Quality Management System Self Evaluation

In order to meet the growing industry demand for VIH Aerospace delivered products and services, this VIH Aerospace Quality Management System Self Evaluation has been prepared. All pertinent details of our management structure and Quality Management System have been documented here. Any additional inquiries about the information contained in this document can be made to vihaquality@vih.com.

SECTION A - GENERAL INFORMATION			
Company Name:	VIH Aerospace Inc. (A division of VIH Aviation Group)		
Services Provided:	Aircraft & Component Maintenance Services, Manufacturing, Inventory Sales Engineering / Design / STC Development, Component Rental & Aircraft Leasing.		
Address:	1962, Canso Rd. North Saanich, BC, CANADA, V8L 5V5		
Telephone:	250-656-3987	Fax:	250-655-6861
Toll Free:	N/A	Email:	vihasales@vih.com
Website:	**https://www.vihaerospace.com**		

SECTION B - KEY PERSONNEL & CONTACTS			
Name		**Position**	
Ken Norie		President and Certificate Holder	
Arne Arneson		General Manager	
Ian Teschke		Director of Maintenance	
Brian Thistle		Manager, Business Development, Sales & Marketing	
Doug Carey		Sales Manager	
Robert Bertrand		Quality Assurance Manager	
Person to contact for Sales Inquiries			
Name:	Doug Carey		
Position:	Sales Manager		
Email:	vihasales@vih.com		
Phone:	250-655-6842		
Person to contact for Quality Inquiries			
Name:	Robert Bertrand		
Position:	Quality Assurance Manager		
Email:	vihaquality@vih.com		
Phone:	250-655-8306		
Number of Persons Employed by Department			
Quality:	3	Inventory Control:	4
Sales:	4	Shipping / Receiving:	2
Production:	35	Purchasing:	2

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Section C - Current Approvals / Major Customers All approval certificates are available for download at https://www.vihaerospace.com/certificates		
Approval Description	**Approval #**	**Expiry**
Transport Canada AMO / Distributor:	91-00	N/A
FAA Acceptance:	91-00	N/A
EASA 145 Foreign AMO:	EASA.145.7166	04 April 2020
ANAC (Brazil) Foreign AMO:	1111-32/ANAC	30 November 2019
Transport Canada Approved Manufacturer:	91-00	N/A
AS 9100:	CERT-0107249	15 April 2022
ISO 9001:	CERT-0107249	15 April 2022
Bell Helicopter Customer Service Facility:	N/A	30 April 2019
Canadian Controlled Goods Program:	22545	28 June 2019
VIH Aerospace supplies products and services to the following major aircraft OEM's		
Sikorsky Commercial	**Airbus Helicopters**	**Bell Helicopter**

Section D – Quality Management System Details			
D1. Policy	Yes	No	NA
1. Does VIH Aerospace have written Policy and/or Procedures Manuals?	✓		
2. Does VIH Aerospace have a written Quality Policy?	✓		
3. Does VIH Aerospace have a written Safety Policy?	✓		
4. Does VIH Aerospace have a written Business Conduct, Ethics, and Compliance Program?	✓		
5. Does VIH Aerospace have a written Drug and Alcohol prevention program?	✓		
6. Does VIH Aerospace have a written Workplace Violence Prevention Policy?	✓		
D2. Management System Requirements	Yes	No	NA
7. Does VIH Aerospace have a written policy detailing the control and disposal of records?	✓		
8. Does VIH Aerospace conduct regular management reviews of the Quality Management System to ensure effectiveness?	✓		
9. Does VIH Aerospace determine, assess and mitigate risks?	✓		
10. Has VIH Aerospace implemented a process to address customer complaints and assess customer satisfaction?	✓		
11. Has VIH Aerospace implemented a process to manage significant changes within the organization?	✓		
12. Has VIH Aerospace implemented a plan to ensure effective communications within the organization?	✓		
13. Has VIH Aerospace identified core and supporting processes and instituted key process indicators to assess the effectiveness of those processes where required?	✓		
14. Has VIH Aerospace defined the sequence and interaction of its processes?	✓		

