



Extract the Manual of Quality
Rev. 9 , 09.10.2020

TABLE OF CONTENTS

1. INTRODUCTION	3
2. MANAGEMENT SYSTEM	3
2.1. BASIC INFORMATION	3
2.2. BASIC DOCUMENTS OF THE QUALITY MANAGEMENT SYSTEM	3
3. CONTEXT OF THE ORGANIZATION	4
3.1. UNDERSTANDING THE ORGANIZATION AND ITS CONTEXT	4
3.2. DETERMINING THE SCOPE OF THE QUALITY MANAGEMENT SYSTEM	4
3.3. QUALITY MANAGEMENT SYSTEM AND ITS PROCESSES	5
4. LEADERSHIP AND COMMITMENT	5
4.1. CLIENT-BASED APPROACH	6
4.2. QUALITY POLICY	6
5. ACTIONS TO ADDRESS RISKS AND OPPORTUNITIES	6
5.1. QUALITY OBJECTIVES	7
6. INFRASTRUCTURE	7
7. ORGANIZATIONAL KNOWLEDGE	7
8. OPERATIONAL PLANNING AND CONTROL	7
9. REQUIREMENTS FOR PRODUCTS AND SERVICES	8
10. SUPERVISING EXTERNAL PROCESSES, PRODUCTS AND SERVICES	8
11. SUPERVISING PRODUCTION AND PROVISION OF SERVICES	8
12. POST-DELIVERY ACTIONS	9
13. RELEASE OF PRODUCTS AND SERVICES	9
14. SUPERVISING NON-CONFORMING SERVICES	9
15. ASSESSMENT OF RESULTS OF TAKEN ACTIONS	9
16. CUSTOMER'S SATISFACTION	10
17. ANALYSIS AND ASSESSMENT	10
18. INTERNAL AUDIT	11
19. CONTINUOUS IMPROVEMENT	11

1. INTRODUCTION

FLYER-Aviation Sp. z o. o. provides services related to logistic support and sales of spare parts sales and aircraft consumables (aviation chemicals, aircraft tools and ground support equipment). Through cooperation with Customers, our experienced and qualified team seeks to develop an individual strategy of the supply chain. Flexibility and the wide offer of additional services distinguish us from the others (technical consultancy, transportation of ordered parts to the indicated place, confirmation of the components conformity and their protection as well as packaging in line with Customer's

expectations). In the frame of logistic support, we provide our Customers with knowledge in the sphere of the actual legal requirements and international guidelines in aviation industry as well as necessary information in the scope of selection of the aerospace parts.

As part of the broadly understood logistic support, we provide our client Exchange parts services, Repair parts management and rental of aviation tools.

Mission of the organization:

Customer's support in the sphere of supplying parts and aircraft consumables.

Vision of the organization:

Continuous development of activities thanks to our experience and by opening to the Customers' needs.

Strategic objectives:

- business development on the basis of the knowledge of the personnel and flexible approach to the Customer
- provision of services based on modern information technologies which allow to seek out the best global sources of supply
- strengthening and stability of relations with Customers and Suppliers
- focus on client's acquisition, such as airlines, MRO organisations, aircraft owners.

2. MANAGEMENT SYSTEM

2.1. BASIC INFORMATION

Flyer-Aviation has been founded in 1999. At the beginning of its activities, the company has been focused on direct sales of a wide range of the aerospace parts it was authorized distributor for:

- SERPE-IESM global company that manufactures ELTs for helicopters and aircraft,
- JOTRON, TELEX, DITTEL company that manufactures aerodrome ground equipment,
- JEPPESEN company specializing in cartography and air navigation.

2.2. BASIC DOCUMENTS OF THE QUALITY MANAGEMENT SYSTEM

Basic documentation in the quality management system:

- Policy of Quality ,
- Manual of Quality ,
- Documented information of the Quality Management System (procedures, instructions, record sheets)

3. CONTEXT OF THE ORGANIZATION

3.1. UNDERSTANDING THE ORGANIZATION AND ITS CONTEXT

Current situation forced airlines, individual Customers and the other interested parties acting in the aviation industry to find more effective solutions with regards to the sales of parts and consumables.

