Southern Cross Aviation, LLC

Quality Management System Manual QM-100

Introduction

Section A Scope of the Quality Management System & Context of the Organization

Section B References
a. Normative reference
b. Definitions

Quality Management System Requirements

Section C Documented Information Requirements, Refer to Control of Documented Information Procedure - QP-600

a. Distribution – Electronic Only

b. Revision Status - Revision Number and Revision Date

c. Quality Policy, Quality Objectives – See Appendix 2

d. The Process Sequence & Interaction Flow Diagram – Refer to Appendix 1 - QMS Process Sequence & Interaction Diagram and Appendix 3 - Key Process Details-Turtle Diagrams

e. Refer to QP-600 for a list of Documented Information

Introduction

Southern Cross Aviation, LLC, herein referred to as SCA, has developed and implemented a Quality Management System, herein also referred to as QMS, in order to document the company's best business practices, better satisfy the requirements and expectations of its customers and improve the overall management of the company.

SCA is an aviation industry worldwide parts distributor.

It is SCA's policy to establish and work with processes which ensure that we understand our customers' needs and that we deliver and support our product lines and services to satisfy those needs better than our best competitor. Measured levels of customer satisfaction demonstrate our progress towards this goal.

SCA processes are defined in the Quality Management System and meet the requirements of AS9120, ASA-100, and compliance to FAA AC 00-56. SCA's Quality Management System is designed to satisfy customers and regulatory and statutory. SCA flows down, as applicable, these requirements to external providers.

SCA's Quality Management System compliance for all applicable SCA locations, currently Fort Lauderdale, FL an Pheonix-Mesa, AZ, is managed through the Fort Lauderdale Headquarters. Necessary audits will be performed for each location but discussed as one QMS Program at the annual Management Meeting. Updates to QMS, process improvements, etc., will be instituted company-wide, and not location specific.

Through a continually improving Quality Management System, SCA Management wishes to strengthen the employees' influence on their own working situation and thereby also the acknowledgement of the necessity of teamwork. Overall, SCA aims at creating a more flexible, dynamic, and efficient company which exceeds the customers' needs and expectations now and, in the future, while maintaining a positive efficient work culture.

Conditions for achieving customer satisfaction is to maintain regulatory compliance, meet and exceed delivery, and maintain excellence of quality of all products as an aviation industry parts distributor, as well as continually improve SCA's internal functions and processes to enhance the customer experience. This is ensured by documenting the relevant system elements for each function and process, monitoring and measuring outputs of these processes, acting when not meeting internal or external requirements and ensuring employees are adequately trained to ensure conformance to the QMS requirements.

The Quality Management System addresses the requirements for Industrial, Aviation, Space, and Defense Distributors. It incorporates the process approach where consistent and predictable results are achieved more effectively and efficiently when activities are understood and managed as interrelated processes.

To fully understand the organization and its context, SCA determined the external and internal issues that are relevant and that affect its ability to achieve the intended results of the quality management system.

This process approach provides for the management of the quality system and its processes through the application of a "Plan-Do-Check-Act" methodology and a focus on "Risk-Based-Thinking" leading to the prevention of undesirable outcomes.

The manual describes the Quality Management System, delineates authorities, inter-relationships, and responsibilities of the personnel responsible for performing within the system. The manual also provides the documented information with procedures or references for all activities comprising the Quality Management System that ensures compliance to the necessary requirements of the standard.

This manual is used internally to guide the company's employees through the various requirements of the AS9120 and ASA-100 standards that must be met and maintained to ensure customer satisfaction, quality inventory requirements, continuous improvement, and provide the necessary instructions that create an empowered work force. SCA shall notify the ASA or AS9120 accreditation organizations (as applicable), in writing, of any significant changes to its quality system and receive written notification of the acceptance of the change prior to implementation and release of Revised Manual and/or Procedure.

This manual is used externally to introduce our Quality Management System to our customers and other external organizations or interested parties. The manual is used to familiarize them with the controls that have been implemented and to assure them that the integrity of the Quality Management System is maintained and focused on customer satisfaction and continuous improvement.

Director of Operations: *Fred Guido* Date: 01/13/2025

Section A Scope or the Quality Management System & Context of the Organization

General

To determine and establish the scope of the QMS, SCA has determined the boundaries and applicability of the QMS and considered the external and internal issues, the requirements of relevant interested parties, and the products and services of the company.

The scope is available and maintained as documented information stating the products and services covered by the QMS, see below Scope of Registration.

