to the letter as well as the spirit of these requirements is the responsibility of every member of the TOULOUSE AIR SPARES team.

The Quality Manager, in agreement with the Management, is responsible to improve and develop the QMS according to the latest revision of ISO9001 & EN9120 standards. They also ensure the availability of resources and information to develop our QMS.

The procedures established are designed to provide positive tracking of all material purchased, handled, and sold by our company.

The mission of the TOULOUSE AIR SPARES team is:

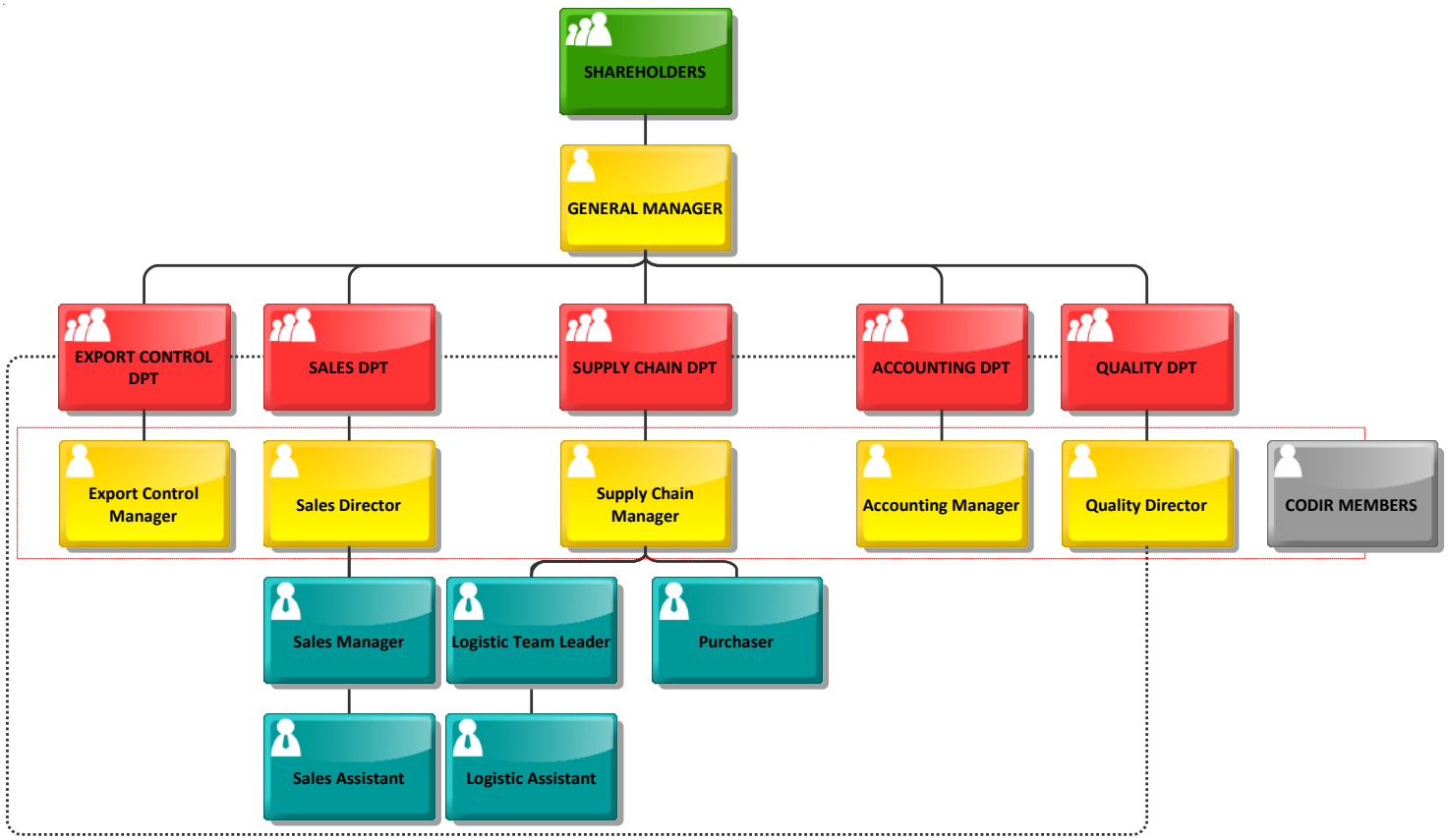
1) CUSTOMER SATISFACTION
   - Exceptional service quality,
   - All contract requirements are met,
   - Exceptional product quality,
   - On time delivery.
2) DEFECT FREE PRODUCTS
   - Purchased,

- Stocked,
- Supplied

1.5 ***Authority & Responsibility***

The Quality Management System is managed by the Quality Director of Toulouse Air Spares and then the responsibilities within the company are shared between the CODIR members.
The detailed responsibilities are defined into a specific internal form and the processes responsibilities are defined on each process description.

Global vision on Authorities & Responsibilities:



