Zina Flight Support LLC.

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Quality Assurance Manual

Revision 1.4

Revision Date: 11/21/2018

MASTER COPY

Table of Contents/List of Effective Pages

Record of Revisions

Revision #	Revision Date	Date Inserted	Inserted by
Original	N/A	5/2/2014	
REV: 1	6/1/16	6/1/16	Nodar Mirgatia
REV: 1.1	6/20/16	6/20/16	Andrew Valenzuela
REV: 1.2	6/23/16	6/23/16	Andrew Valenzuela
REV: 1.3	5/19/17	5/19/17	Andrew Valenzuela
REV: 1.4	11/21/18	11/21/18	James Kyle

Quality System and Quality Manual

A. The purpose of this manual is to define and assure that Zina Flight Support has a system sufficiently 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 non-applicable in appropriate sections of the manual. All elements of the ASA-100 standard will be listed in the Table of Contents.

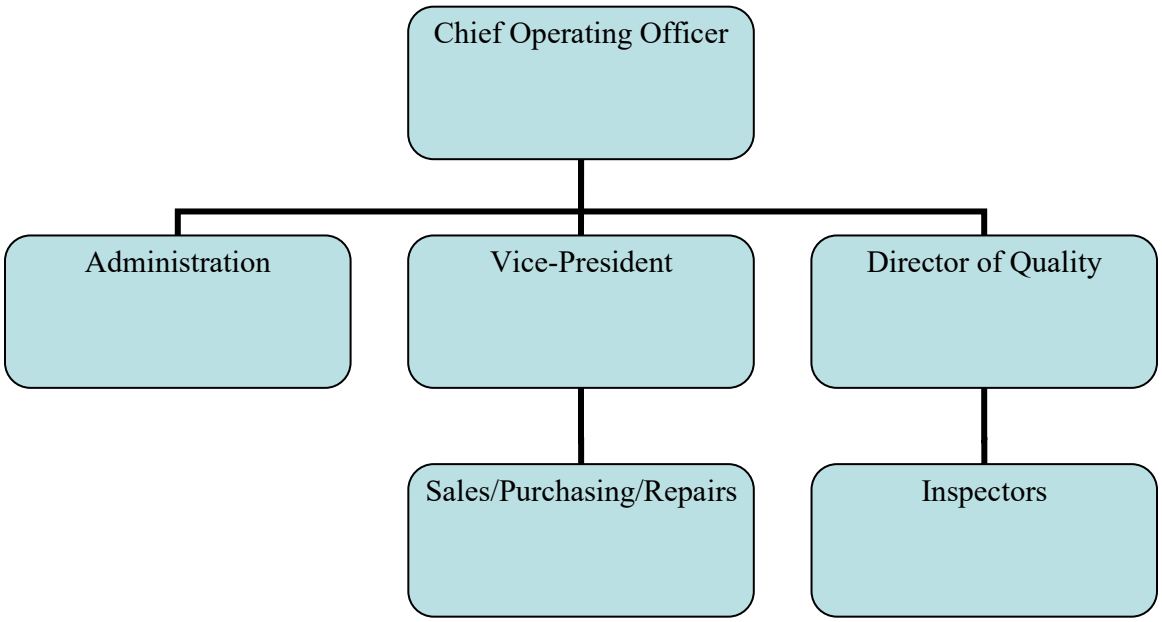
B. This manual shall be made readily available to management and supervisory personnel responsible for the activities described. This system shall contain all of the applicable elements of the adopted governing specification, which are the ASA-100 and FAA AC 00-56, and be described in sufficient detail 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 Best Practice Disposition of Unsalvageable Aircraft Parts, ASA Best Practice ESD and the ATA Specification 300 (2000 or later version). The Director of Quality (DOQ) shall maintain a list of controlled copies of this manual on QAMFORM1, QAM Distribution List. Revisions to the manual will be identified with a REV: # in the top right section of the revised pages with the exception of QAMFORM's which will have the REV: # located at the bottom left corner, and revised wording shall be highlighted in Red, approved by the DOQ and recorded on the revision page. Copies of revised pages or the entire manual will be sent to holders of controlled copies of this manual.

D. 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 (changes in title for example) 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 changes (significant or otherwise) made to the manual.