SCA has documented, implemented, and maintained a Quality Management System that satisfies the ISO 9001/AS9120 International Standard, and is also in compliance with ASA-100 and FAA AC 00-56 requirements, as well as applicable statutory and regulatory requirements. SCA is also compliant with ITAR and EAR export controls and is TRACE Anti-Bribery Compliance certified. The implemented Quality Management System is regularly audited and reviewed to improve its effectiveness in accordance with the standards.

It is emphasized that the requirements specified in ISO 9001, AS9120, ASA-100 and compliance to FAA AC 00-56 are complimentary (not alternative) to contractual and applicable statutory and regulatory requirements. Should there be any conflict between the requirements of these standards and applicable statutory or regulatory requirements, the latter shall take precedence. i.e., requirements specified in ISO 9001, AS9120, ASA-100 and compliance to FAA AC 00-56 do not overwrite any statutory and/or regulatory requirements.

All employees are responsible for the implementation and continued success of the Quality Management System.

SCA Quality Management System (QMS) ensures the:

- Identification of the processes needed and their application throughout the organization.
- Determination of the sequence and interaction of these processes.
- Determination criteria and methods needed to ensure that both the operation and control of these processes are effective.
- Ensuring the availability of resources and information necessary to support the operation and monitoring of these processes.
- Monitoring, measuring, and analyzing these processes, if necessary.
- Implementation of actions necessary to achieve planned results and continuous improvement of these processes.

SCA applies all the requirements of ISO9001/AS9120/ASA-100 (Current Revisions) when they are applicable within the determined scope of the QMS.

The quality management system described in this manual applies to:

Southern Cross Aviation (Site: Headquarters):

5250 NW 33rd Avenue

Fort Lauderdale, FL 33309

All operations of the Fort Lauderdale location are housed under one 40K square foot building, constructed of concrete block structure. In addition to temperature controls, the facility is protected by electronic security and fire protection.

Southern Cross Aviation (Site: Phoenix-Mesa, Arizona)

7250 S. Sossaman Road, Ste 125

Mesa, AZ 85212

All operations of the Arizona location are housed under one 23K square foot building, constructed of concrete block structure. In addition to temperature controls, the facility is protected by electronic security and fire protection.

(Alaska Facility, Anchorage, AK, is excluded from scope of QMS. Alaska solely maintains and sells their inventory to AK customers only).

Scope of Registration:

- Southern Cross Aviation's business scope of registration is - **"Distribution of Aircraft Engines, Accessories, Avionics, Airframe / Electrical Parts & Components, Materials and Hardware"**

Non-Applicability – Details/Justifications:

- SCA's quality management system includes the requirements and processes of ISO9001 / AS9120. SCA has taken a "non-applicability" for clause 8.3 - Design and Development of Products and Services.
    - SCA provides order fulfillment and distribution for products to manufacturers specifications through Type Design (TC), Supplemental Type Design (STC) only. SCA does not design or develop any of the products, processes, or services for any customer.
        - The above non-applicability taken does not have an adverse effect on SCA's ability or responsibility to ensure the conformity of its products and services delivered to customers including the ability to enhance customer satisfaction.

Regulatory/Statutory – SCA is compliant to FAA Document AC 00-56 and any other regulatory / statutory flow-down requirement from customers which can be met.

Quality Manual System Processes

SCA has established, implemented, maintained, and is continually improving the QMS, including the processes needed and their interactions, in accordance with the requirements of ISO9001 / AS9120. *See Appendix 1 - QMS Process Sequence & Interaction Diagram with Key Process Details.*

SCA's QMS also addresses customer and applicable statutory and regulatory QMS requirements as requirements are flowed down from the customer.

The SCA QMS is integrated to include quality and business management processes as well as statutory/regulatory procedures as applicable to align with the context and strategic direction of the organization.

Context of the Organization

Headquartered in Fort Lauderdale, FL, SCA has over 35 years' experience in distribution, SCA understands the customers' needs, in a fast-paced and demanding environment. As such, SCA now has a facility in Mesa, Arizona to assist with aviation support.

SCA aims to support Airlines, FBOs, Repair Stations, Fleet Operators and Aircraft owners worldwide, as well as local, state, and federal government agencies (aviation divisions), find the spare parts and accessories they need with best-in-class customer support, delivery terms, and traceability, at Competitive pricing in a manner that treats all customers equally.