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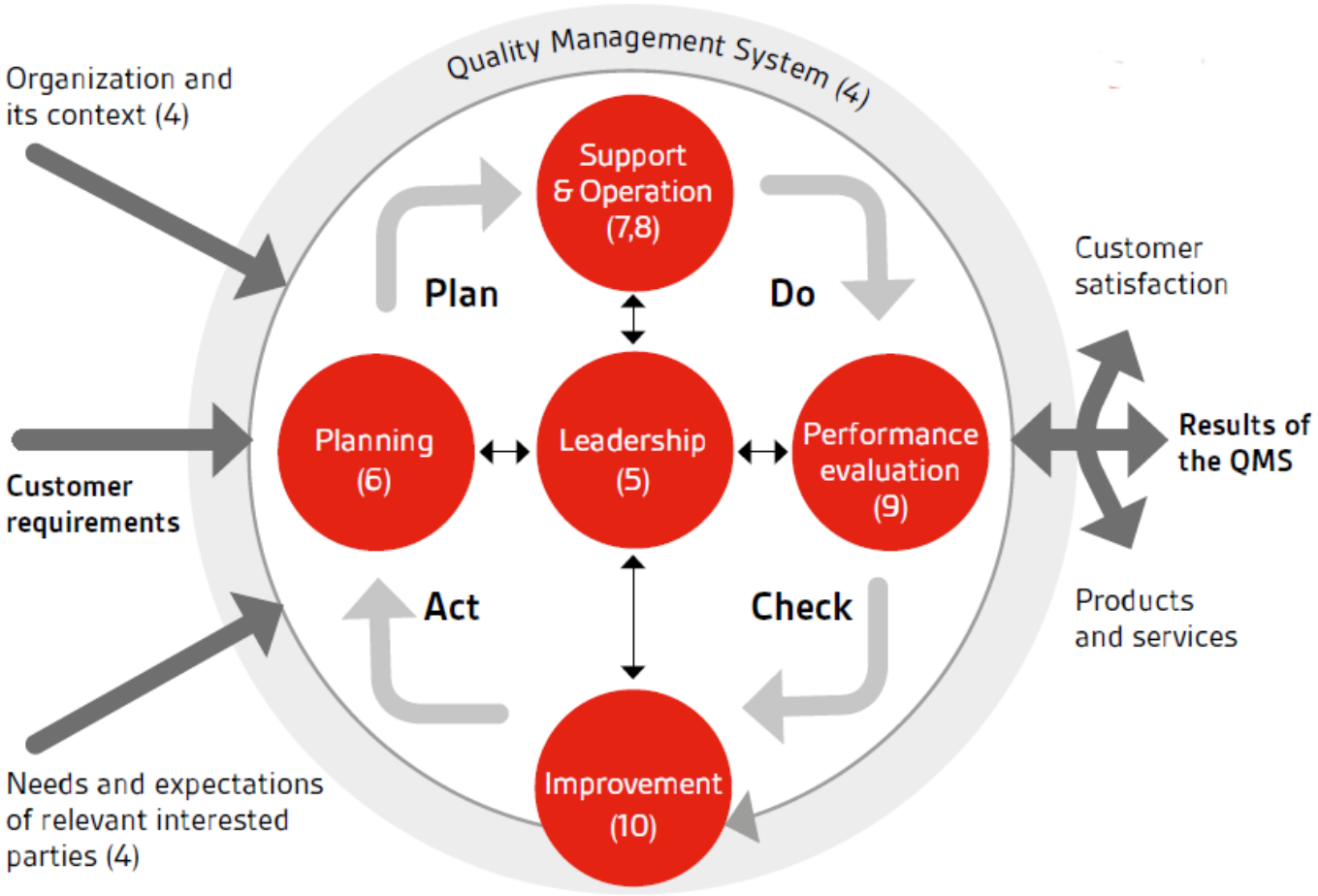
2 QUALITY MANAGEMENT SYSTEM

2-1 Continuous improvement

Using the Quality Policy, Quality Objectives and the Process Approach, Toulouse Air Spares, through the Quality Director and the General Manager, strives to continually improve the efficiency of the QMS.



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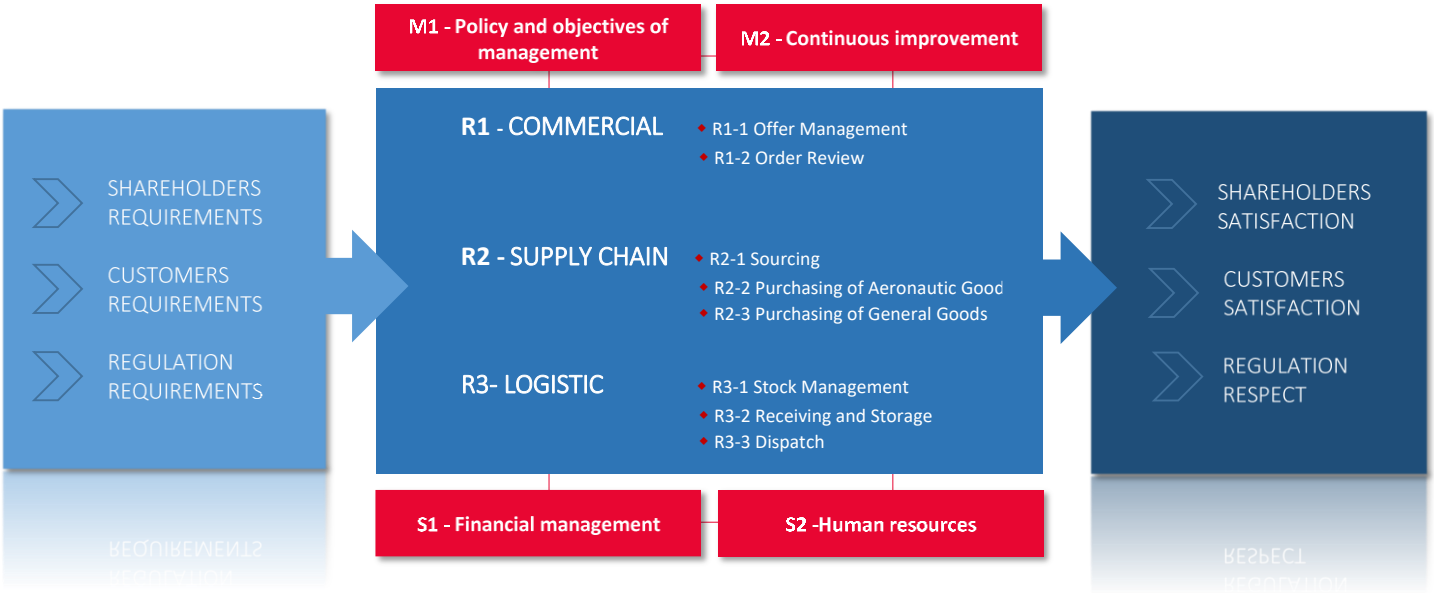
2-2 *Processes Flow*

3 types of processes defined:

