February 8th, 2022

Attn: Quality Control Personnel

Dear Valued Customer,

Please accept this letter in response to your request to complete a Questionnaire. If it is required that ITS complete your company's own Questionnaire, please forward this document to my attention for completion.

ITS is an aftermarket surplus distributor of commercial aviation product and articles. ITS is an **ISO9001:2015, AS9120B, and ASA-100** certified company.

Please don't hesitate to contact me with any questions or concerns.

Best Regards,

Lisa Cardinali
Quality and Technical Records Manager
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ITS

		YES	NO	NA
1.	**Quality Control**			
A.	Is there an established Quality Control Program?	☑	☐	☐
B.	Does the Quality Assurance Manual describe the complete Quality Program?	☑	☐	☐
C.	Shows record keeping and retention times?	☑	☐	☐
D.	Complete with Organization Chart?	☑	☐	☐
E.	Is the Quality Manual Current?	☑	☐	☐
		☑	☐	☐
F.	Is there a roster of persons authorized to perform inspections?			
G.	Is there a self-audit program in place?	☑	☐	☐
H.	Are self-audits documented including corrective actions?	☑	☐	☐
2.	**Inspection**			
A.	Are inspections conducted by authorized personnel only?	☑	☐	☐
B.	Is the procedure documented in the QCM/Work Instructions?	☑	☐	☐
3.	**Shipping**			
A.	Is there a visual inspection of all parts/components being shipped?	☑	☐	☐
B.	Is there proper documentation, including P/N, S/N batch and lot where appropriate?	☑	☐	☐
C.	All parts/components are properly packaged to prevent contamination and damage	☑	☐	☐
4.	**Technical Data**			
A.	Is there a documented system for obtaining technical data and maintaining it up to date?	☐	☐	☑

5. Shelf Life Program

    A. Is there a documented Shelf Life program? ☑ ☐ ☐

    B. Is all information on shelf life limits maintained? ☑ ☐ ☐

6. Training

    A. Is there a documented training program? ☑ ☐ ☐

    B. Are classroom and OJT training documented? ☑ ☐ ☐

    C. Are personnel who perform receiving, inspection, and shipping functions properly trained? ☑ ☐ ☐

    D. Is there a documented SUPS Training Program? ☑ ☐ ☐

7. Procurement

    A. Does the system demonstrate ability to trace parts to source of procurement, source of production or to an FAA certificate holder? ☑ ☐ ☐

    B. Does the surplus suppliers system assure that:

        1) All parts subjected to extreme heat or stress are identified as such? ☑ ☐ ☐

        2) All parts procured have traceability and/or airworthiness certifications ☑ ☐ ☐

        3) All Airworthiness Directives (ADs) which have been accomplished and are documented appropriately? ☑ ☐ ☐

        4) Part numbers conform to the customers' purchase order? ☑ ☐ ☐

8. Material Control

    A. Is material handled in a manner to preclude damage/deterioration? ☑ ☐ ☐

    B. Does packaging clearly identify contents? ☑ ☐ ☐

C. Is there a closed loop system for implementing corrective action following the the detection of non-conforming parts?

D. Are non-conforming parts segregated from usable stock? ☑ ☐ ☐

E. Is there a documented procedure in place for mutilating scrapped parts that will preclude their being returned to service? ☑ ☐ ☐

9. Housing and Facilities

A. Is ventilation, lighting, temperature and humidity control adequate? ☑ ☐ ☐

B. Are good housekeeping practices maintained? ☑ ☐ ☐

10. Measuring/Calibration

A. Is there a documented Calibration system for all tools and equipment? ☐ ☐ ☑

11. Security/Safety

A. Is there adequate security to protect all parts, including customers' parts? ☑ ☐ ☐

B. Are safety guards in place on power equipment? ☑ ☐ ☐

C. Are shop operations conducted in a safe manner and environment? ☑ ☐ ☐

12. Parts Storage and Shipping

A. Are parts and materials properly identified and stored? ☑ ☐ ☐

B. Are all non-conforming materials identified and segregated? ☑ ☐ ☐

C. Do parts in bins match part number on bins? ☑ ☐ ☐

D. Are parts and material protected from damage and deterioration? ☑ ☐ ☐

E. Are sensitive parts/equipment (electrostatic devices, o-rings, etc.) properly packaged, identified, and stored to prevent damage? ☑ ☐ ☐
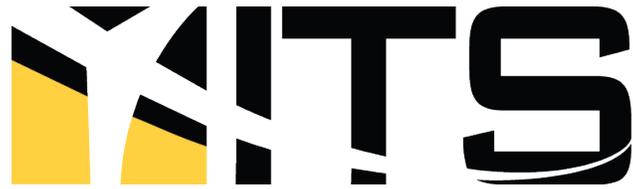
Please note, ITS performs no maintenance activities. All maintenance activities are contracted to an appropriately rated Certified Repair Station.

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http://its.aero/terms-and-conditions