

Perform Air International Inc.
Quality System Manual
Policy QSM.09: Product Realization Policy

Revision	Revision Date	Revision Change
N/I	02/08/10	Initial Release/Re-release
1	08/02/10	Revision to Policy
2	02/13/12	Revision to Policy

It is the policy of Perform Air International Inc. that all product, where maintenance activities occur, will conform to the product realization predetermined by the current *acceptable* technical data.

Perform Air International Inc.'s Management plans and develops the processes needed for product realization. Management has specific quality objectives and requirements for each product the maintenance is performed on. The quality objectives of each product are available within the technical data for that product. The verification process within the process flow chart establishes the processes, documents, and resources specific to the product to conform to the quality requirements of each. The required verification, validation, monitoring, inspection and test activities specific to the product and the criteria for product acceptance are outlined in the approved technical data. Documented records provide evidence that the realization processes and resulting product meet requirements on the form PAI 3001A within the quality system.

Determinations of the requirements related to the product and specified by the customer are conducted during the contract review and incoming receiving inspection processes. The requirements specified by the customer, including the requirements for delivery, and post delivery activities are reviewed by the Customer Support Department.

Product reviews are conducted via the capability self-evaluation process for the addition of new part numbers to the capabilities list or, as required, to the Limited Rating capability list(s). The Requirements that are not stated by the customer, but are necessary for specified or intended use, are reviewed at preliminary inspection to include the incorporation of Airworthiness Directives, mandatory Service Bulletins, and any other regulatory requirements related to the product.

A review of the requirements related to the product is conducted prior to the company's commitment to supply a product to the customer. This is conducted by the Customer Support Department, with the assistance of the Quality Department. Customer communication is implemented effectively in relation to product information, inquiries, contracts or order handling, including amendments, customer feedback, and complaints. These functions can be reviewed on the process flow chart located in the RSM, Section I.15 of the Quality Systems Manual.

All product requirements are defined within the approved technical data. All contract requirements differing from those previously expressed are resolved, approved, and documented by the Customer Support Department. The review ensures the company has the ability to meet the defined requirements, or the contract is amended and accepted by the customer.