Quality System and Quality Manual

E.1) Organization Chart



Quality System and Quality Manual

E.2) Personnel Responsibilities

President: The President is ultimately responsible to assure that the integrity of the quality system is maintained. Such responsibility for routine functions is delegated to staff members as may be described in this manual. In the absence of the President, the Vice-President shall assume duties performed by the President.

DOQ: The Director of Quality reports to the President and is responsible for the following functions:

a) Maintenance of the QAM, QAM distribution list, and inspection roster
b) Training of personnel
c) Self-audit program
d) The receiving and shipping inspection functions
e) Assuring any publications referred to in this manual are kept current
f) Maintenance of the approved supplier list and quality history
g) Assuring shelf life and limited life products are properly documented and stored
h) Records
i) Material control of parts in the storage area
j) Corrective Action Process

In the absence of the DOQ, the President shall carry out the duties of the DOQ

Vice-President: The Vice-President reports to the President, and is responsible to accomplish delegated tasks as required. The Vice-President is also responsible to assure that sales, purchasing, and warehouse employees follow company policy.

Inspectors: These employees perform shipping and receiving inspections in accordance with QAMFORM's 6 and 7, and must be so authorized by the DOQ as noted on the inspection roster.

Sales/Purchasing personnel: See section 5

Quality System and Quality Manual

E.3) The distribution and revision control system for quality documentation and other technical data. See Paragraph 1 C, and section 13

E.4) Record keeping: See section 12

E.5) Training requirements and records: See section 4

E.6) Shelf life material control: See section 9

E.7) Discrepant material control: See section 8

E.8) Receiving Inspection: See section 6

E.9) Tool and test equipment calibration program: See section 7

E.10) The storage facilities and applicable specifications. See section 3

E.11) Parts identification: See section 8

E.12) Environmental Controls: At this time Zina Flight Support does not store any material that requires specific storage temperatures. Nonetheless, the warehouse area is heated and/or cooled appropriately for the climates experienced.

E.13) Control of inspection stamps: See section 6 D

E.14) Self-audit program: See section 2

E.15) Corrective Action Process: See section 14

Self-Audit Program

A. The purpose of Zina Flight Support'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 DOQ 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 available at *www.aviationsuppliers.org*. The audit may be accomplished in sections scheduled throughout the year. However, all elements of the ASA-100 must be covered within the year. When the self-audit identifies a nonconformity, Zina Flight Support shall follow the Corrective Action Process described in Section 14 of this quality manual to address the nonconformity. Nonconformities shall be recorded on QAMFORM3, Corrective Action Report.

Facilities

A. Zina Flight Support's facility shall be configured to assure that storage does not damage inventory. Storage areas shall have adequate space and appropriate racks so that parts are stored in a manner that will preclude damage. The existing site has approximately 5000 square feet of storage and office spaces. There is no “off-site” storage facility. See detailed floor plan of the storage facility on following page.

B. The storage area is secured to prevent unauthorized access. The entire facility is secure, and contains smoke detecting systems as well as posted fire extinguishers. Zina Flight Support does not engage in aircraft/component maintenance.

C. Zina Flight Support deals solely with aircraft parts in its brokering and distribution operation.

D. Serviceable parts (including new, overhauled, inspected, repaired etc.) shall be segregated from unserviceable parts (including unserviceable, as removed, as is, repairable, etc.) in a manner that will control the issuance of those parts. Such segregation shall include physically storing these parts in designated areas, and indicating their condition in Zina Flight Support's computerized inventory/sales system.

Parts will be identified with an inventory label that contains the following information:

Part Number
Serial Number or Quantity
Condition

The following condition codes and colored inventory labels will be used for all inventory:

Yellow: Serviceable (SV) Overhauled (OH) New (NE) New Surplus (NS)
Green: As Removed (AR)
Red: Beyond Economical Repair (BR),Quality Rejection

Training and Authorized Personnel

A. Zina Flight Support shall have personnel who are properly 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 properly trained and authorized. Zina Flight Support personnel authorized to perform receiving inspections, shipping inspections, and to sign Zina Flight Support certifications shall be so authorized on QAMFORM2, Inspection Roster. The DOQ shall be responsible for maintaining a current roster on file. In order to be placed on this roster, personnel must at a minimum have the following training criteria documented on QAMFORM4:

I) Unapproved parts and counterfeit parts and materials
II) Receiving and shipping inspection
III) ASA-100 familiarization
IV) Parts and warehousing
V) Standard terminology
VI) FAA AC 00-56
VII) ESD handling
VIII) Company self-audit procedure – for so authorized personnel.

