



#### **CAUTION**

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Original version in English

Approved by:	OC	Doc. Ref.	Revision	<b>Revision Date</b>	Pages
S.LANGUILLE	123	POL01	06	04-APR-2023	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	General review	All	
5	09/09/2021	General review and Address updating	All	
6	04/04/2023	General review	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.





### 1.3 QMS Context

Company Registration Number and date:		RCS TOULOUSE 803 079 912 – 24 June 2014 SIRET: 803 079 912 00025 Code APE: 4614Z			
NATO Cage Code:		FB0Z3			
I a sation.	Postal / Physical	25 bis Avenue de Larrieu - Hall 1			
Location:	& Shipping	31100 – TOULOUSE FRANCE			
Office Contact Numbers:	Telephone:	(33)-5-6220 6690			
Strategy and	Trade Stocking & Distribution of Aircraft Parts				
Capabilities:	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	> Shareholders				
Parties:	<ul><li>Customers (Airlines, MRO, Distributors, OEMs)</li></ul>				
	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.

The Export Regulations in our domain is really complex & requires specific skills in Trading, Shipping & Export Control. TAS ensures regular trainings to perform the work at each level.





### 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



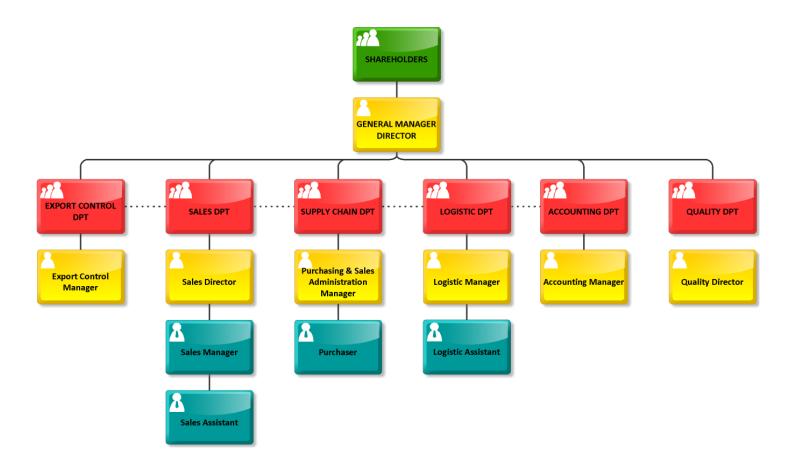


### 1.5 **Authority & Responsibility**

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 (in Red).

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:



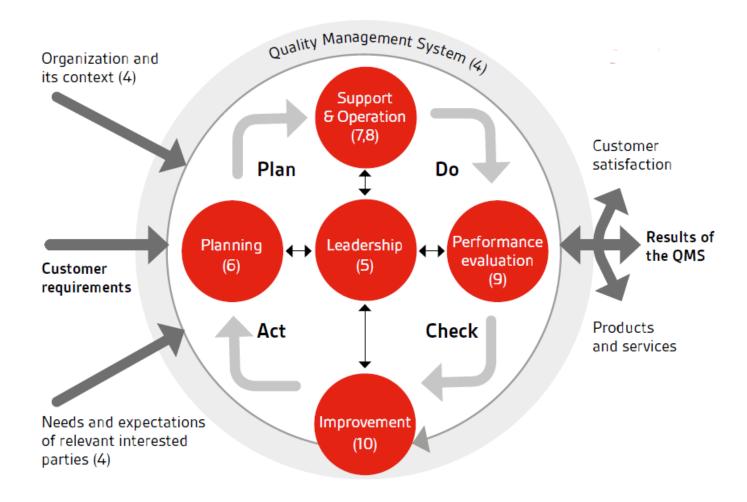




# **2 QUALITY MANAGEMENT SYSTEM**

### 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.







### 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 »
  - o M2 « Continuous Improvement »
- → Realization processes: the vocation of the company
  - o R1 « Commercial »
    - R1-1 « Offer management»
    - R1-2 « Order Review »
  - R2 « Supply Chain »
    - R2-1 « Sourcing »
    - R2-2 « Purchasing of Aeronautic goods »
    - R2-3 « Purchasing of General Goods »
  - o R3 « Logistic »
    - R3-1 « Stock Management »
    - R3-2 « Receiving & Storage »
    - R3-3 « Dispatch »
- → **Support processes**: to support the realization processes:
  - o S1 « Financial Management »
  - S2 «Human Resources »







### 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	0	0	0	0	0	0	0	0
M2	0	0	0	0	0	0	0	0
R1-1		0	0					
R1-2	0		0					
R2-1	0	0		0		0		
R2-2		0	0			0	0	0
R2-3								
R3-1			0	0			0	0
R3-2				0		0		0
R3-3				0		0	0	
<b>S1</b>	0	0	0	0	0	0	0	0
<b>S2</b>	0	0	0	0	0	0	0	0



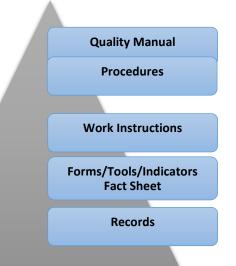


### 2-4 QMS Documentation

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:



- → <u>Procedures</u> 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.
- → <u>Instructions</u> 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 <u>Forms</u>, the <u>Tools</u> and <u>Indicators</u> used within TOULOUSE AIR SPARES ensure the implementation of a Continuous Improvement.
- → Toulouse Air Spares maintains <u>Records</u> 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.





