

Perform Air International Inc.
Quality System Manual
Policy QSM.03: Management System Policy

Revision	Revision Date	Revision Change
N/I	02/08/10	Initial Release/Re-release
1	02/07/14	Revision to add FCM and BCP to policy.
2	11/26/14	Revision to add SMS to policy.
3	03/31/15	Revision to policy for clarification.
4	11/30/17	Title revision
5	06/30/18	Revision to scope for clarification of product and service provided.
6	09/27/23	Revision to Management responsibility and authority

The scope of the management system includes all aspects of the organization's product and service associated with repair and overhaul of aircraft components. It encompasses regulatory, statutory, and aviation industry standards while considering all aspects of the customer's requirements.

The responsibility and authority for this system is that of all management personnel, with the oversight being performed by the following appointed positions:

The appointed Accountable Manager for this system is the President. The Accountable Manager has the corporate authority and responsibility to ensure that all ordered maintenance can be financed, the necessary resources obtained, and all ordered maintenance completed in accordance with all organization, customer, and regulatory authority requirements.

The Director of Operations has responsibility and authority for assuring that all maintenance required is carried out in accordance with all organization, customer and regulatory authority requirements.

The *Quality Assurance Manager* has the responsibility and authority for ensuring the processes needed for the quality management system are established, implemented and maintained.

The *Manager of Internal Evaluation / SMS* has responsibility for reporting to top management on the performance of the quality management system and any need for improvement and ensuring the promotion of awareness of customer requirements throughout the organization.

This will be accomplished via monthly performance reporting, which will review Perform Air International Inc.'s Management System for continuing suitability, adequacy, and effectiveness. This review will include assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy and company objectives. The position has the organizational freedom to resolve matters pertaining to quality or environmental aspects.

The management system of Perform Air International Inc. is established, documented, implemented, and maintained in this Quality System Manual. The Quality System Manual consists of independent sections of policies and procedures which detail the operations of the organization. Each department may have additional detailed work instructions if they are required to ensure compliance *with* procedural standards, which will be included and controlled as part of the Quality System Manual.

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The processes required for the effective operation of the quality management system and their applications are described procedurally within the sections of the Quality System Manual, as previously described. Effective communication is established via the Intranet e-mail system that is used for all internal communication. External communication may be received in various ways (e.g., mail, e-mail, telephone, facsimile, etc).

This information will be documented and recorded for discussion, if necessary. All forms of communication should be retained either electronically or in hard copy until such time as it is no longer required as support documentation for all aspects of the quality / environmental system.

The sequence and interaction of these processes are described via a flow chart, which is maintained in the RSM, Section I of the Quality System Manual, and should be referred to for interaction clarification.

The criteria and methods used to ensure the operation and control of these processes are described in the procedural sections of the above manuals. Each section establishes the criteria and methods used to ensure operational control of the processes required in each section. The manual contains systems necessary to ensure the availability of resources and information necessary to support the operation and monitoring of these processes.

The quality system is monitored, measured, and analyzed. The quality system requires implementation of processes that will achieve the planned results. The planning requirements of this system are available in the Administrative System Manual. The continual improvement of the quality system is a requirement of the Quality Policy and is monitored and reviewed to ensure effectiveness of the requirement. The procedure for this review is maintained in the Administrative System Manual.

The quality system procedurally controls outsourcing of some processes. These procedures are contained in the Repair Station Manual and Administrative System Manual.