Perform Air International Inc.
Administrative System Manual
Procedure: III.04 Measurement, Analysis, and Improvement

Revision	Revision Date	Revision Change
N/I	02/08/10	Initial Release/Re-release
1	08/02/10	Revision to 4.5
2	02/28/11	Addition of Definitions. Repagination of 4.0 thru 6.3. Revision to 3.0, 5.1, 5.2, 5.2.4, 5.5.2, 6.1 and 6.3 for clarification of procedures and grammar.
3	07/01/13	Pagination of 3.1 thru 3.2 for consistency of format. Revision to 5.2.3 and 5.2.4 (removal of text), 5.3, 5.4, 5.5, 5.5.2, 5.5.3 and 5.8. Removal of 6.3 Customer Satisfaction Survey from Records. Addition of PAI3001A to 6.3.
4	10/31/13	Revision to header for consistency of standard and 3.2, 5.0, 5.3 and 5.4 for grammar.
5	12/05/22	Addition of Fabricated Parts and OPP part conformity
6	*06/27/25*	*Revised 5.3, 5.5.3*

1.0 Purpose:

To effectively analyze key process data to identify areas of potential improvement and to ensure a system committed to continuous improvement.

2.0 Scope:

Customer Satisfaction Measurements, Process and Product Conformity Data, Internal Audits, Corrective/Preventive Actions, and other key data as determined during Management Review.

3.0 Responsibility:

3.1 The maintenance of this procedure is the responsibility of the Quality Assurance Manager.

3.2 Management is required to collect and analyze key data pertaining to their areas, continually improve the effectiveness of the Quality Management System, and ensure conformity of the Quality Management System. In addition, specific departmental procedures for monitoring, measurement, analysis and improvement can be located in this manual.

.

4.0 Definitions:

Quality Management System: Policies and procedures by which the organization ensures conformity to customer and applicable regulatory requirements and allows for continual improvement of the quality system.

Environmental Management System: Policies and procedures by which the organization manages its impact on the environment.

5.0 Procedure:

Perform Air International Inc. has implemented the monitoring, measurement, analysis, and improvement processes needed to demonstrate conformity of the product, to ensure conformity of the Quality and Environmental Management Systems, and to continually improve the effectiveness of the system.

5.1 Applicable methods for the quality system have been determined via the status reports generated weekly by various departments within the organization.

5.2 **Analysis of Data:** Each department will analyze their department and present the data in usable form in the weekly status reports. These reports include:

5.2.1 Customer Satisfaction Data

5.2.2 Conformity of Product Requirements Data

5.2.3 Characteristics and trends of processes and products including opportunities for preventive action.

5.2.4 Supplier Conformity Data

5.3 **Conformity of the Product:** The Quality Control Department demonstrates the conformity of the product, both by final inspection rejection data as outlined in the Final Inspection and Release to Service procedure (QCM II.07) and by warranty claims requested, accepted, and denied data.

In *regard* to fabricated parts or Owner Produced Parts (OPP) fabricated by PAI on behalf of an operator; first article inspection will be accomplished on all parts as defined within the FCM. The Engineering department will work with the respective customer(s) to ensure in-service feedback occurs and is monitored for performance with specific focus on in-service failures, malfunctions, and defects. Any in-service problem that results in needed design changes; will be addressed using FCM design change control procedures and II.33 Design and Development procedure. All fabricated articles will be reviewed to determine if any changes to the Instructions for Continued Airworthiness are necessary prior to fabrication and if any changes are made through the products life cycle.

5.4 While the Environmental Management System (EMS) is monitored on a daily basis, performance is verified using the Corrective and Preventive Action Procedure (QCM II.09), and the internal audit system as outlined in the Internal Audit Procedure (QCM II.11).

5.5 **Conformity of the Quality Management System:** System conformity can be reviewed and analyzed weekly using departmental Status Reports.

5.5.1 These reports are a compilation of various computer-generated reports placed into spreadsheets when required and are generally due to executive management on Tuesday morning. This information will be communicated weekly and will be reviewed along with the EMS at the management review meetings.

5.5.2 Customer satisfaction is also used to monitor the Quality Management System. The Sales Department measures customer satisfaction. This may be through document retrieval from the customers on their own form, or by using a web-based Customer Satisfaction Survey. In the event a negative response is received from a customer, a corrective action will be issued to determine root cause. Once a response to the corrective action has been issued, a determination will be made on implementation of the response within the quality system.

5.5.3 Chemicals that fall under the EMS are checked monthly under the shelf-life program. All expired chemicals are properly disposed of per industry*, state, and Federal regulations*. The currency of these requirements shall be checked periodically and will be discussed during the management review meeting. At the same time, the performance of the EMS will be checked against the goals and objectives that were set for the calendar year.

5.6 **Continuous Improvement:** The continuous improvement and effectiveness of the quality/environmental management system is verified and reviewed against the company objectives at the management review meetings.

5.7 **Monitoring and Measurement of Processes**: The processes for the Quality Management System are monitored and measured weekly using departmental status reports. Audit reports, and Corrective/Preventive Actions are reviewed at the management review meetings, and cover both the Quality and Environmental Systems.

5.8 **Monitoring and Measurement of Product**: The monitoring and measurement of the product is accomplished at the final test of each of the products and is verified using the Component Repair Worksheet.

5.8.1 Monitoring is accomplished via the weekly Quality Control Status Report, which includes final inspection rejection documentation.

6.0 Records:

6.1 Management Review Minutes and applicable related records.
6.2 Status Report Records and related data records.
6.3 Component Repair Worksheet (Form PAI3001A)