# 3 APPENDIX: PROCESSES DESCRIPTION

### 3-1 Management M1

#### **INPUT**

- Estimated budget and results of past years (for investments)
- Define a Strategy with the shareholder
- Data improvement of the QMS
- · Implement the regulations
- Internal & external communication
- Customer Satisfaction
- Best practices
- · Business environment
- Regulatory requirements

# POLICY & OBJECTIVES OF MANAGEMENT

#### **GENERAL MANAGER**

Define the Company Policy and the Objectives of Management in compliance with the requirements of the market and in coherence with the Strategy

#### OUTPUT

- General orientations given
- Policy & Objectives established
- Budgets established or revised
- Human and material resources and organization
- Communication
- Perspectives of development
- Continuous improvement
- Quality manual, flowchart, process mapping

#### REFERENCE PROCEDURES

PR.04.01 Export Control Requirements PR.05.02 Organizational Structure PR.06.01 Risk Management

PR.06.02 Financial Management
PR.06.03 Quality Objectives / Programs
PR.07.02 Documentation Management &

PR.07.03 Data Access & Back-up & Maintenance PR.09.03 Management Review

#### INDICATORS

- General Objectives rate
- OTD General
- Budget Monitoring
- Objectives Monitoring

### 3-2 Management M2

#### INPUT

- Results of indicators
- Results of Audits (internal and external)
- Customer complaints and customer needs
- Indicators
- Customer satisfaction and feedbacks
- Employee satisfaction
- Export Control Regulations

# CONTINUOUS IMPROVEMENT

#### QUALITY DIRECTOR

Ensure continuous improvement of all processes described in the Quality Management System and improve the performance of the company.

#### OUTPUT

- Setting up of an improvement and action plan
- Customer complaints are followed
- Audit decisions are followed and the
   Audit Program is undated/issued
- New orientations are decided to revise Policy and management objectives

#### REFERENCE PROCEDURES

PR.09.01 Inspection of Service Levels

PR.09.02 Customer Complaints PR.09.03 Internal Audits

PR.09.03 Internal Audit

PR.10.01 Non-Conforming Incidents PR.10.02 Corrective/Preventive Action

WI.08.01 Discrepancy Reports

#### INDICATORS

- Analysis and results of investigations with Customers CSQ01 (once per annum)
- Customer complaints rate due to TAS
- dysfunction.

  Non Quality Cost %
- Rate of Internal Audit conducted
- Rate of corrective action and action plan closed on time.
- Rate of QMP Actions Closed on time
- Annual Satisfaction Survey

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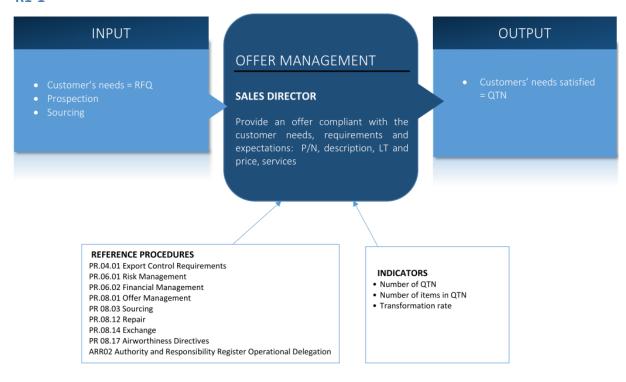


