

Perform Air International Inc.
Administrative System Manual
Procedure: III.42 Customer Business Review Procedure

Revision	Revision Date	Revision Change
N/I	06/30/21	Initial Release

1.0 Purpose:

To provide customers and Perform Air International Inc. the opportunity to review effectiveness of contract/ performance by analyzing applicable data to aid in developing and implementing measurable organizational improvements.

2.0 Scope:

Data review relating to customer requirements and contract data if applicable.

3.0 Responsibility:

3.1 The maintenance of this procedure is the responsibility of the Sales Department.

3.2 The Customer Support, Engineering, Sales, and Executive Management departments have responsibility for ensuring business reviews are conducted per customer and Perform Air International Inc. requirements. The Sales department has the responsible for ensuring actions assigned to each department of responsibility are carried out as requested by the customer.

4.0 Definitions:

Business Review: Meetings with customers/ vendors to review key business data to identify potential business improvements.

5.0 Procedure:

5.1 The following documents and issues will be reviewed at each business review. Executive management will assign required personnel to attend business review meetings. In the event a specific manager cannot attend, a representative will attend in his/her place.

5.1.1 Reviews shall follow the format requested by the customer if applicable.

5.1.1.1 All agenda items will be reported on, even in the event that there is no change, or nothing to report.

Perform Air International Inc.
Administrative System Manual
Procedure: III.42 Customer Business Review Procedure

5.2 REVIEW INPUT

- 5.2.1** Overview of Perform Air International Inc. This may include but is not limited to current growth, financials, quality, top customers etc.
- 5.2.2** Results of all external, customer, and regulatory audits carried out in last 12 months.
- 5.2.3** Follow up actions from previous business reviews.
- 5.2.4** Turn times of contract and non-contract components.
- 5.2.5** Review and report on components with long lead times.
- 5.2.6** Total components received by month.
- 5.2.7** Total spend by month.
- 5.2.8** Warranty data to include requested warranties, accepted warranties and denied warranties breakdown.
 - 5.2.8.1** Descriptions of all warranties accepted with feedback on how these will be prevented moving forward.
 - 5.2.8.2** Report on any rogue components that were addressed during this time.
- 5.2.9** Future opportunities.
- 5.2.10** Engineering opportunities that may be applicable.
- 5.2.11** Other issues deemed necessary or appropriate by the management team present.

5.3 REVIEW OUTPUT

The output from the business review shall include any decision/actions related to the review output documentation, and will be communicated to company personnel by the Management Representative.

- 5.3.1** Improvement requested by the customer to improve efficiency.
- 5.3.2** Improvement of product related to customer requirements.

Perform Air International Inc.
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5.3.3 Resource needs.

5.3.4 Feedback that may include, but are not limited to increased volumes, adding additional rotatables, new customer reporting requirements.

5.3.5 Other issues deemed necessary or appropriate by the management team present.

6.0 Records:

6.1 Business Review PowerPoint and all back up data in excel.