

Quality System Overview

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Barfield Inc. (Headquarters) 4101 N.W. 29 th Street Miami, FL 33142-5617 Phone: 305-894-5300 Fax: 305-894-5301 Website: www.barfieldinc.com	Barfield Inc. 1912 West 4 th Street Tempe, AZ 85281 Phone: 480-477-2000 Fax: 480-477-1999	Barfield Inc. 5590 Shepherdsville Rd. Louisville, KY 40228-1012 Phone: 502-366-6447 Fax: 502-962-9722
A Subsidiary of: Air France – KLM SA		
Contact: Robert Arnett – VP of Quality Phone: 305-894-5309 Fax: 305-894-5401 E-mail: robert.arnett@barfieldinc.com		
C.E.O. Sr. VP, Operations & ALP VP, Quality Sr. VP, Sales/Marketing/Cust. Support VP, Human Resources Sr.VP, Supply Chain & Asset Management VP, Engineering General Manager (Tempe, AZ) General Manager (Louisville, KY)	Herve Page Anthony Imparato (Accountable Mgr.) Robert Arnett John Rogers Sissi De La Espriella Didier Astic Christophe Bertot Tim Florea (Accountable Mgr.) Richard Skidmore (Accountable Mgr.)	
Miami, FL Total Employees: 230 Inspectors: 11 Production: 80 Q.A. : 2 99,382 Sq. Ft.	Tempe, AZ Total Employees: 18 Inspectors: 1 Production: 14 20,957 Sq. Ft.	Louisville, KY Total Employees: 6 Inspectors: 1 Production: 3 5,713 Sq. Ft.

1. CERTIFICATION

A	Federal Aviation Administration Miami - Air Agency Certificate: XBIR995K with Operation Specifications Tempe – Air Agency Certificate: XBI2995K with Operation Specifications Louisville – Air Agency Certificate: XBI3995K with Operation Specifications
B	European Aviation Safety Agency Miami - EASA.145.4239 Tempe – EASA.145.4240 Louisville – EASA.145.5552

C	Advantage International Registrar – ISO 9001:2015/AS9100-D Miami, FL – CERT. NO.: A-725-AS Tempe, AZ – CERT. NO.: A-725-01-AS Louisville, KY – CERT. NO.: A-725-02-AS	
D	Are the certificates kept current and available for review? {2A}	Yes
2. ANTI-DRUG {FAR121 Appendix I and J}		
A	FAA Drug & Alcohol Program Number : CONN951A	Yes
B	The Drug & Alcohol Program on Operations Specifications?	Yes
C	Do you confirm that your company complies with the FAA and DOT regulation covering Anti-Drug and Alcohol Misuse Prevention Programs?	Yes
D	Do you confirm that each of your employees (and/or subcontractors) received a “Verified Negative” pre-employment drug test result PRIOR TO being hired to perform a safety-sensitive function or PRIOR TO being transferred from a non-safety-sensitive function to a safety-sensitive function?	Yes
E	Upon request, is your company prepared to present a list of employees and subcontractors assigned to work on our aircraft articles with the dates their pre-employment drug test results were received?	Yes
F	Does your company ensure that all your safety-sensitive employees are subject to all testing listed 14 CFR part 121 Appendices I and J, including random drug and alcohol testing requirements?	Yes
G	Have two-year drug and alcohol history checks been performed on all safety-sensitive employees?	Yes
H	Do you subcontract any safety-sensitive functions such as maintenance or preventative maintenance?	Yes
I	Do you flow down the Anti-Drug and Alcohol Misuse testing program requirements to your subcontractors?	Yes
3. GENERAL		
A	Do we only perform work for which it is authorized on our operations specifications? {2A,B} [FAR 145.103]	Yes
B	Since we do deal in non-aircraft parts, materials and/or maintenance activities, are they adequately segregated from the aircraft functions? {10A} [FAR 145.103]	Yes
C	Do we maintain a file of audit findings and corrective action for three years? Is it accessible to the auditor? {3H}	Yes
D	Is there a back-up person identified for your programs (Scrap, Technical, Shelf-life etc.) that require it? {5H, I, J, K}	Yes
E	Do we observe duty-time limitations?{13A}	Yes
4. QUALITY CONTROL		
A	Is there an established quality control program? {3A}[FAR 145.205, 145.211]	Yes
B	Do we have a current Repair Station Manual and Quality Manual including requirements of the CASE 1A Standard and AS9100-C? {3C & E} [FAR 145.211(a)(c), 145.207, 145.209]	Yes
C	Does the manual detail duties, responsibilities and reporting relationship of the QA/QC Dept.? [FAR 145.207, 145.209]	Yes
D	Are the Repair Station Manual, QA/QC or ISO manuals available to employees? [FAR 45.211(a)(c)]	Yes
E	Is there an internal audit and surveillance function? {3F} [FAR 145.205]	Yes
F	Does the internal audit function ensure compliance with customer specifications?{3F, 12I} [FAR 145.217]	Yes