- **Management Processes:** to define Strategy & Objectives to ensure the Company development & the Continuous Improvement of our QMS. (M1 « Policy and Objectives of Management» and M2 « Continuous Improvement »).
- **Realization processes**: the vocation of the company. (R1 « Commercial », R2 « Supply Chain », R3 « Logistic » including sub-processes).
- **Support processes**: to support the realization processes. (S1 « Financial Management » et S2 «Human Resources »)



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2-3 Processes interactions

Code of the various processes:

- ➔ M1 «Policy and Objectives of Management»
- ➔ M2 «Continuous Improvement»
- ➔ R1-1 «Offer Management»
- ➔ R1-2 «Order Review»
- ➔ R2-1 «Sourcing»
- ➔ R2-2 «Purchasing of Aeronautic Goods»
- ➔ R2-3 «Purchasing of General Goods»
- ➔ R3-1 «Stock Management»
- ➔ R3-2 «Receiving & Storage»
- ➔ R3-3 «Dispatch»
- ➔ S1 «Financial Management»
- ➔ S2 «Human Resources»

	R1-1	R1-2	R2-1	R2-2	R2-3	R3-1	R3-2	R3-3
M1	◎	◎	◎	◎	◎	◎	◎	◎
M2	◎	◎	◎	◎	◎	◎	◎	◎
R1-1		◎	◎					
R1-2	◎		◎					
R2-1	◎	◎		◎		◎		
R2-2		◎	◎			◎	◎	◎
R2-3								
R3-1			◎	◎			◎	◎
R3-2				◎		◎		◎
R3-3				◎		◎	◎	
S1	◎	◎	◎	◎	◎	◎	◎	◎
S2	◎	◎	◎	◎	◎	◎	◎	◎

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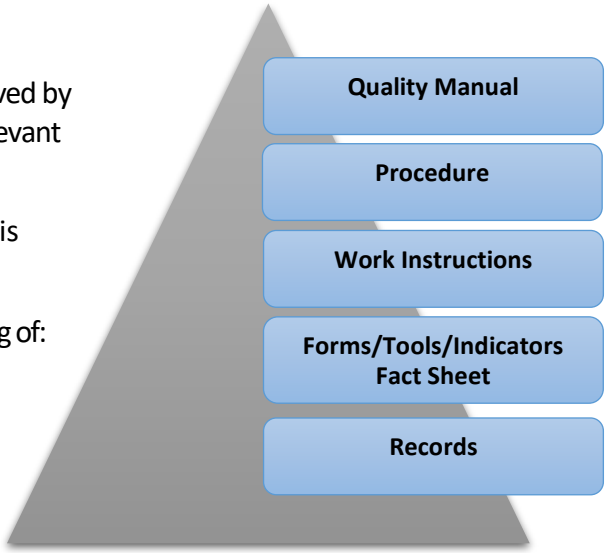
2-4 QMS Documentation

All document and data changes are reviewed and (re-) approved by the Quality Director. The revision status is identified in the relevant document.

Retention period and the method used to archive them is described on each procedure.

The QMS is defined in a documentation system consisting of:



- **Procedures** are established and maintained to ensure control of all data and documents, whether internal or, where appropriate, received from external sources. The documents are accessible electronically to all members of the Toulouse Air Spares team via a shortcut on individual computers to the network server. Those not available in electronic form will be issued and authorized by the President and retained by the Document Controller.
- **Instructions** detailed instructions used to control and define specific activities in all areas of the organization. To ensure that only current issues are in use, a master list, indicating revision status, will be kept up to date by the President or Quality Manager.
- The **Forms**, the **Tools** and **Indicators** used within TOULOUSE AIR SPARES ensure the implementation of a Continuous Improvement.
- Toulouse Air Spares maintains **Records** to demonstrate conformance to customer's requirements, product conformity, as well as the effective operation of the Quality Management System. The recordings are indicated in the "Registration" section in the relevant procedure, no separate procedure has been introduced. When we contractually agree, our customers have access to relevant quality records. All these records are readable, identifiable and stored, so that they can be easily retrieved and adequately protected.