Taking into consideration that the cost of a repair or a purchase of aircraft parts, components, tools and other consumables that are essential for its maintenance constitute a substantial part of the fleet keeping costs, using alternative solutions allow airlines savings at the level of 10-15% each time.

There are around 10 companies on the Polish market with similar to FLYER-AVIATION activity profile. What makes our organisation different is an individual approach to the Customer, industry knowledge and partnership relations with Suppliers.

We know that our Customers expect the guarantee of safety and quality of supplied components, timeliness of deliveries, good communication, specialized advices and an individual approach. We have knowledge on requirements concerning aviation products, continuously being updated on the basis of the information announced by:

- FAA (Federal Aviation Administration),
- CAO (International Civil Aviation Organization),
- ASA (Aviation Suppliers Association who cooperate with IATA),
- TCCA (Transport Canada Civil Aviation),
- ANAC (National Civil Aviation Agency of Brazil)
- ULC (Civil Aviation Authority).

We are monitoring requirements which have a significant impact on our Customers' performance, among others:

• Commission Regulation (EU) No 1321/2014 on the continuing airworthiness of aircraft and aeronautical products, parts and appliances and on the approval of organisations and personnel involved in these tasks. Section A, Annex II (Part 145) and Annex I (Part M) as well as EASA recommendations (European Aviation Safety Agency), who support European Commission (EC) in the sphere of implementing rules formulation.

The company office is located in a close proximity to the Warsaw airport, so – in the surroundings of potential Customers.

3.2. DETERMINING THE SCOPE OF THE QUALITY MANAGEMENT SYSTEM

FLYER-AVIATION Sp. z o. o. has implemented the management system in accordance with ISO 9001:2015.

Scope of the management system:

Logistics support and sales of aircraft parts, aviation chemicals, aircraft tools and ground support equipment.

Currently operational activities are carried out at: Komitetu Obrony Robotników Str. 48 in Warsaw, close to the Chopin Airport (EPWA).

The company doesn't provide any activity associated with a design of new products and services (clause 8.3; ISO 9001:2015).

Accordingly, clause 8.3 (Design and development of products and services).

3.3. QUALITY MANAGEMENT SYSTEM AND ITS PROCESSES

In accordance with the requirements of the integrated management system, the following processes were identified:

- Logistics and sales (LIH)
- Management and improvement (ZID)

Each process has been described in detail in the appropriate record sheet.

4. LEADERSHIP AND COMMITMENT

The top management of FLYER-AVIATION has taken a full responsibility for the establishment, implementation, effectiveness, development and continuous improvement of the management system.

The involvement of the Management Board in supporting these activities is carried out by supervision of communication process and distribution of the relevant information through the company on the importance of meeting Customer's requirements as well as observing.

The company set up the policy of quality which constitutes the basis for quality objectives. The quality objectives and the quality policy comply with the context of the organisation and its adopted strategy. For assessment of effectiveness and efficiency as well as continuous improvement of the management system - quality management reviews are regularly performed .

The management within the scope of the performed processes identifies and provides all available resources to operate and further improve the system and ensures the integrity of the Management System with the business processes within the organization.

4.1. CLIENT BASED-APPROACH

FLYER-AVIATION team makes every effort to correctly fulfil an order and deliver an appropriate product to the right place and at the right time.

Thanks to the integrated activities of the management and the employees, all requirements, needs and preferences of the Clients are clearly defined and identified.

4.2. QUALITY POLICY

The top management of FLYER-AVIATION Sp. z o. o. set up the Quality Policy which has been documented, announced, accepted and implemented.

The aim of the company is to offer the best logistic solutions for Customers looking for components used in the aviation industry. We aspire to increase our company's position on the market .