G	Does audit program assure appropriate corrective action? {3G}	Yes
H	Do we have an organization adequate to perform the work intended?	Yes
I	Do supervisors have an A&P or repairman certificates?	Yes
J	Is there an established procedure to provide corrective action for discrepancies noted during repair/overhaul?	Yes
K	Do we maintain a list of “sub-contracted” maintenance functions and agencies including the type of certificate and rating, if any held by each facility? [FAR 145.217]	Yes
L	Do we ensure that sub-contractor quality meets customer’s specifications and legal requirements? {3J}[FAR 145.217]	Yes
M	Do we maintain certification on sub-contract work? {3J} [FAR 145.217]	Yes
N	Do we have a procedure for reporting defects or unairworthy conditions to the customer and the FAA ? {3K} [FAR 145.221 & 121.703]	Yes

5. INSPECTION

A	Are inspectors properly trained?	Yes
B	Is there proper separation of maintenance and inspection responsibilities?	Yes
C	Does repair station roster identify all management, supervisory and inspection personnel? {5C}[FAR 145.161]	Yes
D	Does the roster identify all personnel authorized for return-to-service? {5C} [FAR 145.161]	Yes
E	Does the repair station have an employment summary for all personnel listed on the repair station roster? {5D}[FAR 145.161]	Yes
F	Do we have an acceptable receiving inspection system? {4B}[FAR 145.155, 145.211]	Yes
G	Is there an acceptable system for controlling inspection and production stamps? {4C}	Yes
H	Is there an acceptable procedure to identify customer parts?	Yes
I	Do we perform any required inspections (RII) for any customer?	No
J	Do we maintain traceability certification on all parts? No raw materials. {12H}	Yes
K	Are acceptable sampling procedures adequate to ensure quality? 100% Inspection	No

6. TECHNICAL DATA CONTROL

Note: “Manuals” in this context includes any technical data, i.e., drawings, wiring diagrams, test specs., necessary to perform the required service.

A	Do we have the required shop manuals and specifications to perform the repair/overhaul in accordance with customer specifications? {13F}[FAR 145.205]	Yes
B	Are there established approved procedures controlling revisions in manuals deviating from OEM specifications? (e.g., E.O. or E.A.){6A} [FAR 145.205]	Yes
C	Is there documented system to ensure technical data is current? {6B}[FAR 145.109, 145.201, 145.211]	Yes
D	Is the technical data properly identified and available to mechanics?	Yes
E	Do we have a system to control working copies of manuals to ensure they are revised with the masters? {6C}[FAR 145.109, .207, .209, .211]	Yes
F	Is technical data stored in a manner that will protect it from dirt and damage? {6D}[FAR 145.109, .207, .209]	Yes