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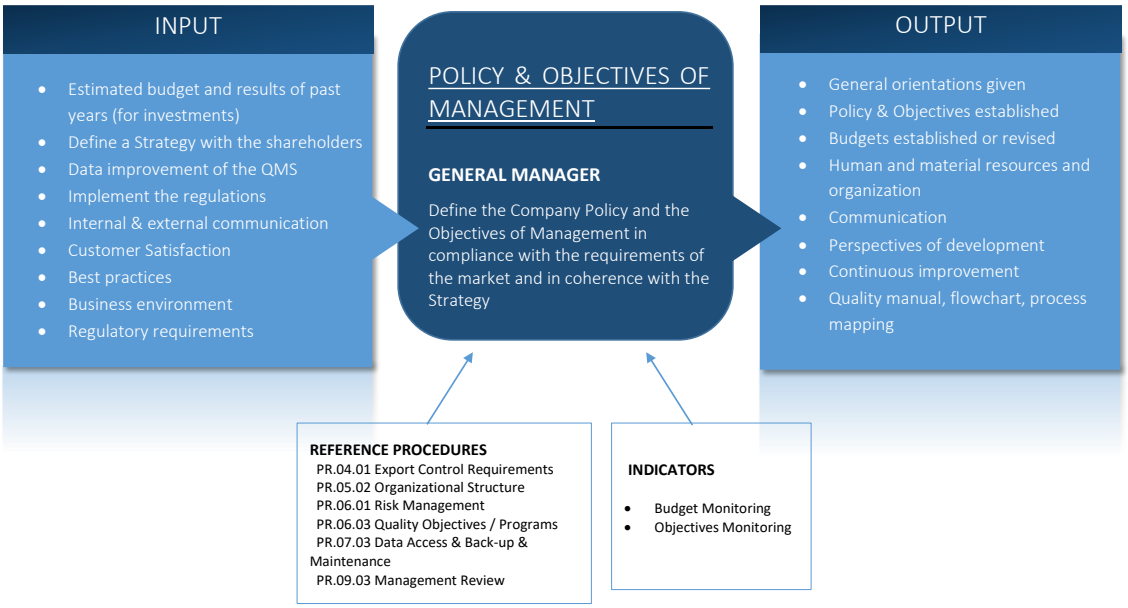
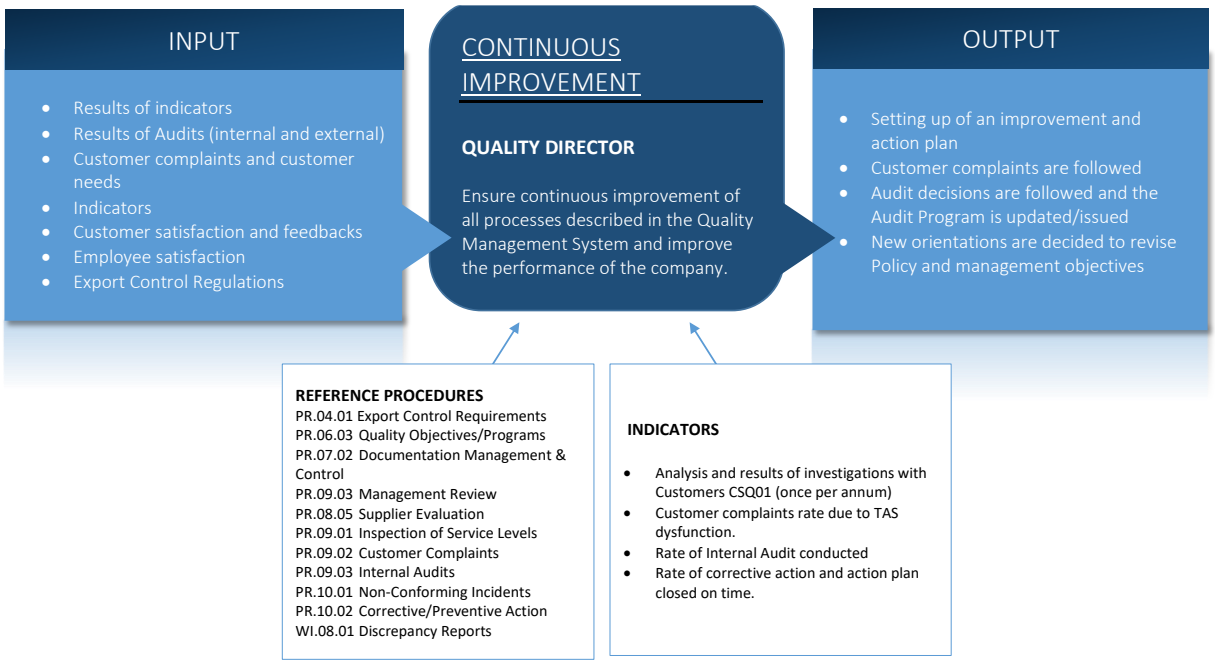
3 APPENDIX: PROCESSES DESCRIPTION

3-1 Management M1



3-2 Management M2



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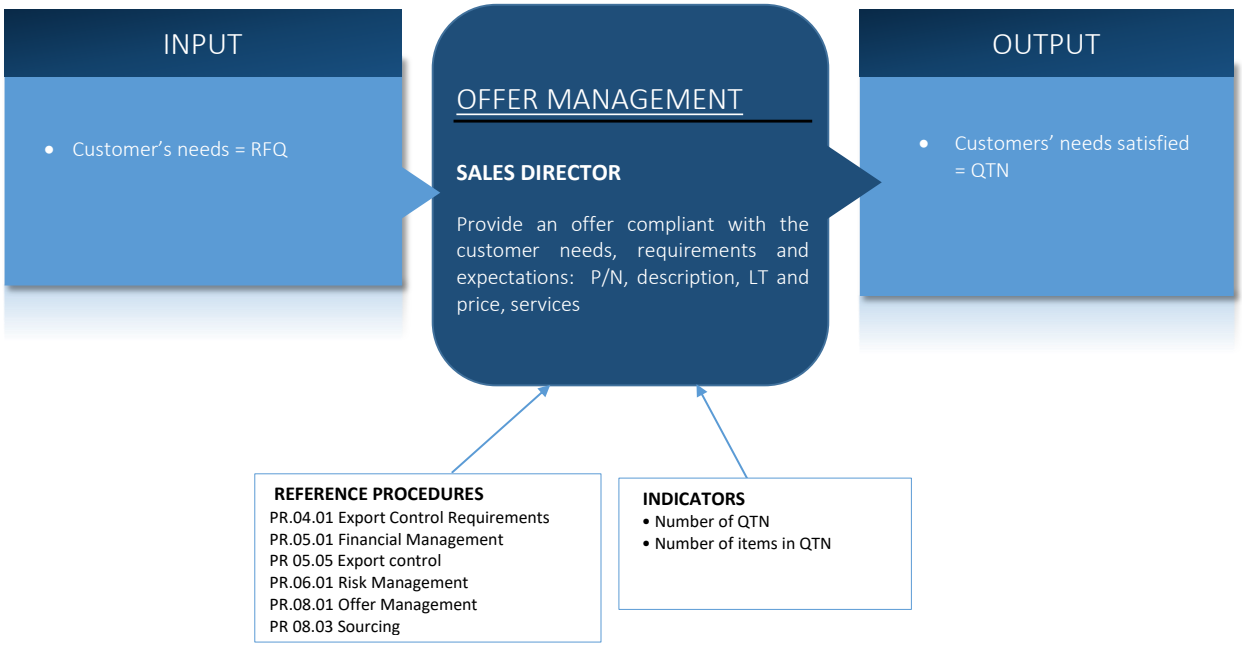
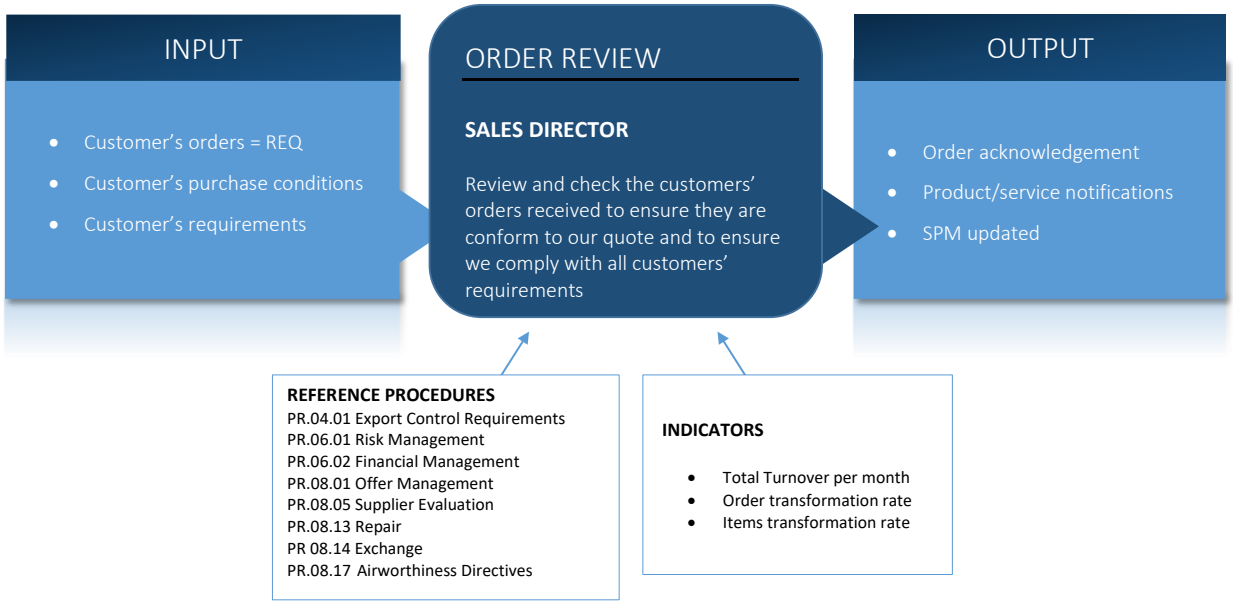
3-3 Commercial R1

