



CHANGE HISTORY

Issue or Rev No.	Description	Date
-	Initial release of document	6/24/2020
1	Revised to remove Section 4 Quality System Changes and Customer Findings. This section was not included in legal review and was inadvertently added by document owner in prep for final approval. All elements of section 4 was a duplicate of Section 11 of this document and Section 12 of the original release. Corrected Section 4 at time of contract approval (red text) from procedure approval. Removed duplicate QCS-001 Link in section 9. Added 11.7 to identify access to OASIS for 3 rd party registrar audits.	6/29/2020

Table of Contents

1. APPLICABILITY	4
2. GENERAL REQUIREMENTS.....	4
3. QUALITY MANAGEMENT SYSTEM REQUIREMENTS.....	4
4. MAINTENANCE / GROUND OPERATIONS.....	5
5. FACILITY ACCESS.....	5
6. PREVENTION OF SUSPECTEON2.....	

1. APPLICABILITY

This Quality Clause QSUS is applicable to Sellers performing Air-Vehicle level Maintenance, Repair, Overhaul and Upgrade (MRO&U) activities on products owned by Buyer's customers. The use of the term MRO&U (or other typical terms such as Maintenance, Repair and Overhaul, (MRO) and the like) in this document is synonymous with the term "maintenance" in AS9110.

2. GENERAL REQUIREMENTS

Seller shall meet the applicable requirements of the latest revision of Quality Clause QSUS in effect as of the date of the Request for Proposal (RFP). In the event of a conflict between the requirements herein and the Quality portion of the supplier statement of work (SSOW), the SSOW shall take precedence, unless otherwise amended by Buyer and Seller prior to PO issuance. Seller shall:

- A. ensure all applicable requirements herein are imposed upon Seller, its agents and subcontractors at all tiers working on Buyer's products;
- B. have and maintain internet access for obtaining requirements of this PO;
- C. ensure that all Quality Requirements are reviewed and understood, including the Revision/Issue number of the relevant documents to ensure the correct document is being used;
- D. ensure that all persons working on Buyer's product are aware of:
 1. their contribution to product or service conformity;
 2. their contribution to product safety;
 3. the importance of ethical behavior;
- E. direct all queries relating to this document to Buyer's Sustainment Quality Representative;
- F. provide all Seller records, reports, specifications, drawings, inspection and test results, and other documentation in the English language; and
- G. not directly interface with Buyer's Customer or Buyer's Customer Quality Oversight Agency Representative without Buyer's prior agreement.

3. QUALITY MANAGEMENT SYSTEM REQUIREMENTS

Seller shall maintain a Quality Management System (QMS) acceptable to Buyer for products and services purchased under the Statement of Work, that complies with Aerospace Standard AS9110-- Quality Management Systems - Requirements for Aviation Maintenance Organizations.

Independent certification/registration is required under the Industry controlled AS9104 process by an accredited Certification Body (CB) listed in the "On line Aerospace Supplier Information System" ([OASIS](#)).

- Note: Acceptable means of compliance to the AS9110 QMS certification/registration includes:
 - ISO9001 accreditation, in conjunction with a CFR Part 145 certification or a Part 145 AMO authorization from the cognizant National Military Airworthiness Authority (NMAA)
- OR
 - An AS9100 certification with Maintenance, Repair and Overhaul activities included in the scope
- Seller shall provide to Buyer's Sustainment Quality Representative a compliance matrix to demonstrate that the Seller's Quality Management System meets the quality requirements detailed in this document within 1 month of PO acceptance.

4. MAINTENANCE / GROUND OPERATIONS

In performing maintenance on Air-Vehicles under this PO, Seller shall comply with the requirements set forth in the Defense Contract Management Agency Instruction – DCMA INST 8210.1 **<current revision**

10.2 During in process execution of the new maintenance process, but no later than upon completion, Seller shall evaluate the adequacy and effectiveness of the planning and verify execution of the planned tasks resulting in the successful restoration of the aircraft in conformance with all released technical specifications and conformance to all approved test requirements and procedures.

10.3 Seller shall retain documented information on the results of the evaluation of the new maintenance process and make them available to Buyer upon request. Seller need not repeat the evaluation on subsequent applications of the maintenance process, provided the procedure is not altered and records of the original evaluation are available.

10.4 Seller shall have the ability to evaluate, verify and document corrections, changes and quality conformity steps to any first application of a new maintenance capability.

11. CORRECTIVE ACTION, PREVENTIVE ACTION, REQUEST AND REPORTING

11.1 Seller shall establish and maintain a documented system to investigate nonconformances, perform root cause analysis, and provide trend data.

11.2 Seller shall ensure effective corrective and preventive action is taken to prevent, minimize, or eliminate non-conformances.

11.3 Seller shall assess all Buyer-identified nonconformances and take appropriate actions to ensure causes of nonconformances are corrected.

11.4 Seller shall provide detailed Root Cause Analysis & Corrective Action Plan upon Buyer's request.

11.5 Seller shall notify Buyer's Sustainment Quality Representative utilizing LM Aero's Quality Concern Notification (QCN), or equivalent, approved channels within 10 days of adverse action taken by Seller's customer, US or International Government Agencies (e.g., DCMA, FAA, CAA, OSHA, DoD, NMAA, EPA, etc.), Third-Party Registrar, or other certification/accreditation body, to include but not limited to, any of the following:

- a) Issuance of any finding associated with Seller's Quality Management System or processes, or for any products and services purchased under this Statement of Work
- b) Issuance of any finding by a Third-Party Registrar

11.6 Seller shall provide within 30 days of the written notification, the approved corrective actions taken in response to any adverse actions reported in 12.4 - 12.5 above.

11.7 Seller shall permit Buyer access to data in OASIS and Nadcap databases including registration documentation, certification, audit reports, findings, corrective actions, etc. Buyer reserves the right to input repetitive escape data and major audit findings regarding Seller into the relevant OASIS data base records for review by the Seller's Registrar or Certification Body.

12. CONTROL OF NONCONFORMING PRODUCT / MATERIAL REVIEW PROCESS

12.1 Seller's documented quality management system shall provide for the identification, documentation and segregation of nonconforming material.

- a) Nonconforming material / Unserviceable components shall be stored in a secure location to prevent unintentional use. The unserviceable status of the component should be clearly declared on a tag or other suitable means, together with the component identification data and any information useful to define actions necessary to be taken. Means should be provided to prevent unwanted

separation of this tag from the component. **Note:** *Unserviceable components are required to be physically segregated from serviceable components.*

b) Seller shall utilize the Cause Codes & Defect Codes provided at Appendix A for the categorization and reporting of nonconformances.

12.2