G	Are adequate viewing devices in good condition and available for viewing the technical data? {6E}[FAR 145.109]	Yes
H	Is a specific individual, by title, responsible for the technical data program? {5H}	Yes
7. SHELF LIFE { FAR 43.13}		
A	Is there a documented shelf life program? {7A}	Yes
B	Does the program list parts and materials that have shelf life limits? {7A}	Yes
C	Does the program assign program responsibility to a specific person, by title? {5I}	Yes
D	Does each shelf life item have the shelf life expiration limit displayed?	Yes
E	Is there an adequate system to assure that no item will be issued or used past its expiration date? {7C & D}	Yes
8. TOOL & TEST CALIBRATION {FAR145.109, .211}		
A	Is there a documented tool calibration program? {8B}	Yes
B	Is there a person, by title, responsible for the tool calibration program? {5J}	Yes
C	Are all tools requiring calibration identified and on the tool calibration list?	Yes
D	Are standards used to calibrate tools traceable to the controlling government agency, e.g., The National Institute of Standards and Technology (NIST)? {8C}	Yes
E	Is there a system to identify each tool in the program, its calibration frequency and its calibration due date? {8D}	Yes
F	Do we have a procedure for identifying, controlling and/or preventing out-of-service and due-for-calibration tools & equipment from being used? {8E}	Yes
G	Is there a procedure to control the calibration of personal tools? {8F} (No personal tools for calibration)	Yes
I	Are the tools and test equipment in a serviceable condition? {8D, E}	Yes
J	Do records: {8G}	
	1. Show date calibrated?	Yes
	2. Show calibration due date?	Yes
	3. Identify individual that performed calibration or check?	Yes
	4. Contain a calibration certificate for each item calibrated by an outside agency?	Yes
	5. Record details of adjustments and repairs?	Yes
	6. Show the P/N, S/N, and calibration due date of the standard used to perform the calibration?	Yes
9. TRAINING		
A	Is there a documented training program? {9A & D(1), 5D - F}[FAR 121.375]	Yes
B	Does the training include all mechanics, inspectors and technical supervisor? {9A, 5D - F}	Yes
C	Are mechanics, inspectors and supervisor properly trained, authorized and certificated, if required, for the work they perform? {5D, E, and F, 9A and 13B}	Yes

D	Is formal and OJT training documented? {9B}	Yes
E	Are training records for mechanics, inspectors and supervisors retained for two years after the person leaves the company? {9C}	Yes
10. HOUSING AND FACILITIES {FAR145.103}		
A	Does our facility have sufficient work space and areas for the proper segregation and protection of articles? {10B(2)}	Yes
B	Do we have segregated work areas enabling environmentally hazardous or sensitive operations such as painting, cleaning, welding, avionics work, and machining to be done properly and in a manner that does not adversely affect other maintenance? {10B(2)}	Yes
C	Are there suitable racks, hoists, trays, stands, and other segregation means for the storage and protection of all articles? {10B(2)}	Yes
D	Do we have space sufficient to segregate articles and materials stocked for installation from these under going maintenance, preventative maintenance or alterations? {10B(2)}	Yes
E	Does our facility have ventilation, lighting, and control of temperature, humidity, and other climatic conditions sufficient to ensure personnel perform maintenance, preventative maintenance, or alterations to the standards required by the part? {10B(2)}	Yes
F	Do we have areas for receiving and for shipping customers' units with adequate space, lighting, shelving, security, and fire protection to accommodate customers' units in a manner that will preclude damage, loss, and theft? {10B(2)}	Yes
G	Is there adequate and appropriate storage area to safely store customer's reusable shipping containers and protect them from environmental damage? {10B(2)}	Yes
H	Is the work area, including supervisors' offices, clean?	Yes
11. SAFETY/SECURITY/FIRE PROTECTION		
A	Is there adequate security for customer parts in its possession? {10F}	Yes
B	Is the security system reviewed periodically by management or an outside vendor? {11B}	Yes
C	Are fire protection devices inspected periodically? {10F} [NFPA 10]	Yes
D	Are fire stations identified and extinguishers in serviceable condition? {10F} [NFPA 10]	Yes
E	Are fire lanes, doors and fire extinguishers clear of obstruction? {10F} [NFPA 10]	Yes
F	Are safety guards in place on power equipment?	Yes
G	Are our shops operations conducted in a safe manner and environment? {11G}	Yes
12. STORAGE {FAR145.101, 145.103}		
A	Are parts and materials properly identified and properly stored? {12A} [FAR 145.101, 145.103]	Yes
B	Is there a quarantine area for rejected parts and materials awaiting disposition? {12C} [FAR 145.101, 145.103]	Yes
C	Do parts in bins match part number on bins? {12A}	Yes
D	Are parts and material properly protected from damage and deterioration? {12D}	Yes
E	Are flammable, toxic or volatile materials properly identified and stored? {12E}	Yes