D3. Quality Assurance Program	Yes	No	NA
15. Has VIH Aerospace implemented a Quality Assurance Program that ensures the company is in compliance with applicable regulatory, customer and International QMS requirements?	✓		
16. Does the Quality Assurance Program employ a system of internal audits in order to measure the level of compliance with applicable requirements?	✓		
17. Is the internal audit program independent of the production control system?	✓		
18. Is the entirety of the system audited at least every 12 months?	✓		
19. Are the results of internal audits communicated to top management regularly?	✓		
20. Does the Quality Assurance Program employ a system to record product, service delivery and process non-conformances in order to ensure continual improvement?	✓		
21. Are management personnel notified when a non-conformance is reported?	✓		
22. Do non-conformance reports include actions to identify: • When containment action is required? • The level of risk inherent in the non-conformance? • Actions to correct the non-conformance? • The root cause of the non-conformance? • Actions to prevent recurrence of the non-conformance? • Provisions for follow up to review the effectiveness of the corrective actions taken?	✓		
23. Are findings of non-conformance made both during and outside of internal audit?	✓		
D4. Planning	Yes	No	NA
24. Does VIH Aerospace conduct strategic planning activities to ensure that strengths, weaknesses, opportunities, threats and operational risk are identified?	✓		
25. Does VIH Aerospace set measurable quality objectives that include goals and targets relating to customer satisfaction and on time delivery are met?	✓		
26. Has VIH Aerospace implemented a planning process to ensure that quotations for delivery of products and services are accurate and timely?	✓		
27. Has VIH Aerospace implemented a contract review process to ensure that it can meet customer requirements prior to committing to deliver products and services?	✓		
D5. Engineering and Design	Yes	No	NA
28. Has VIH Aerospace implemented a process for the planning of all design activities?	✓		
29. While planning for design projects, does VIH Aerospace identify all required inputs?	✓		
30. While planning for design projects, does VIH Aerospace identify all required outputs and review stages?	✓		
31. Has VIH Aerospace implemented a process for the verification / validation of design activities?	✓		
32. Has VIH Aerospace implemented a process for controlling design changes?	✓		
33. Has VIH Aerospace implemented a process for post-delivery product support and communication of significant information (Service Bulletins, Engineering Instructions or Quality Notifications) to all required interested parties?	✓		
34. Has VIH Aerospace implemented configuration management controls?	✓		

D6. Production Process Control	Yes	No	NA
35. Has VIH Aerospace identified the standards by which all aircraft maintenance, manufacturing and fabrication activities shall be carried out to?	✓		
36. Are all NDT activities carried out in accordance with ASTM-E-1444 and ASTM-E-1417 Type 1 and the applicable design data?	✓		
37. Are the written procedures that govern the NDT process approved by an appropriate NRCAN certified Level III individual?	✓		
38. Are quality control checks carried out to ensure all NDT process control requirements are met?	✓		
39. Are records of all NDT process control checks maintained?	✓		
40. Are all NDT chemicals subject to shelf life expiry inspections?	✓		
41. Are all NDT activities carried out by trained and appropriately certified individuals?	✓		
42. Are all welding activities carried out in accordance with AWS D17.1?	✓		
43. Are persons who are performing welding activities trained and qualified appropriately?	✓		
44. Is weld inspection criteria defined by AWS D17.1?	✓		
45. Are welds produced in accordance with an appropriate Welding Procedure Specification (WPS)?	✓		
46. Are WPS qualified when used to produce Class B welds? (Note that VIH Aerospace does not perform welding activities where Class A inspection criteria are required).	✓		
47. Are Procedure Qualification Records (PQR's) on file to support all WPS qualifications?	✓		
48. Are personnel qualification records on file to support welding activities?	✓		
49. Where VIH Aerospace "Manufactures" an aeronautical product or its sub-components, are only products listed on the VIH Aerospace Approval Limitations Record issued by Transport Canada certified?	✓		
50. Where VIH Aerospace "Fabricates" a product or its sub-components, are they completed as per customer specified technical data?	✓		
51. Does VIH Aerospace use a computer controlled production control system for the manufacture of aeronautical products?	✓		
52. Are there differing authorizations for those personnel who assemble subcomponents / assemblies and those who inspect subcomponents / assemblies?	✓		
53. Has VIH Aerospace implemented a First Article Inspection (FAI) process to verify that a production process is able to produce manufactured / fabricated products that meet requirements?	✓		
54. Where aircraft maintenance is carried out, does all maintenance meet CAR 571, CAR 573 and applicable foreign regulatory requirements?	✓		
55. Does VIH Aerospace use a computer controlled production control system for the maintenance of aeronautical products?	✓		
56. Where engine or flight controls have been disturbed during aircraft maintenance activities, is a secondary inspection of the assembly completed?	✓		
57. Where major repairs or modifications are completed, are they embodied using data that is approved by the applicable regulatory authority?	✓		

