



January 30, 2024

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 products and articles. ITS is an **ISO9001:2015, AS9120B, and ASA-100** certificated company.

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

Best Regards,

A handwritten signature in black ink that reads 'Suzin Marshall'.

Suzin Marshall  
Quality Manager  
(480) 779-2407

[Suzin.marshall@its.aero](mailto:Suzin.marshall@its.aero)



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



**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 supplier's 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>