C. All training, both OJT and classroom, shall be documented on QAMFORM4, Training Record, or be documented on a certificate of training (or equivalent) in the event the training was performed by organizations external to Zina Flight Support. Training records shall be retained for at least two years after the employee has left employment with the company. QAMFORM4 includes:

I) Description of the training;
II) Date(s) and length of instruction;
III) Name of the employee receiving training;
IV) Signature of the instructor within the organization, or in the case of training received outside the company, the name of the organization providing the training, and the instructor's name;
V) Any additional information required by law or regulation.

D. The roster of personnel authorized to perform inspection functions and their alternates shall be maintained on QAMFORM2 as previously described. Because there are multiple names on the roster, the list itself serves to designate alternates.

Training and Authorized Personnel

E. Training program for personnel involved in procurement, receiving inspection, shipping inspection and material control shall include (but not be limited to) identification and recognition of unapproved parts, and counterfeit parts and materials.

Procurement

A. Zina Flight Support'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. Zina Flight Support's 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 Zina Flight Support's computerized inventory, sales, and purchasing system. Such information will be provided to interested parties upon request.

B. In cases where a customer informs Zina Flight Support of any special requirements regarding a part to be purchased, Zina Flight Support shall communicate such special requirements to its procurement sources via its purchase order. Deviations of customer's purchase orders shall be disclosed and approved by the customer.

C. Purchasing personnel shall adhere to the following conventions regarding use of approved suppliers, here summarized:

- Purchases from PAHs (prime manufacturers, PMA holders, TSO Mfgs) and their authorized distributors, Airlines, Repair Stations, or FAA AC 00-56 Accredited Distributors are unrestricted.
- All other suppliers are subject to case-by-case approval by DOQ, supplier must send in all documents in advance for first few times. The customer's continued provision of quality parts serves as the basis for the sustained approved supplier listing.
- Verification that a repair station has the capability to perform the work requested. (http://av-info.faa.gov/repairstation.asp)
- All approved suppliers shall be placed on the approved supplier list. The DOQ shall be responsible for the monitoring and control of companies on this list.
- QAMFORM8, Receiving Discrepancy Log, shall serve to establish the quality history of all suppliers.

Procurement

D. Zina Flight Support shall assure that:

1) A part from an aircraft or engine that is known to have been subjected to extreme stress, heat or environment is identified as having been exposed to such circumstances. In addition, parts that are known to have been otherwise subjected to extreme stress or heat (i.e., a warehouse fire) shall also be identified as such to the customer. Zina Flight Support's Purchase Order to its suppliers requires that such parts be identified. When so identified, Zina Flight Support will disclose this to the customer upon initial contact, and in the documentation supplied to the customer with the part. To this end, suppliers will be required to supply an ATA-106 or similar material certification for AR, OH and SV parts.

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. To this end, teardown reports will be required for all OH and SV parts.

3) Items identified as overhauled, rebuilt, repaired, inspected, or modified have the appropriate signed (not stamped or preprinted) and dated documentation attached to substantiate the condition of the part. Receiving inspection shall check for the presence of such documentation. An 8130-3 or EASA Form One and teardown report will be required for all OH and SV items with the exception of Inspected (SV) or Tested (SV) parts.

With the exception of activities mentioned in this section to be performed by the DOQ or Inspectors, Sales and Purchasing staff are responsible to carry out the requirements herein.

E. When a part is drop shipped to Zina Flight Support's customer, all traceability documentation shall be forwarded to Zina Flight Support for review and approval prior to the part being shipped to the customer. Zina Flight Support shall provide the customer with documentation in accordance with the "Required for Shipment" column of Appendix A of the ASA-100 standard, as well as any additional customer required documentation.

Receiving Inspection

A. Inspectors shall conduct a complete visual inspection of all incoming parts and materials, and check for presence of appropriate documentation. Inspections shall be carried out in accordance with QAMFORM6, Receiving Inspection Guide. Documents shall be copied and/or scanned during the receiving inspection process.

