

LTCS Questionnaire

**Supplier / Vendor / Repair Agency
Self-Evaluation Questionnaire**

1. General information

This survey is intended to furnish data relative to the capability of the vendor to control quality and conformance of applicable services to LTCS.

Company Name:	
Address:	
Key Personnel: TEL: FAX:	Title: E-mail Address: Web Site (if available):
Key Personnel: TEL: FAX:	Title: E-mail Address: Web Site (if available):
Number of Employees (approx.): Total:	QA/QC Department:

Type of Business (check one):

OEM	Repair Station	Distributor	Others

Production Support

Contact information for after-sales and product support:
Contact information for 24 hours delivery service.(if available)

LTCS Questionnaire

2. Is your company authorized by any aviation regulatory authorities?

Yes No Not Applicable (Please Check One)

If Yes, list the certificate/authorization number & expiry date, and attach photocopies of the certificates, preferable FAR-145 Certificate and /or EASA - 145 Certificate (including Repair Station Operation Specifications) and FAA approved Anti-Drug Plan & Alcohol Misuse Prevention Program. (for US Repair Stations only)

Aviation Regulatory Authority	Certificate/ Authorization No.	Expiry Date

List primary services performed for LTCS:

1	
2	
3	
4	

Is the related Capability List attached? Yes No

**3. Does your company hold a valid Quality system accreditation from __CASE/
__ISO/ __others_____?**

Would you commit your company in sending renewed copy of these certificates as necessary to LTCS? Yes No

Please attached copies of these certificates.

NOTE: Traceability/Certificate of Conformance

All materials used in repair/overhaul of LTCS components will require complete traceability to an approved source named in the Approved Repair Agency List, and include complete disclosure

LTCS Questionnaire

regarding accident, incident, and other abnormal occurrences that the materials may have been subjected to.

Please note that in accordance with the FARs the FAA can audit any subcontractors of LTCS at any time.

I HEREBY CERTIFY THAT THE INFORMATION THAT IS PROVIDED IN THIS QUESTIONNAIRE IS COMPLETE AND ACCURATE TO THE BEST OF MY KNOWLEDGE.(Q.A. Dep. Preferable))

NAME (Please Print):

TITLE:

SIGNATURE: _____

DATE: _____

LTCS Questionnaire

QUALITY MANUAL/PROCEDURES	Y	N	Remarks
1. Are established policies and procedures to manage/ control quality system documented/ written?			
2. Does the company have a system to control and update the Quality Manual?			
3. Are Quality Manuals current and available to employees?			
4. Do all employees have adequate knowledge of policies and procedures in Quality Manual applicable to them?			
5. Are affected employees being informed on any updates in the Quality Manual?			
6. Does the company review the Quality Manual regularly for its continuous improvement?			
7. Does the vendor maintain a process to ensure compliance with operator's manuals, manufacturers' manual and instructions for continued airworthiness			
RECEIVING INSPECTION	Y	N	Remarks
1. Does receiving inspection check incoming shipments to the requirement of purchase order, reference specifications and other requirements?			
2. Does receiving inspection check all incoming materials to determine the state of preservation or defects?			
3. Does receiving inspection maintain a list of company approved sources?			
4. Are accepted materials, rejected materials and materials awaiting inspection properly identified and segregated?			
5. Are age controlled materials inspected for manufacturing and expiration date?			
6. Are acceptable sampling procedures adequate to ensure quality?			
PERSONNEL	Y	N	Remarks
1. Does the company have a documented organizational structure, responsibilities and authority of management personnel?			
2. Are training records of all technical personnel maintained?			
3. Is formal and on-the-job training documented?			
4. Are employment summary and training records retained for two(2) years after a personnel leaves the company?			
5. Does the company ensure that personnel performing specific tasks are qualified on the basis of appropriate education, training, experience and/or demonstrated skills, as required?			
HOUSING AND FACILITIES	Y	N	Remarks
1. Does the facility adequately protect parts and materials from damage, contamination and theft?			
2. Are fire protection devices and systems in place?			
3. Are fire lane, doors, fire extinguishers clear from obstructions?			
4. Does the company have a ground safety program?			
5. Are measures taken to ensure good housekeeping in the laboratory?			

LTCS Questionnaire

6. Are environmental condition requirements monitored and maintained?			
7. Does the company have a suitable storage facility for materials separated from shop and working space?			
TOOLS/ EQUIPMENT CONTROL	Y	N	Remarks
1. Is equipment labeled to identify its status?			
2. Is equipment being handled by authorized personnel only?			
TECHNICAL RECORDS	Y	N	Remarks
1. Does the company ensure that all work done have adequate records?			
2. Does the company ensure that all records are completed and certified satisfactorily by authorized personnel?			
3. Does the company have a documented procedure to control collection, filing, storage, retention and retrieval of technical records?			
4. Does the record system allow the identification of person who performs or certifies the work?			
5. Does the company have an efficient record retrieval system?			
6. Can the company provide copies of technical records requested by Customer and/ or Government Representatives?			
7. Does the company regularly review/ audit accomplishment of maintenance records?			
8. Does the company have a system to ensure that only accepted and current forms are used?			
9. Does the company have personnel assigned in collection, filing, storage, retention and retrieval of technical records?			
10. Does the company have a storage area for technical records to prevent accidental damage, deterioration and loss.			
11. Are technical records maintained for at least two years?			
MATERIAL CONTROL--Certification/ Traceability	Y	N	Remarks
1. Are all shipped parts provided with material certification/ certificate of conformance?			
2. Does the company assure that provided material certifications complies with applicable authority requirements and/or customer requirements?			
3. Are all shipped parts provided with proof of traceability?			
4. Does material certification indicates that the certified item was not involves in any aircraft accident?			
MATERIAL CONTROL--Non-Conforming Material	Y	N	Remarks
1. Is there a distinct storage area used to segregated non-conforming materials or suspected unapproved parts?			
2. Are all personnel handling materials knowledgeable on control of suspected unapproved parts (SUP)?			
3. Does the company have a written procedure to identify and segregate non-conforming materials?			
4. Does the company have a written procedure to evaluate and			