D6. Production Process Control – Continued from previous page	Yes	No	NA
58. Where services beyond that which VIH Aerospace is rated for during maintenance, manufacturing or fabrication activities, are there appropriate procedures in place to control agreements with sub-contracted services and gain customer approval for the sub-contracting if necessary?	✓		
59. Where VIH Aerospace conducts aircraft maintenance activities away from the main base, are necessary resources made available to ensure the quality of the work performed is the same as if it were performed at the main base?	✓		
60. Where aviation maintenance or other safety issues need to be communicated, has VIH Aerospace implemented a system to easily and regularly communicate this information to all required personnel?	✓		
D7. Product Certification	Yes	No	NA
61. Are all aeronautical products "Manufactured" by VIH Aerospace released to customers certified by means of a Statement of Conformity (TCCA Form 1)?	✓		
62. Where a customer has made a documented specification for a product, have those products been "fabricated" by VIH Aerospace, certified and released to customers by means of a Certificate of Conformance (C of C)?	✓		
63. Where aircraft maintenance has been carried out by VIH Aerospace, is a maintenance release meeting CAR 571 requirements provided?	✓		
64. Where aircraft component maintenance has been carried out by VIH Aerospace, is an authorized release certificate (TCCA Form 1) provided?	✓		
65. Where aircraft or component maintenance has been carried out by VIH Aerospace on an aeronautical product under the jurisdiction of another airworthiness authority, is an appropriate maintenance release meeting the requirements of the applicable bilateral agreement or technical arrangement on maintenance provided?	✓		
66. Where VIH Aerospace supplies parts or materials to a customer, are all applicable certification documents provided to the customer?	✓		
67. Are persons certifying Statements of Conformity for "Manufactured" aeronautical products appropriately authorized?	✓		
68. Are persons certifying Certificates of Conformance for "Fabricated" products appropriately authorized?	✓		
69. Are persons certifying maintenance releases for "On-Aircraft" work appropriately authorized?	✓		
70. Are persons certifying maintenance releases for "Off-Aircraft" work appropriately authorized?	✓		
71. Does VIH Aerospace maintain a system for controlling all authorizations issued?	✓		

D8. Supply Chain Management	Yes	No	NA
72. Has VIH Aerospace implemented controls to ensure its supply chain is evaluated on a continual basis?	✓		
73. Has VIH Aerospace implemented a program to ensure the integrity of the supply chain and to prevent the inclusion of counterfeit or suspect counterfeit parts into products delivered to customers?	✓		

D8. Supply Chain Management – Continued from previous page	Yes	No	NA
74. Do supplier evaluations involve on-site audits?	✓		
75. Are risk assessments performed when evaluating potential suppliers?	✓		
76. Where risks are identified are mitigating actions put in place to reduce any identified risk?	✓		
77. Is the scope of each supplier approval listed in the supplier's profile?	✓		
78. Is a register of all approved suppliers maintained and is it readily / easily available to purchasing personnel?	✓		
79. Are suppliers evaluated in order to assess their performance?	✓		
80. Are suppliers made aware of VIH Aerospace purchase contract terms and conditions?	✓		
81. Are right of access at all levels of the supply chain and restrictions on subcontracting of work requirements of VIH Aerospace terms and conditions? See https://www.vihaerospace.com/quality-and-ethics and refer to the Vendor Quality Requirements Manual for a listing of all VIH Aerospace terms and conditions.	✓		

D9. Inventory Control	Yes	No	NA
82. Does VIH Aerospace sell only parts and materials that meet customer and regulatory requirements?	✓		
83. Has VIH Aerospace implemented an inventory control system that provides for full traceability of a product to the source from which it was procured?	✓		
84. Are copies of all part / material certifications for all inventory held on file?	✓		
85. When parts / materials are used for production purposes, are all applicable certification documents electronically attached to the work record?	✓		
86. Is there an adequate part / material purchasing process in place?	✓		
87. Is there an adequate part / material receiving process in place?	✓		
88. Has VIH Aerospace implemented procedures to complete special receiving exceptions when additional receiving inspections are required?	✓		
89. Does VIH Aerospace ensure the security, traceability and integrity of any customer supplied parts / materials?	✓		
90. Has VIH Aerospace implemented a program to monitor both consumable and inventory items for shelf life / product expiry?	✓		
91. Does VIH Aerospace have adequate storage for all inventory items?	✓		
92. Has VIH Aerospace designated specific areas to segregate any parts / materials that need to be quarantined and are these areas physically separated from other accessible inventory storage areas?	✓		
93. Has VIH Aerospace implemented specific packing / shipping procedures to ensure that the condition of parts / materials have not deteriorated and that they are complete and meet the applicable requirements?	✓		