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### 3-3 Commercial R1

#### 3-3.1 R1-1



#### 3-3.2 R1-2

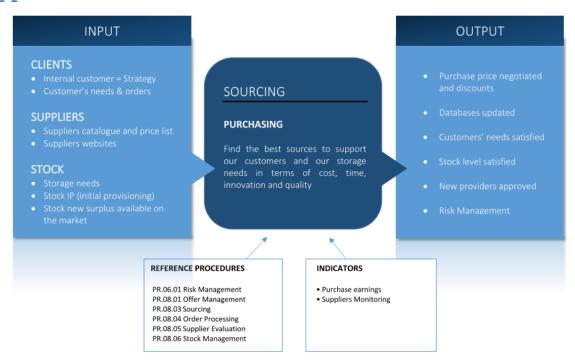




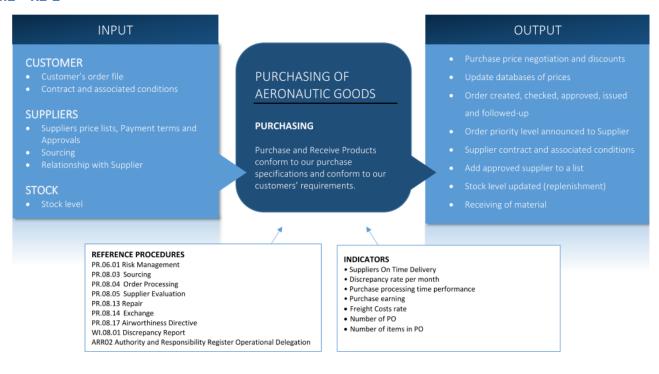


### 3-4 SUPPLY CHAIN R2

#### 3-4.1 R2-1



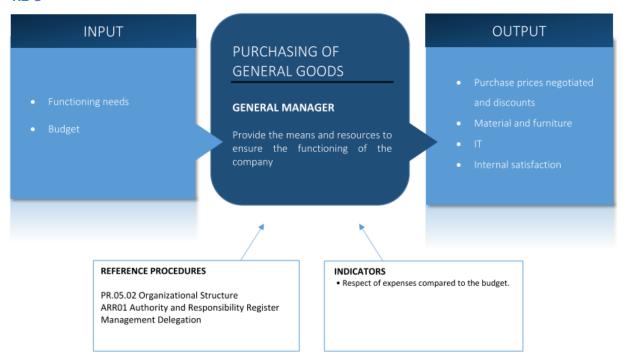
#### 3-4.2 R2-2





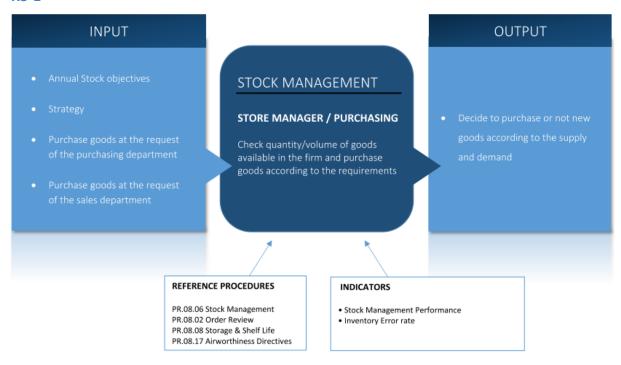


#### 3-4.3 R2-3



### 3-5 LOGISTIC R3

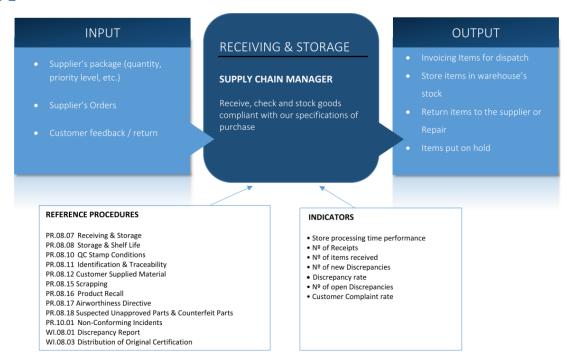
#### 3-5.1 R3-1



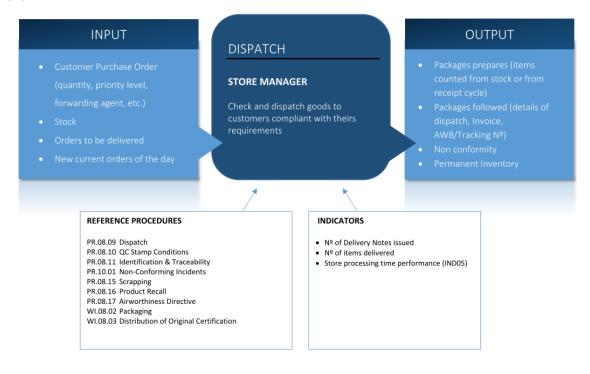




#### 3-5.2 R3-2



#### 3-5.3 R3-3







### 3-6 SUPPORT S1

# **INPUT OUTPUT** FINANCIAL MANAGEMENT **ACCOUNTING MANAGER** Ensure the financial balance of the company REFERENCE PROCEDURES INDICATORS PR.05.02 Organisational Structure and Delegations Cashflow PR.06.01 Risks Management Turnover per Month PR.06.02 Financial Management ARR01 Authority and Responsibility Register **Budget Monitoring** Management Delegation EBIT (flash by month) AAR02 Authority and Responsibility Register

### 3-7 SUPPORT S2



