

**Quality Requirements for
Sustainment Air-Vehicle Maintenance, Repair, Overhaul
& Upgrade Activities
Document Number: QSUS**

Date: 07/06/2020 Rev 2



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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

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

14.3 Seller's Maintenance Planning documentation shall implement appropriate customer hold points in accordance with the applicable program information or Buyer's Customer Representative mandated inspection points and/or product audits.

15. GENERAL INSPECTION REQUIREMENTS

15.1 Incoming Inspection

Seller shall perform an incoming inspection IAW program information and document any physical or functional deficiencies within the program system of record.

15.2 Scheduled Work Package (SWP) and Accepted Over and Above (O&A)

Seller shall ensure all requested maintenance actions performed by Seller (that have removed, disassembled, modified or otherwise disturbed any aircraft system or component) are fully completed/restored and verified to be in compliance with released engineering requirements and properly documented within the program system of record.

15.3 OK to Close

Prior to final closure of any bay/cavity that would preclude subsequent visual verification (i.e., final installation of any cover, panel, glare shield, antenna, etc.), Seller shall ensure all maintenance actions performed by Seller in the affected area are properly completed. Seller shall also perform a visual inspection within the bay/cavity (with emphasis on cleanliness, security of components, and attaching hardware) affected by maintenance actions performed by Seller. Seller shall also ensure that the area is free of Safety-of-Flight defects/damage or FOD. "Safety-of-Flight defects/damage" means any unsatisfactory/defective condition that may result in a malfunction or failure that could cause;

- a) A catastrophic or critical failure resulting in the loss of or serious damage to the aircraft or weapon system; or
- b) An unacceptable risk of personal injury or loss of life; or
- c) An uncommanded engine shutdown that jeopardizes safety.

15.4 Delivery Prep

Upon successful completion of all required maintenance actions, inspections and functional tests, Seller shall perform Flight Inspection and Servicing IAW applicable procedures and ensure all identified physical or functional deficiencies that would preclude flight safety have been corrected and documented within the program system of record.

16. NOTIFICATION OF POTENTIAL SAFETY ISSUES

16.1 Seller shall notify Buyer's Sustainment Quality Representative as soon as practicable, but not

- d) A point of contact to coordinate problem analysis and resolution; and
- e) Any other relevant information.

17. GROUND MISHAP/EVENT REPORTING

A ground mishap/event is an unplanned occurrence or series of occurrences resulting in injury or damage to aircraft or support equipment. This pertains to damage to the aircraft or equipment where there is no intent for flight (e.g., damage during maintenance operations, or prior to engine start, or after engine shutdown). Damage vs Workmanship determinations can be made based on intent.

- a) **Damage:** loss, injury, or harm that is the result of a task, operation, or action which was not originally planned or intended. For example, a mechanic was pushing a stand next to the aircraft and scratches the inlet coating. The intent of the task was to move the stand, not to scratch the coating; this would be considered reportable damage.
- b) **Workmanship:** damage to the aircraft that is the result of a task, operation, or action which was originally planned or intended, but the end result was not within allowable limits. For example, a mechanic was scraping coating off an inlet and removes too much. The intent of the task was to scrape the inlet coating, but too much was removed. This would not be considered reportable damage.

17.1 Seller induced "Damage" shall be immediately reported to Buyer's Sustainment Quality Representative or designated site lead. All work on affected assets shall be suspended until Buyer's approval to continue with repair is provided in writing.

- a) Subsequently, Seller shall provide a written notification of the mishap/event utilizing the LM Aero Quality Concern Notification (QCN), or equivalent, within five working days. (If repair/replacement cost is > \$100,000, notification shall be provided within 10 working days.)