In order to meet the determined objectives, our team takes the following actions:

- we focus on the specialized technical knowledge, pro-quality awareness of our Customers, speed of fulfilling an order at competitive prices and partnership cooperation in a chain of supply
- in order to find suppliers from all over the world we use professional tools, thanks to it we can smoothly realize the order which complies with Customer's requirement
- we deliver only verified, fully traceable and certified components we
- follow the laws and internal regulations
- we improve the management system processes in order to increase effectiveness and efficiency of our activities.

The Management Board is responsible for a quality policy which must be understandable, implemented and executed in the organisation.

5. ACTIONS TO ADDRESS RISKS AND OPPORTUNITIES

In the organization, an identification of risks and chances is being conducted in order to determine the appropriate improvement actions and to apply the right ways of reacting, as well as to monitor the risk. The primary objective of those activities is to ensure achieving goals by the company.

We assess the risk and chances individually when we create each offer for Customer, then - during and after the completion of an order.

5.1. QUALITY OBJECTIVES

The management verifies and establishes the objectives of quality at the opportunity of the review of the ways of management. They are defined in accordance with the policy of the quality and the company's strategic purposes. We aim to have measurable objectives with well-defined criteria.

On the basis of the defined policy and objectives as well as identification of risks and chances, the Management Board plans activities in the sphere of the management system improvement.

6. INFRASTRUCTURE

Top management of FLYER-AVIATION provides its employees with the appropriate space to work, with the equipment and the software. FLYER- Aviation works on the best IT software

used in aviation engineering. The implemented Quantum system is used to register commercial offers, Customer's and Supplier's orders.

7. ORGANIZATIONAL KNOWLEDGE

Experience and knowledge of the key employees in the company were acquired through many years of working in aviation industry for suppliers of aircraft parts, airlines and MRO.

We constantly enrich our knowledge additionally events and thanks to good internal communication and conclusions drawn from the considered complaints and Custom.

8. OPERATIONAL PLANNING AND CONTROL

The Logistics Director is responsible for monitoring and planning the operational activities. In accordance with the assigned approvals he develops commercial offers and orders for Customers. Each order is considered individually through determination of

Customer's requirements, among others on the basis of the order status (standard, priority, urgent AOG associated with the promptness), detailed description of the ordered products and required documentations. Orders with AOG status [aircraft on ground] are realized in the first instance.

All services for customers are being scheduled and their execution is being supervised and registered.

The accepted offer and Customer's order as well as a payment in accordance with the order are the basis for making an order to the Supplier who is supposed to promptly deliver components and in accordance with the documentation required by the Customer.

9. REQUIREMENTS FOR PRODUCTS AND SERVICES

The company identifies carefully Customer's requirements and activities which have to be performed before and after the delivery of products. You shall also identify all external requirements concerning the provided component as well as individual requirements that have to be fulfilled during the completion of the service.

Typically, arrangements concerning Customer's requirements are documented in a written form as a request, an offer or an order (derogations are acceptable in the case of AOG orders).

All services for Customers are scheduled and their execution is being monitored and recorded.

10. SUPERVISING EXTERNAL PROCESSES, PRODUCTS AND SERVICES

FLYER-AVIATION Sp. z o. o. cooperates with Suppliers that meet specified criteria:

- have certificates which approve to introduce aviation components on the market.
- a supplier shall confirm readiness to deliver products within a required period by submitting the declaration of the timeliness of deliveries (in accordance with Customer's order).
-

A supplier offers acceptable methods and terms of payments (deferred payment is preferred).

The basis of the assessment of cooperation with a supplier is a current evaluation of:

- timeliness of deliveries. The Supplier should pay a particular attention to the timeliness of orders in accordance with the provisions contained in the agreement/order (following a current monitoring of the shipping list made by Logistic Director or other person indicated by him). conformity of the documentation and certificates of components

- number of complaints in the evaluated period cooperation and communication. In order to develop a quality assessment of the

- quality procedures. If it is necessary, he should implement corrective actions advised by the FLYER-AVIATION in order to provide the appropriate quality of the services.