B. Sample visual inspection of fasteners for workmanship and documentation shall be performed during the receiving process. Certifications provided to Zina Flight Support containing information such as physical and chemical properties of fasteners or conformity statements shall be kept on file.

C. Suspected Unapproved Parts shall be reported in accordance with FAA AC 21-29.

D. Inspection stamps shall be used for acceptance and rejection of parts and material. Stamp issuance and control shall be documented on QAMFORM11, Stamp Control Log. 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.

E. At this time Zina Flight Support makes only occasional purchases of standard parts, fasteners, or raw materials; it is not a significant distributor of such commodities. However, sample visual inspection shall be performed when these items are received.

Measuring and Test Equipment

At this time Zina Flight Support does not use any measuring and test equipment, either required by contract or for conducting sample inspections.

Material Control

A. Material in Zina Flight Support'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 self audit to assure the effectiveness of storage and identification methods. Any flammable materials shall be stored in protective cabinets/lockers.

B. Batch/Lot control: Segregation of batch and lot shipments for parts so identified by the manufacturer shall be observed. This extends to parts of the same kind and part number received to be stored on the same purchase order. Records of purchases less sales shall equal inventory. Different lot or batch numbered parts shall be stored separately.

C. In the event of a recall by a manufacturer or other operator, Zina Flight Support shall use its records and computerized history of sales and purchases to effect a recall and notification of its parts either in inventory, or already shipped to customers.

D. Whenever practical, Zina Flight Support shall store and deliver parts in the manufacturer’s original packaging. Packaging or attached paperwork shall identify the manufacturer or distributor, the P/N, serial number or batch/lot number, and the quantity. Zina Flight Support shall use ATA Spec 300 packaging or equivalent, or use customer specified packaging when so stated, for example, on the customer’s purchase order. In the event flammable, toxic, or volatile materials are to be shipped, they shall be packaged in a safe manner per manufacturer’s instructions, local regulations, or HAZMAT regulations as applicable. Zina Flight Support shipping personnel maintain hazardous materials shipping certification. All hazardous materials are segregated and identified in inventory to prevent handling by unauthorized persons.

E. ESD protection: Material subject to ESD shall be packaged, handled and protected with necessary precaution, and in accordance with requirements for safe handling. Parts determined to be electrostatic sensitive devices shall not be removed from their protective packaging. If however, the part must be removed for the purpose of further inspection a grounded ESD mat and wrist strap will be used. Only ESD trained and authorized personnel shall handle this type of product.

Material Control

F. Zina Flight Support shall assure that serviceable parts or components are adequately protected against the environment and damage by being properly wrapped, packaged, boxed etc., as appropriate. All fluid passages, lines, or electrical connections shall be capped or plugged. When specified by the manufacturer or repair station, parts whose performance would be adversely affected by an 'unclean' environment will be protected in accordance with instructions from those sources.

G. In order to preclude part number ambiguity, Zina Flight Support shall use only the manufacturer's part number in their storage and labeling of parts. Zina Flight Support shall not alter or replace any data plates under any circumstances.

H. If during the receiving inspection process, or later identified in stock, material is found to be discrepant or non-conforming, the part shall be segregated and placed in an area so designated until such time that the discrepancy is cleared or part is returned to the supplier. Parts that cannot be cleared of such discrepancies in a timely manner shall be placed in quarantine. All discrepant or non-conforming shipments shall be documented on QAMFORM8, Receiving Discrepancy Log. Corrective action shall be logged on this form as well. This log shall form the basis of a quality history for affected suppliers, and will help identify trends from affected suppliers.

1) Aircraft parts and materials shall be segregated from non-aircraft products.

I. Parts to be scrapped shall be mutilated by drilling, grinding, weld cutting, or other means as necessary to the extent that will preclude the possibility of their being restored and returned to service. Records of such mutilation shall be kept for all parts. The DOQ shall be responsible to verify that the part was adequately mutilated before being discarded. QAMFORM9, Scrapped Parts Log, shall be used to record part number, description, serial number (if applicable), and the date the part was scrapped. QAMFORM9 records shall be maintained for at least 7 years. Subcontractors and/or repair stations utilized by Zina Flight Support may perform the scrapping process; however, these businesses shall provide a certificate of destruction for parts scrapped at their facility.