3-3.1 R1-1

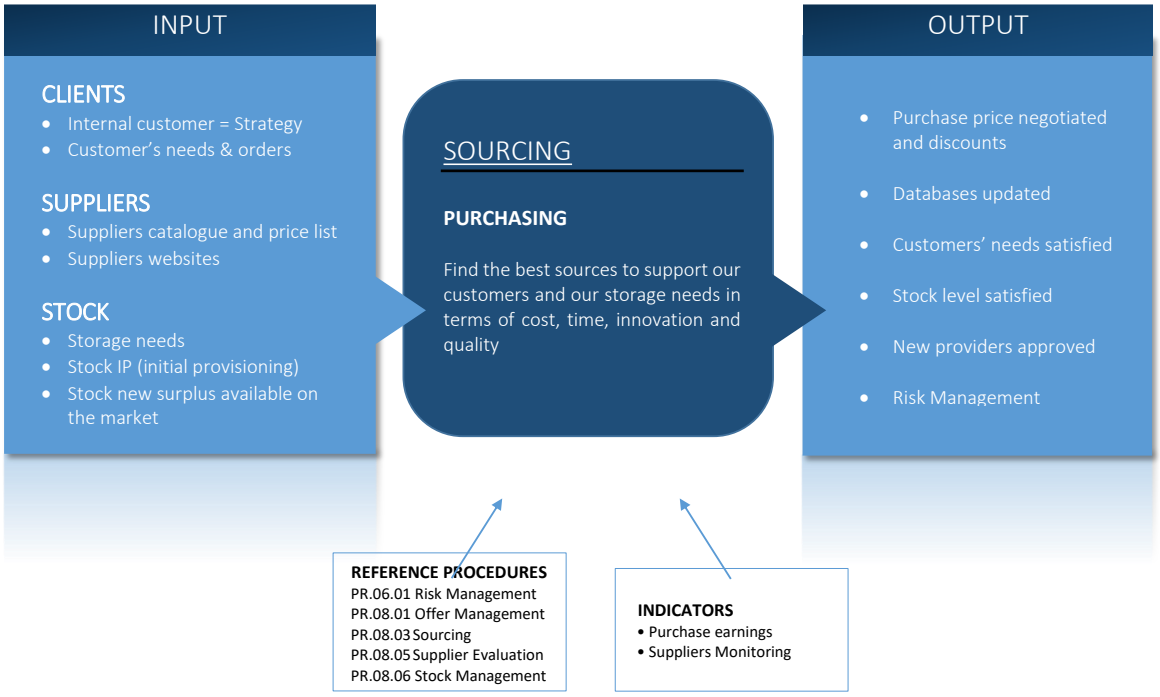


3-3.2 R1-2

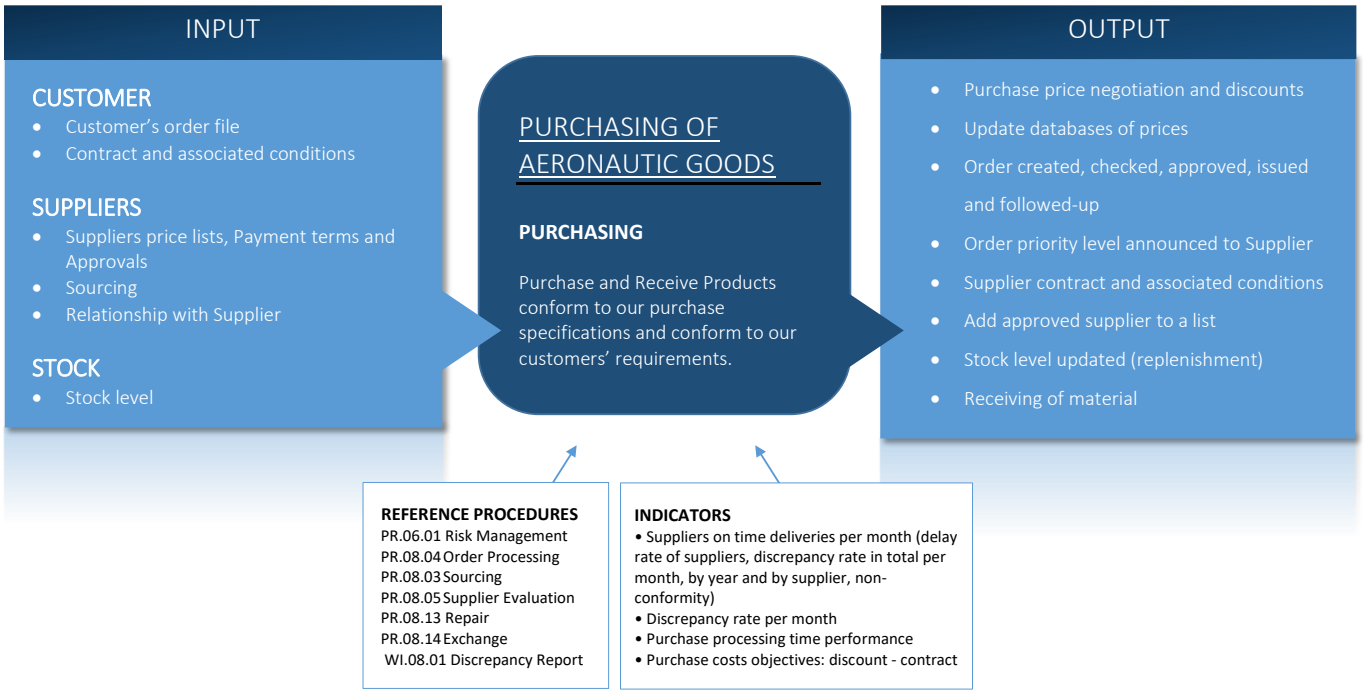


3-4 SUPPLY CHAIN R2

3-4.1 R2-1



3-4.2 R2-2