D10. Training Program	Yes	No	NA
94. Has VIH Aerospace implemented a training program to ensure persons planning, carrying out or supervising technical activities on behalf of VIH Aerospace are knowledgeable in respect to the regulations, standards and procedures applicable to the types of work carried out by VIH Aerospace?	✓		
95. Are records of training monitored and maintained?	✓		
96. Does the training program include, initial, update, additional and human factors training?	✓		
97. Has a minimum hourly requirement been established for update training?	✓		
98. Are persons holding certification authority trained adequately and does the training meet regulatory requirements?	✓		
99. Are persons conducting NDT activities trained and qualified as per CAN-CGSB 48.9712?	✓		
100. Are persons conducting NDT activities trained and qualified as per CAN-CGSB 48.9712?	✓		
101. Are persons conducting welding activities trained and qualified as per AWS D17.1?	✓		
102. Are persons conducting welding inspection activities trained and qualified as per AWS D17.1?	✓		
103. Are all applicable persons trained on Safety Management System requirements?	✓		
104. Are all persons evaluated for competency?	✓		

D11. Resources	Yes	No	NA
105. Has the top management of VIH Aerospace provided the resources necessary to ensure that all activities carried out by VIH Aerospace meet applicable requirements?	✓		
106. Does VIH Aerospace have the necessary resource to access, monitor and control required regulatory and OEM publications and other customer supplied data?	✓		
107. Does VIH Aerospace forbid the use of uncontrolled documents within the facility?	✓		
108. Are internally produced documents subject to document control procedures?	✓		
109. Are there procedures in place to control changes to and requests for new internally produced documents?	✓		
110. Has VIH Aerospace implemented drawing standards for all engineering drawings produced internally?	✓		
111. Has VIH Aerospace implemented a drawing change process for all engineering drawings produced internally?	✓		
112. Has VIH Aerospace implemented a process to release internally produced documents for internal and customer use?	✓		
113. Has VIH Aerospace implemented a process to review technical data supplied by external parties prior to use for production?	✓		

D11. Resources – Continued from previous page	Yes	No	NA
114. Has VIH Aerospace implemented effective controls to track and maintain all precision tooling requiring recurring calibration / verification?	✓		
115. When precision tools are found to be out of calibration, does VIH Aerospace perform risk assessments and evaluate impact to product?	✓		
116. Does VIH Aerospace perform regular inspections on jigs and fixtures necessary for production?	✓		
117. Where automation software is used during production is that software verified prior to use?	✓		
118. Is regular system maintenance performed on all information technology (IT) infrastructure?	✓		
119. Are regular IT server system backups performed to ensure multiple levels of data loss protection?	✓		
120. Is there a disaster recovery plan in place for all server data?	✓		
121. Are there system security and virus controls in place to ensure the integrity of the IT infrastructure?	✓		
122. Are adequate environmental controls in place to ensure the longest life and proper environmental conditions for all IT servers?	✓		
D12. Product Non-conformance Reporting / Service Difficulties / Safety Management System	Yes	No	NA
123. Has VIH Aerospace implemented a procedure for the reporting of product non-conformances?	✓		
124. Does VIH Aerospace require MRB decision to decide on immediate disposition of any non-conforming product?	✓		
125. Where VIH Aerospace is not the engineering authority for a given non-conforming product, is the customer / engineering authority consulted to determine immediate disposition?	✓		
126. Where VIH Aerospace has discovered that non-conforming products have been shipped to a customer, is there a process in place to disclose the shipment to all affected customers?	✓		
127. Where service difficulties have been encountered during aircraft maintenance or manufacturing activities, is there a process in place to report service difficulties to regulators and customers?	✓		
128. Is a Safety Management System in place and is it comprised of the following elements? • Safety Management Plan; • Documentation; • Safety Oversight; • Training; • Quality Assurance; • Emergency Preparedness	✓		

This survey has been prepared by the VIH Aerospace Quality Assurance department. It is a true and accurate representation of the quality management system employed by VIH Aerospace. The above is certified as true by the individual identified below.

Name: Robert Bertrand

Position: Quality Assurance Manager

Signature: Digitally signed by Robert Bertrand
DN: cn=Robert Bertrand, o=VIH Aerospace Inc., ou=Quality Assurance Manager, email=rbertrand@vih.com, c=CA
Date: 2019.04.18 07:37:54 -07'00'

Date: 18 April 2019