F	Are sensitive parts and equipment (oxygen parts, o-rings, electrostatic sensitive devices, etc.) properly packaged, identified and stored to protect from damage and contamination? {12F}	Yes
G	Are higher pressure bottles correctly labeled, properly stored and secured? {12G}	Yes
13. WORK PROCESSING		
A	Is there adequate tooling and test equipment to perform the work? {10B}[FAR 145.103]	Yes
B	Where a vendor uses specified OEM test equipment and/or test equipment other than that specified by the OEM, does the vendor? {13C(1)}[FAR 43.13] <ol style="list-style-type: none"> 1. Have an operating manual and maintenance manual for the equipment? 2. Perform maintenance and servicing per the manual? 3. Maintain maintenance and servicing records for two years? 4. Where applicable, list the equipment in their calibration program? 	Yes Yes Yes Yes
C	Where an vendor uses equivalent non-OEM specified equipment is the equipment properly certified?	Yes
D	Are mechanics, inspectors and supervisors properly trained, authorized and certificated, if required, for the work they perform? {5D, E, and F, 9A and 13B}	Yes
E	Are adequate tools and current manuals available at the mechanics' work stations? {13B(2), 6B}	Yes
F	Are customers' parts properly identified throughout the maintenance actions and in storage? {13D} [145.101, 145.103]	Yes
G	Is there a work turnover procedure used? {13E}[FAR 121.369]	Yes
H	Does the shop segregate serviceable from unserviceable components? {10B(2)(a)}	Yes
I	Does the facility provide adequate protection of parts in work? e.g., filtered air or clean room depending on type of part? {10B(2)}	Yes
J	Are smoking, eating and drinking forbidden in the work area or, does the vendor have a written program to ensure units are protected from contamination? {13G}[FAR 145.101, 145.103]	Yes
K	Are fluid dispensing cans and servicing units properly identified? {13H}	Yes
L	Are work records complete, in order, and legible? {13I & J}	Yes
M	Are all test and inspection records in work package? {13I & J}	Yes
N	Do the records contain: {13I & J} [FAR 43.2, .9, and 145.219] <ol style="list-style-type: none"> 1. The description of the work performed and reference to data used acceptable to the administrator? 2. The date of completion of the work performed? 3. The name of the person performing the work? 4. The name of the person inspecting the work? 5. The name of the certificated mechanic or repairman who performed or supervised the work? 6. The signature, certificate number, and type of certificate of the person returning the article to service? 	Yes Yes Yes Yes Yes

O	Does vendor record keeping system and retention time meet 14 CFR requirements? {13K}[FAR 145.219]	Yes
P	Does vendor's return-to-service documents meet customer and FAA requirements? {13J} [FAR 145.219]	Yes
14. SHIPPING		
A	Are components returned in an appropriate shipping container or as specified by the customer? {14A}	Yes
B	Does the vendor verify that identifying data (P/N, S/N, nomenclature, mod. no.) on the parts tag and the data plate match? {14B}	Yes
15. SCRAPPED PARTS		
A	Does the vendor have a documented procedure to assure that scrapped parts are either returned to the customer or mutilated beyond repair? {15A}	Yes
B	Does the program identify an individual, by title, responsible for verifying that mutilation is accomplished? {5J}	Yes
C	Does the vendor maintain a record of scrapped life limited parts for two years? {15B}	Yes
D	Does the record include the P/N and S/N of the part and the date scrapped? {15B}	Yes