

Perform Air International Inc.
Quality System Manual
Policy QSM.10: Measurement, Analysis, and Improvement Policy

Revision	Revision Date	Revision Change
N/I	02/08/10	Initial Release/Re-release
1	02/13/12	Revision to Policy and Header
2	03/31/17	Revision to Policy to remove ANAC reference.
3	02/28/18	Revision to Policy to remove redundant statement.
4	12/27/24	Added reference to UK-CAA, ISO 9001, and ASM III.04

Perform Air International Inc. plans and has implemented the monitoring, measurement, analysis, and improvement processes needed to demonstrate conformity of our product, ensure conformity of the quality management system, and to continually improve the effectiveness of the quality management system.

Perform Air International Inc. collects and analyzes appropriate data to demonstrate the suitability and effectiveness of the quality management system. The measurements of performance of the quality management system *includes* the monitoring of information relating to customer perception as to whether Perform Air International Inc. has met customer requirements. Perform Air International Inc. also evaluates where continual improvement of the effectiveness of the quality management system can be made. The method for obtaining and using this information is determined in the Measurement, Analysis, and Improvement Procedure within the Administrative System Manual.

Internal Audits will be conducted per the audit schedule located in the *VI. Attachments* section of the Quality Systems Manual, to determine whether the quality management system conforms to the planned arrangements, and to the requirements of the *as revised* FAA regulations, the EASA, UK-CAA, and CAAC regulations, ISO9100, and AS9100 standards. The Internal Audit Procedure is located in the Quality Control Manual.

Perform Air International Inc. monitors and measures the characteristics of the product to verify that product requirements have been met. This is carried out at appropriate stages of the product realization process in accordance with the Process Control Procedure located in Administrative System Manual.

Perform Air International Inc. ensures that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. The control of non-conforming product is addressed in detail in the Control of Non-Conforming Product Procedure.

Perform Air International Inc. takes action to eliminate the cause of non-conformities *to* prevent recurrence. Corrective actions shall be appropriate to the effects of the non-conformities encountered. The organization determines action to eliminate the causes of potential non-conformities in order to prevent their occurrence. Preventive actions are appropriate to the effects of the potential problems. The Corrective and Preventive Action Procedure is found within the Quality Control Manual.

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Perform Air International Inc. will continually improve the effectiveness of the quality management system through the use of the quality policy, the quality objectives, the audit results, analysis of data, corrective and preventive actions as documented in the Management Review Procedure found within the Administrative System Manual.

Perform Air International Inc. shall collect and analyze appropriate data to demonstrate the suitability and effectiveness of the quality management system. Data will be collected to evaluate where continual improvement of the effectiveness of the quality management system can be made. This shall include data generated as a result of monitoring and measurements from other relevant sources. See *ASM III.04 Measurement, Analysis, and Improvement Procedure, as revised*.

Applicable methods have been determined via the status reports generated weekly by each department.

Each department analyzes the department data and presents the data in usable form via the weekly status reports. These reports include, Customer Satisfaction Data, Conformity of Product Requirements Data, Characteristics and trends of processes and products including opportunities for preventive action data, and Supplier conformity Data. See *ASM III.04 Measurement, Analysis, and Improvement Procedure*.