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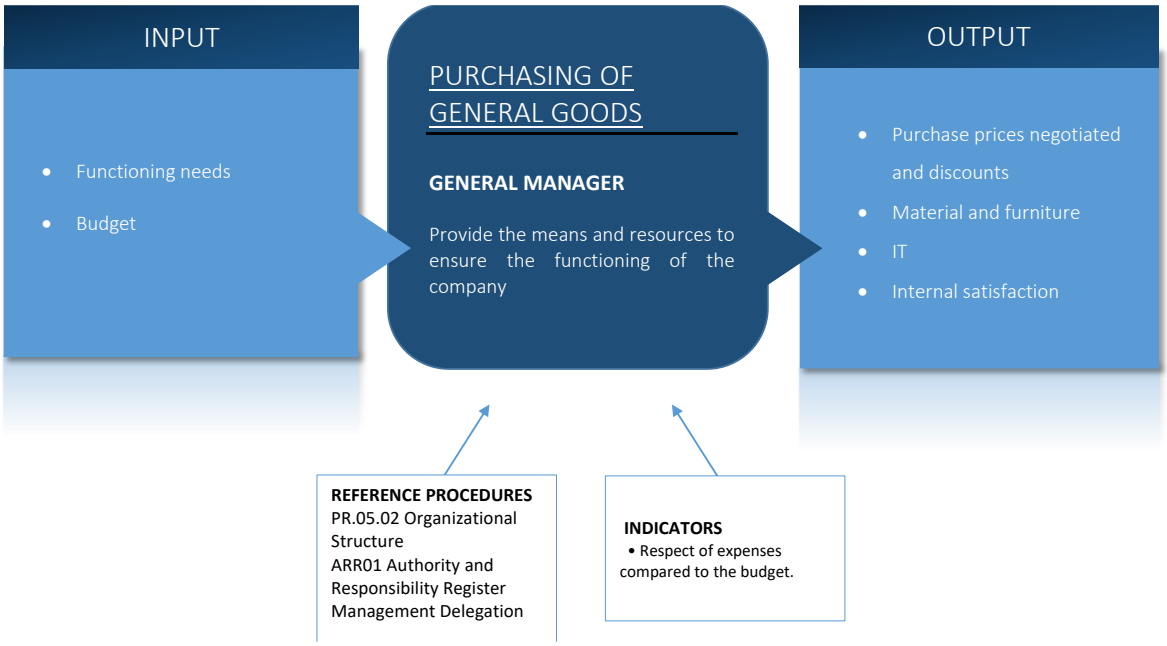
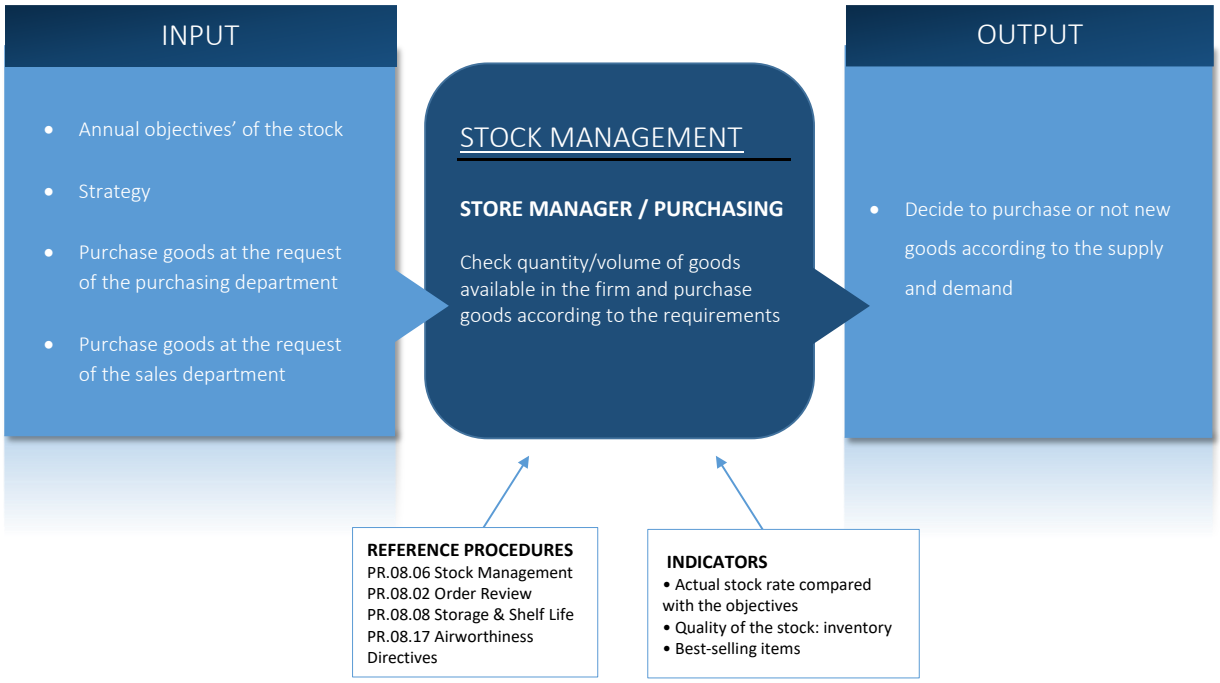
3-4.3 R2-3