11. SUPERVISING PRODUCTION AND PROVISION OF SERVICES

The completion of an order is supervised by the Logistic Director starting from the acceptance of Customer's request to the issue of an invoice for the performed service.

The supervision of the service takes place on a few levels:

- confirmation of the Customer's requirement through the acceptance of the offer and delivered order (in the case of inconsistency between the delivered order and the offer, we inform Customer that there is no possibility to execute an order or provide alternative options for the order's completion).
- confirmation of compliance of the provided order and its documentation (in the case parts are delivered directly to FLYER-AVIATION, confirmation is in person when to the Customer - the Supplier has to provide us a copy of the certificates before shipping/ releasing the order).
- on-going monitoring of the status of the order when performed by courier and transport companies.
- analysis of surveys on Customer's satisfaction.

12. POST-DELIVERY ACTIONS

FLYER-AVIATION Sp. z o. o. takes part in possible procedures of complaints consideration and, if necessary have relevant discussions with the Supplier or a transport company. On Customer's request, we provide the Customer with the information on a scope of warranty on delivered parts.

13. RELEASE OF PRODUCTS AND SERVICES

The Logistic Director makes a decision about the order's releasing.

Criteria for acceptance/ releasing components:

- assessment of packaging,

- assessment of the content of shipment compliance with the order, completeness, lack of damage,
- compliance and completeness of documentation or otherwise, in a way agreed with the Customer

14. SUPERVISING NON-CONFORMING SERVICES

Deliveries with confirmed non-compliances are subject to analysis in order to find a cause of non-compliance, according to the Instruction: Dealing with Customer's complaints. Each case is being documented in the Form of complaint/ non-compliance

15. ASSESSMENT OF RESULTS OF TAKEN ACTIONS

We have defined some monitoring methods for processes which have to be monitored.

In the company, we are monitoring:

- Customer satisfaction (evaluation is subject to - general assessment of cooperation, response time, technical advice - based on a customer satisfaction survey),
- Number of complaints,
- Number of acquired new regular customers,
- Sales of individual services,
- Training in the field of management system,
- Number of recommended / non-recommended suppliers,
- Effectiveness of corrective actions,
- Implementation of internal audits,
- Implementation of quality objectives

16. CUSTOMER'S SATISFACTION

We pay attention to the requirements concerning Customer's satisfaction. We are monitoring Customer's satisfaction by making the electronic survey on our services accessed on-line.

Once a month, the Logistic Director or the other designated person, sends the e-mail requesting for filling in the survey.

The link is only being sent to respondents who have made a purchase in FLYER Aviation and received an invoice for services in the month considered. Filled-in surveys are sent to the administrator and then saved on a hard disk.

The Customer assesses:

- general level of satisfaction on the cooperation,
- time of response to the request and order
- usefulness of the provided information and the technical assistance.
-

Data concerning Customer's satisfaction is being obtained also during the consideration of the Customer's complaint and individual discussions with Customers.

17. ANALYSIS AND ASSESSMENT

In order to monitor the effectiveness of the processes and identify the areas that need improvement, the organization determines, collects, makes analyses and assesses the relevant data.

The sources of data:

- monitoring the logistic process and sales of components, testing the complaining procedures, level of the Customer's satisfaction and information on handling of
- reports on internal and external audits,
- information on corrective actions,
- analysis of identified chances and risks,
- assessment of the level of achievement of the quality objectives , reported requirements in a scope of improvement
- Consolidated information containing results of analysis of the above data is discussed during the review of management. Based on it, we develop the evaluation of the possible continuous improvement of the management system and determine directions of its development.

18. INTERNAL AUDIT

In the area the Management System, you can find the means of performing internal audits. Based on the internal audits, we make an assessment, whether the system is correctly implemented, kept and improved.

19. CONTINUOUS IMPROVEMENT

The Management system is being improved by using procedures of Quality Policy, as well as by completion of the objectives concerning quality, internal audits, corrective actions and analyses of the data resulting from the management review.