J. Zina Flight Support shall report suspected unapproved parts to the FAA according to AC 21-29 or to the appropriate CAA.

Shelf Life Control

A. Parts which have shelf life limitations, including component subassemblies containing shelf life-limited parts, shall be placed in an area of the warehouse so designated for such parts. Parts placed in this area shall be entered on QAMFORM10, Shelf Life Items Control Log. The form contains provisions for location, part number, quantity, and expiration date. The form shall be posted in the designated area of storage and checked prior to removing and issuing stock. The expiration date will also be marked directly on the part label. Parts that have reached the end of their useful shelf life shall be removed from this stock and placed in quarantine for further disposition. No expired material or part will be represented as having remaining shelf life. The DOQ is responsible for the administration of the shelf life control program.

The determination of whether a part is shelf life-limited is determined solely by the manufacturer or other certificate holder, such as an airline, or repair station. Zina Flight Support shall rely on supplied documentation, part marking, teardown reports, or package marking to determine if shelf life limits exist.

Certification and Release of Materials

A. Zina Flight Support 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 Zina Flight Support, shall likewise be disclosed to the customer on Zina Flight Support's material certification.

I) Parts removed from an aircraft or engine that was subjected to extreme stress, heat or environment such as major engine failure, accident, fire, or saltwater immersion.
II) Parts subjected to extreme stress or heat (i.e., warehouse fire).
III) Parts previously installed in a public aircraft, such as a government use aircraft or a military aircraft.

C. Zina Flight Support's record keeping system described in section 12 of this manual shall serve as the record to demonstrate traceability of purchased materials. This record of traceability shall be supplemented by Zina Flight Support's computerized inventory, sales, and purchasing system.

Certification and Release of Materials

D. The following procedure shall be followed when copies are made for redistribution shipments and when the approval tags are copied:

I) 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 be decreased in the inventory control system.

III) The original document shall remain with the inventory until sold. At which time it shall be kept on file at Zina Flight Support for 7 years from the date of sale to the customer.

Shipping

A. Zina Flight Support 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 in accordance with QAMFORM7, Shipping Inspection Guide.

Records

A. Zina Flight Support's records consist of three areas of storage:

I) Records of purchases and sales as kept on its computerized inventory, purchases and sales system.

II) Hard copies of applicable documents such as airworthiness tags, material certs, certificates of conformity etc. This shall include those documents that contain information such as serial number and lot or batch numbers when applicable. See section 6A. Hard copies will be filed by date of sale and will be separated by year. Original airworthiness documents will be attached to the parts in stock.

III) Scanned copies of applicable documents such as airworthiness tags, material certs, certificates of conformity etc. This shall include those documents that contain information such as serial number and lot or batch numbers when applicable. See section 6A.

Through the combination of these records, Zina Flight Support maintains a system such that data is 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. At this time Zina Flight Support makes only occasional purchases of standard parts, fasteners, or raw materials; it is not a significant distributor of such commodities. When however, certifications are provided to Zina Flight Support containing information such as physical and chemical properties of fasteners or raw stock, or conformity statements, copies shall also be kept on file for at least 7 years from the date of sale to the customer.

C. See paragraph 12 B.

D. Copies of 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.

E. Records are stored in an area of the operation protected against damage, alteration, deterioration, or loss. Computer records are backed up periodically.

Technical Data Control

Zina Flight Support does not maintain any technical data, such as manufacturer's illustrated parts catalogs or overhaul manuals. Outdated or any technical data that may be held on-site that is not on revision service shall be conspicuously marked "For Reference Only".

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Corrective Action Process

A. The corrective action process is a closed loop system that identifies the issue (nonconformity/discrepancy) and its cause; implements immediate containment and system correction; and proactively looks forward to make sure a similar issue doesn't occur.