3-5 LOGISTIC R3

3-5.1 R3-1



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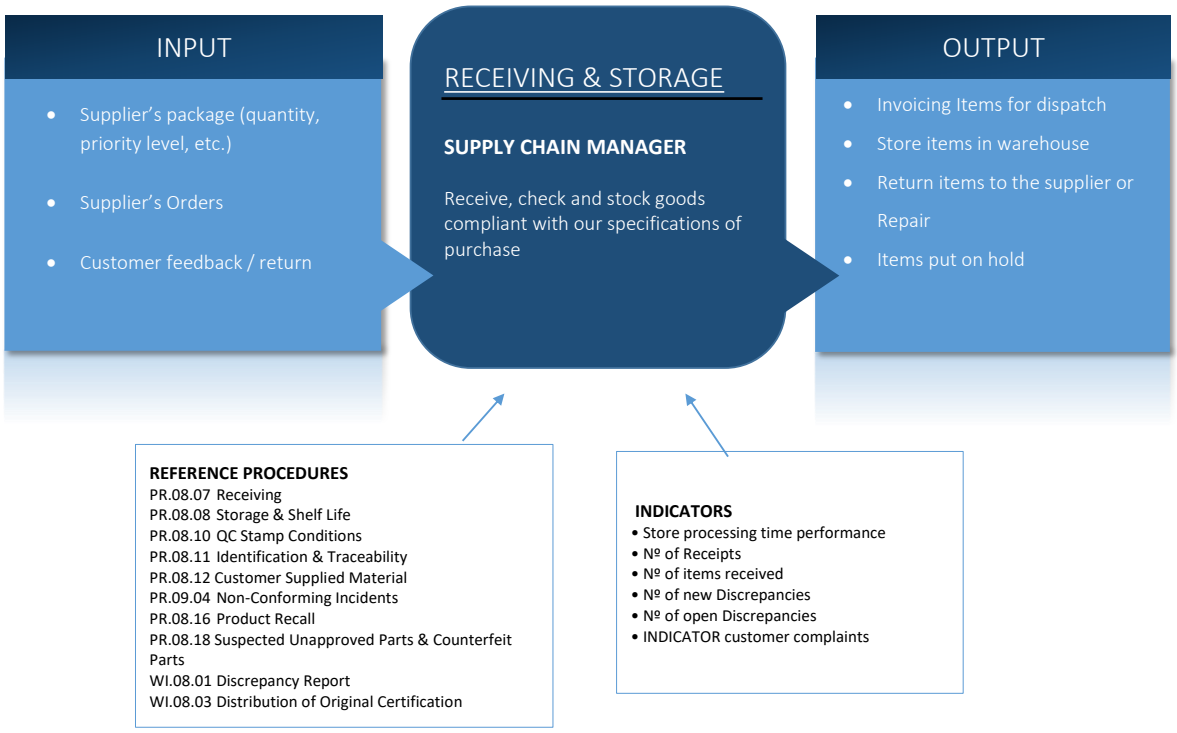
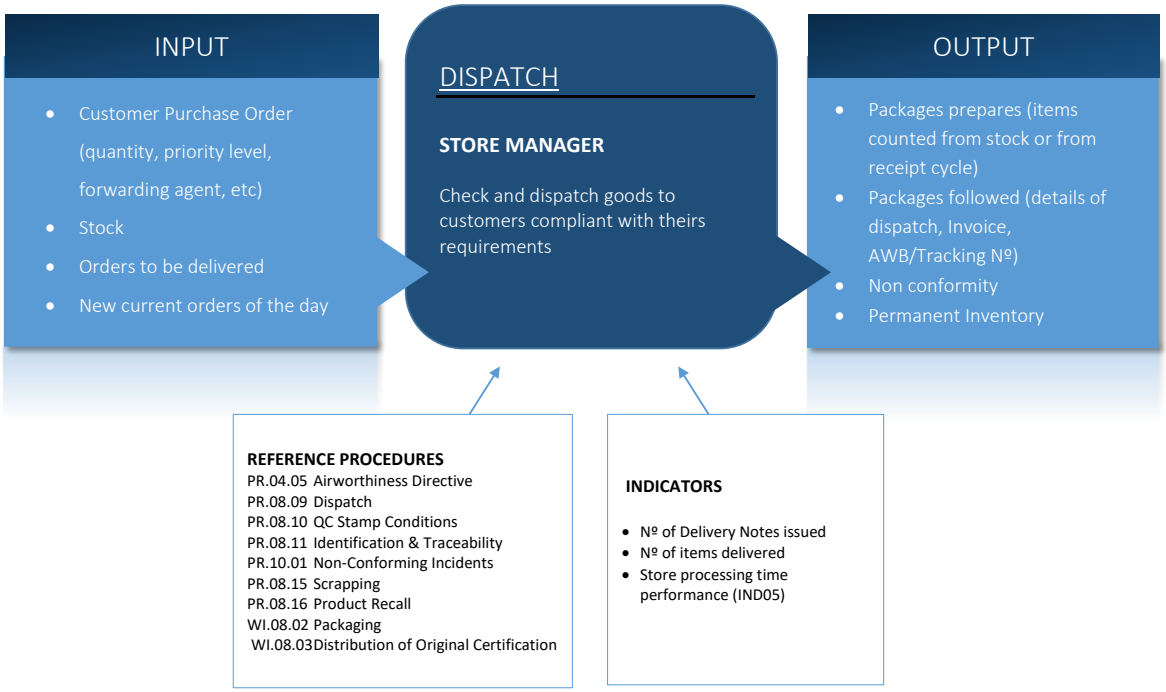