LTCS Questionnaire

inspect non-conforming materials?			
5. Are deficiencies, dispositions and actions for a non-conforming materials documented and recorded using company forms?			
6. Does the company have a system to prevent unintended use of non-conforming materials?			
MATERIAL CONTROL--Procurement Control	Y	N	Remarks
1. Are purchasing documents reviewed and approved for adequacy of specified requirements prior to release?			
2. Are material certification and traceability required on all items purchased for aeronautical applications?			
3. Are information specifying requirements for procuring parts included in purchasing documents?			
4. Does the company have a documented procedure for evaluating the quality system of potential suppliers/ vendors?			
5. Is there a list of approved suppliers/ vendors being maintained? Is there a system to provide surveillance of approved suppliers/ vendors?			
6. Is current copy of the list of approved suppliers/ vendors provided to purchasing?			
MATERIAL CONTROL--Scrapped Parts	Y	N	Remarks
1. Does the company have a written procedure to assure that scrapped parts are either returned to customer or mutilated beyond repair?			
2. Does record of scrapped life limited parts include part number, serial number and date scrapped?			
3. Are records of scrapped life limited parts kept for at least two years?			
4. Is person responsible, for verifying that mutilation is accomplished, identified by title?			
MATERIAL CONTROL--Shelf Life	Y	N	Remarks
1. Is there a specific person assigned to be responsible for the shelf life program?			
2. Does the company have a documented shelf life program? Is the list of materials and parts with shelf life limit available to receiving inspection?			
3. Is shelf life expiration limit indicated/ displayed in each shelf life limited items?			
4. Does the company have a system to prevent issue and use of expired items?			
5. Does the company have a system to regularly check material storage for expired and expiring items?			
6. Does the company have a list of parts and materials that have shelf life limits?			
MATERIAL CONTROL--Shipping	Y	N	Remarks
1. Does the company ensure good commercial packaging, e.g., ATA 300, of all returned components?			

LTCS Questionnaire

2. Do shipping documents/ records indicate vendor name, customer purchase order, condition, part number, nomenclature, serial number, quantity and other pertinent information?			
3. Does the company ensure that identifying data (i.e. part number, serial number, nomenclature) is on parts tag and data plate match?			
INTERNAL EVALUATION	Y	N	Remarks
1. Does the company have an internal audit and surveillance function?			
2. Does function ensure compliance with applicable Authority/ Customer requirements/ specifications?			
3. Does audit program assure proper and timely corrective action?			
4. Does the company have personnel responsible for internal audit/ surveillance?			
5. Is independence of the audit established by ensuring that audits are carried out by personnel not responsible for the function, procedure or products being checked?			
6. Are all accomplished audits documented and recorded?			
7. Does the audit program involve the accountable manager or his designee in checking the progress of rectification of reported quality audit findings?			
8. Does internal auditor conduct follow-up to check that findings are being rectified?			
9. Does the company have audits conducted by other organizations (i.e., Customer, Aviation Authorities, Quality Organizations)? Please specify :			
VENDOR SURVEILLANCE	Y	N	Remarks
1. Does the company maintain a list of approved vendors?			
2. Does the company have a procedure for approving vendors?			
3. Does the company monitor requirements (e.g. valid approvals) for each vendor?			
4. Is vendor performance evaluated continuously?			
5. Does the company maintain documents (used for their evaluation) of each approved vendor?			
6. Are onsite audits conducted base on vendor performance and company requirements?			
7. Are onsite audits of vendors documented and maintained as a record?			
8. Are required replies to each onsite audit report controlled and maintained as a record?			
9. Does the company perform other method of evaluation (e.g., mailed audit) other than onsite audit? Please explain briefly			
10. Does the company have a policy and procedure to disapprove, suspend or cancel vendors not conforming to the company standards?			

LTCS Questionnaire

NOTE: this item is for U.S. Repair Station only. 11. Does the company have a procedure to : 1) Ensure that their U.S. based sub-contracted maintenance/preventative maintenance providers, at all tiers (certificated and non-certificated), are actively participating in a U.S. Department of Transportation anti-drug and alcohol misuse prevention program? 2) Obtain and subsequently retain, for a minimum of three years from date of work, proof of anti-drug and alcohol misuse prevention program compliance for each subcontract maintenance provider at all tiers at which work is performed?			
SERVICE TO CLIENTS	Y	N	Remarks
1. Are clients or their representatives allowed to audit their facility to verify and monitor their performance?			
2. Does the facility have a policy and procedure for the resolution of complaints received from clients or other parties?			
EXPORT CONTROL (ITAR, AECA, EAR, OFAC) Has your company (including its foreign subsidiaries) or company officers (e.g. senior executives) ever been listed on any of the following U.S. Government listings? (Note: this will be verified with our Export Compliance Department)	Y	N	Remarks
1. Denied Persons List			
2. Unverified List			
3. Entity List			
4. Specially Designated Nationals List			
5. Debarred List			
6. Nonproliferation Sanctions List			
GENERAL	Y	N	Remarks
1. Is this company owned by or affiliated with a Lufthansa director, officer, or employee?			
2. Does the company have a compliance program covering competition compliance, integrity compliance, and FCPA compliance?			

4. INTERNAL USE ONLY:

All statements made in this document have been verified by LTCS QA.

Signature: _____ Date: _____