   The Corrective Action Process shall be conducted at minimum in the following cases:

   - Identification of suspect or nonconforming material (when trend is observed)
   - Identification of a nonconformity during an internal audit
   - Identification of a nonconformity during a third party audit

B. Zina Flight Support's Corrective Action Process shall:

   1) Implement a corrective action to correct the immediate (short term) discrepancy when such correction is identified as necessary. The immediate corrective action shall be documented on QAMFORM3.
   2) Ensure that the containment action when applicable is appropriate to limit the problem identified. The method of containment shall be documented on QAMFORM3.
   3) Identify the root cause of the discrepancy using root cause analysis and implement corrective action if required. The corrective action if required, root cause and the method used to establish the root cause shall be identified on QAMFORM3.
   4) Implement necessary actions, which may include a corrective action plan, that are appropriate for the problem identified. Immediate correction and containment actions if required shall be implemented as soon as reasonably possible, all other responses shall be obtained in a timely manner.
   5) Locate and correct similar discrepancies, if they exist, by inspecting other areas that could be affected by the same discrepancy. Similar discrepancies shall be documented on QAMFORM3.
   6) Implement follow-up action(s) to prevent recurrence of the discrepancy. The organization shall look for objective evidence that the corrective action implemented effectively eliminated the root cause. Follow-up action(s) shall be documented on QAMFORM3. Follow-up action(s) shall be taken in a timely manner.

C. QAMFORM3 shall be used to document the Corrective Action Process. All fields shall be completed, and in cases where the entry is not applicable, "N/A" shall be entered. The Director of Quality shall be responsible for the Corrective Action Process.

Forms Control Page

FORM #	FORM NAME	PAGE	REV	Date Revised/Added
QAMFORM1	QAM Distribution List	1	Original	
QAMFORM2	Inspection Roster	1	1.0	12/6/2018
QAMFORM3	Corrective Action Report	1-2	Original	6/23/16
QAMFORM4	Training Record	1	Original	
QAMFORM6	Receiving Inspection Guide	1	1.0	6/20/17
QAMFORM7	Shipping Inspection Guide	1	1.0	6/19/2017
QAMFORM8	Receiving Discrepancy Log	1	Original	
QAMFORM9	Scrapped Parts Log	1	Original	
QAMFORM10	Shelf Life Items Control Log	1	Original	
QAMFORM11	Stamp Control Log	1	Original	

Quality Assurance Manual Distribution List

Manual #	Issued to:	Date

QAMFORM1 REV: Original

Zina Flight Support	Corrective Action Report

A. CAR INFORMATION

1. Department:			2. Date:		
3. Responsible Person:			4. CAR/Finding Number:		
5. Repeat Finding:	☐ Yes ☐ No	6. Previous Finding Number:		7. Systemic Finding:	☐ Yes ☐ No

B. FINDING WRITTEN BY:	
8. Classification:	☐ Non-Conformance ☐ Concern
9. ASA-100 Section / Organization QMS:	

10. **Discrepancy:** NOTE: DESCRIPTION OF THE DISCREPANCY	
11. **Objective Evidence:** NOTE: EVIDENCE TO SUPPORT FINDING	

C. RESPONSE TO CORRECTIVE ACTION (complete the section below):

(NOTE: There must be objective evidence submitted to support items 14-22. Objective evidence is information that is verifiable and shows that the statement being asserted is true. This is usually a record but can be other items as long as it proves the statement being asserted is true. For example, if in order to show a fix to a finding, Company "A" trained their staff on counterfeit parts, then objective evidence is the training record and remember the training record can be a company created training record. Evidence can be typed or pasted into form but typically it is supplied as attached documents.)

12. **Correction:** NOTE: IMMEDIATE ACTION TAKEN TO ADDRESS THE ISSUE. REFERENCE ASA-100 SECTION 14 (B)(2)	
13. **Containment:** NOTE: ACTION TAKEN TO ENSURE THE DISCREPANCY DOES NOT SPREAD. MAY NOT BE NEEDED. REFERENCE ASA-100 SECTION 14 (B)(4)	
14. **Locate and Correct Similar Discrepancies:** NOTE: RESPONSE MAY BE NONE NOTED. REFERENCE ASA-100 SECTION 14 (B)(5)	

15. **Root Cause:** NOTE: WHAT CAUSED THE DISCREPANCY? CHOOSE ANALYSIS METHOD AND THEN ANALYZE. REFERENCE: ASA-100 SECTION 14 (B)(1)					
16. **Corrective Action (include plan if applicable):** NOTE: LONG-TERM FIX TO DISCREPANCY. REFERENCE ASA-100 SECTION 14 (B)(3)					
17. Responsible Person:		18. Projected Completion Date:		19. Completion Date:	
20. **Follow Up Verification of Corrective Action:** NOTE: LONG TERM CHECK TO MAKE SURE ACTION TAKEN WAS EFFECTIVE. REFERENCE ASA-100 SECTION 14 (B)(6)					
21. Responsible Person:		22. Date of Verification:			