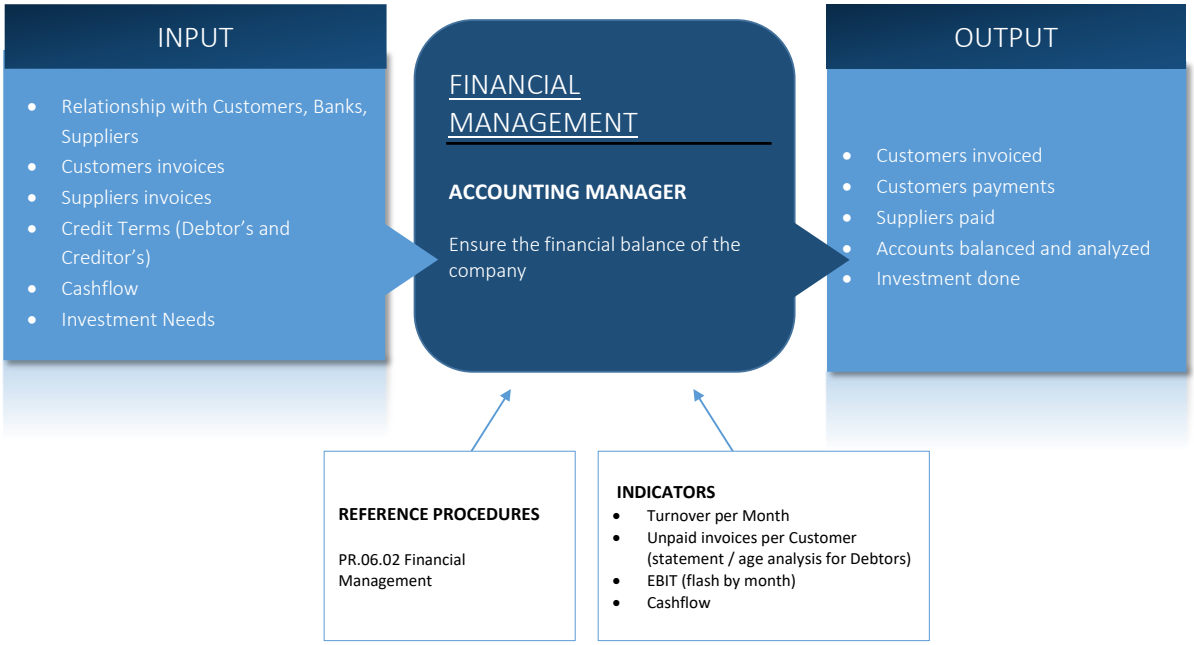
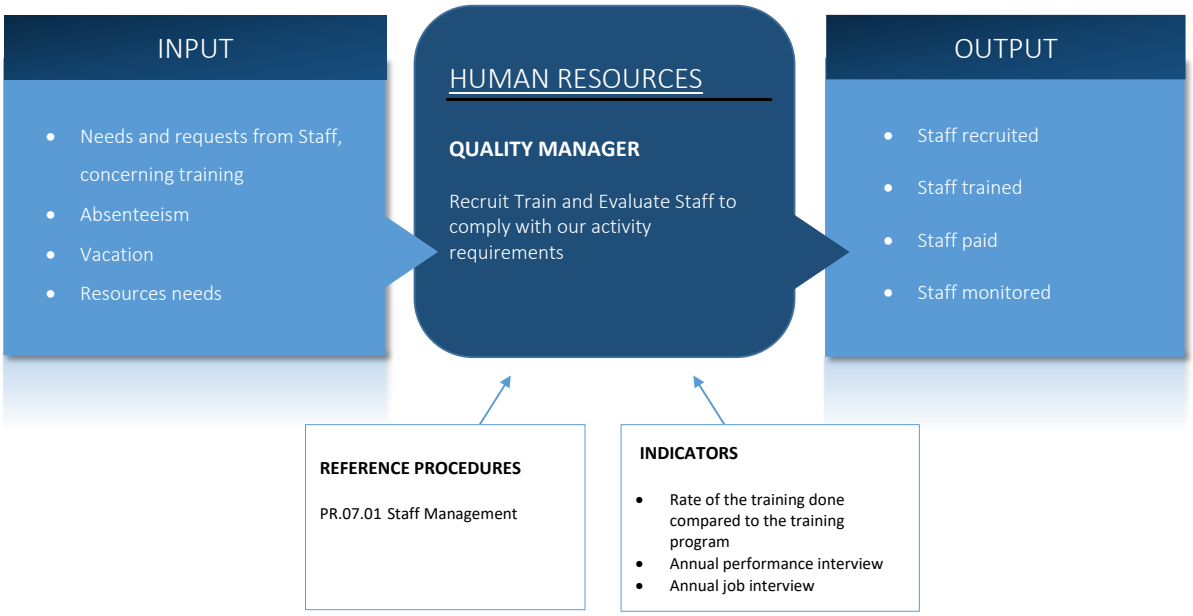
3-5.2 R3-2



3-5.3 R3-3



3-6 SUPPORT S1



3-7 SUPPORT S2