Inspection Roster

Roster Updated On: _____

Name	Dropship	Receiving Inspection	Shipping Inspection	Material Cert	Hazmat Shipping

QAMFORM2 REV: 1.0

Training Record

Name of employee

Description	Date	Duration	Instructor Signature/Organization and Instructor Name	OJT	Classroom

QAMFORM4 REV: Original

Receiving Inspection Guide	**Yes**	**No**	**N/A**
Is part Hazardous Materials (**HAZMAT) ?** Bring to the attention of the HAZMAT designated person.			
Is part Electro-static Discharge(**ESD)** sensitive ? If so perform inspection on ESD workstation.			
Check part and documents for signs of **shelf life** limits. Identify and control in accordance with QAM Section 9.			
Check for any material damage.			
Take pictures of the part.			
Verify that appropriate caps and plugs are installed, and that tape has not been used to electrical connectors/fluid fittings/openings.			
Verify that the P/N, S/N, Lot/Batch Number on the part matches the documents. Check for signatures on certifications and airworthiness documents as applicable.			
Verify that the documents match the PO/RO for P/N, QTY, Condition, Traceability, or any other special requirements. No unapproved P/N substitutions allowed. Condition of part is: **Circle One** NE NS OH SV AR BR			
Aircraft Fasteners: Perform sample visual inspection for general workmanship and presence of certifications from the manufacturer or FAA regulated source.			
Unapproved/Counterfeit Parts: If parts show signs of dataplate tampering, unusual coloration, markings or appearance, or if documents show evidence of tampering, forgery, or other irregularities, bring to the attn. of the DOQ for possible handling in accordance with FAA AC 21-29.			
RMA Material: Depending on situation, ensure all original documents have been returned. Check to ensure warranty seals are intact. If return was due to nonconforming material, a corrective action shall be initiated and recorded on the Receiving/Material discrepancy log QAMFORM8.	WNT	Reject	N/A

Accepted	**Rejected (log on QAFORM8)**	**Explanation of Rejection**

SHIPPING INSPECTION GUIDE ***If this part has ESD indicators, perform this inspection on the ESD Station.***	
Denied Party Screening Form is present and customer is not on any US denied party lists.	
Determine by part type, documentation, and markings if part is a **hazardous material**. If so this shipment must be handled by the authorized hazmat shipper.	
Perform a visual inspection for obvious physical damage and document the inspection by taking pictures of the part.	
Verify all plugs/caps are installed and that tape has not been used to cover electrical connections or fluid fittings and openings.	
Documentation Check: 1. Verify that P/N, S/N, or batch/lot number on the part (data-plate or packaging as applicable) matches the accompanying documents and the Pick Ticket. 2. Verify all appropriate documentation such as maintenance release (8130-3, EASA Form 1), OEM Certificate of Conformance, trace docs, etc. is on hand, properly completed and signed to support the condition of the part. **Circle one:** NE NS OH SV AR	
QTY Check: Count the parts and ensure the QTY matches the Pick Ticket and Documents	
Customer PO Review: Cross reference the PO to the Pick Ticket and highlight the following elements: 1. PO # Part Number Qty Condition Price Shipping Address, Method, Account # as applicable **Review PO notes for any special customer requirements.**	
Verify that **shelf life items** are within limits and meet customer requirements (customer may require 75% shelf life remaining, for example).	
Assure that the **shipping container** and packing is appropriate for the part being shipped. If the customer has specified ATA Spec 300 packaging, refer to that document.	
Final Review: Review Zina packing slip, material cert/ C of C and cross reference to part, PO, and documentation.	

Receiving / Material Discrepancy Log

Date	PO number	P/N	S/N	QTY	Company	Discrepancy	Corrective action

QAMFORM8 REV: Original

Scrapped Parts Log

Date	P/N	S/N	Description	Verified by

QAMFORM9 REV: Original

Shelf Life Items Control Log

P/N	Location	Expiration/Cure Date	Disposition

QAMFORM10 REV: Original

Stamp Control Log

Stamp #	Date issued	Date retired	Inspector name	Imprint

QAMFORM11 REV: Original