Our experienced parts sales team go Above and Beyond to make sure our customers get exactly the correct part for the right price. In addition, SCA provides Value-Added Services, such as providing customers with managed outsourced repair and overhaul solutions.

SCA has determined external and internal issues that are relevant to its purpose and its strategic direction that affect its ability to achieve the intended result(s) of its QMS.

SCA monitors and reviews information about these external and internal issues. *Reference Appendix 4 - Context of Southern Cross Aviation document.*

Due to their effect or potential effect on SCA's ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, SCA has determined:

a. The interested parties relevant to the QMS, and
b. The requirements of these interested parties who are applicable to the QMS

SCA monitors and reviews information about relevant interested parties and requirements. *Reference Appendix 4 - Context of Southern Cross Aviation Document.*

Section B References

a. Normative reference

- AS9120 Rev. B Quality management systems – Requirements for aviation maintenance organizations.
- ISO9000:2015 Quality management systems – Fundamentals and vocabulary.
- ASA-100 Rev. 5.0 Quality management systems – Requirements for aviation distribution organizations.
- FAA Document, AC 00-56

b. Terms and definitions

Applicable definitions are included in documented procedures and instructions to enhance understanding of the process. In addition, terms and definitions used within ISO9001, AS9120, or ASA-100 apply:

- **Article**
  - Material, part, component, assembly, or appliance which is listed by the design organization as eligible for installation in/on the product or included in the design data approved by the authority.

- **Authorized Release Certificate**
  - Document attesting that a product is released for use (e.g., release or return to service) and certifying that the activities performed, and the results achieved, conform to established organization, regulatory, and customer requirements.

- **Airworthiness Certificate**
  - A document issued by the civil aviation authority (e.g., EASA Form 1, FAA Form 8130-3, etc.) that certifies that the part conforms to the applicable regulatory requirements.

- **Certificate of Conformity (commonly referred to as a 'Certificate of Conformance')**
  - Documented information that attests to product conformity; conformance to defined process, design, and specification requirements.

- **Counterfeit Part**
  - An unauthorized copy, imitation, substitute, or modified part (e.g., material, part, component), which is knowingly misrepresented as a specified genuine part of an original or authorized manufacturer.

  - NOTE: Examples of a counterfeit part can include, but are not limited to, the false identification of marking or labeling, grade, serial number, date code, documentation, or performance characteristics.

- **Distributor**
  - An organization carrying out the purchase, storage, splitting, or sale of products without affecting product conformity. The term 'organization' in the context of this standard means a distributor.

- **Environment**
  - Surroundings in which an organization operates, including air, water, land, natural resources, flora, fauna, humans, and their interrelationships.

- **Environmental aspect**
  - Element of an organization's activities or products and services that interact or can interact with the environment (e.g., energy consumption).

- **Product**
  - The end item, result of meeting, all contract terms and conditions. (e.g., manufactured goods, merchandise, services etc.)

- **Product Safety**
  - Maintaining the state of product so that it is able to perform to its designed or intended purpose without causing unacceptable risk of harm to persons or damage to property.

- **Quality Records**
  - Documentation of those activities wherein records of said activities must be maintained will be specified in the procedure or work instruction level documents, as applicable.

- **Risk**
  - An undesirable situation or circumstance that has both a likelihood of occurring and a potentially negative consequence.

- **Significant Change**
  - Any change to the quality manual that implements or revises an element of the quality system that is required by ASA-100; FAA AC 00-56 or AS9120 standards.

- **Splitting**
  - The division of product either physically or by batch quantity, without affecting the product characteristics or conformity.

- **Suspected Unapproved Part**
  - A part for which there is objective and credible evidence indicating that the part is likely an unapproved or counterfeit part.

  - NOTE: This includes articles shipped to an end user by a supplier who does not have direct delivery authorization from the approved production organization; new articles that do not conform to the approved design/data; articles that have not been manufactured or maintained by an approved source; articles that have been intentionally misrepresented, including counterfeit parts; and articles with incomplete or inappropriate documentation.

- **Test Report**
  - Documented information that shows objective evidence provided by either the manufacturer or a certified testing facility that the product conforms with specific design requirements, product, or performance characteristics.

- **Unapproved Part**
  - A part that was not produced or maintained in accordance with approved or acceptable data and applicable statutory, regulatory, and customer requirements.

- **Life-limited**
  - any part for which a mandatory replacement limit is specified in the type design, the Instructions for Continued Airworthiness, or the maintenance manual.

- **Life status**
  - The accumulated cycles, hours, or any other mandatory replacement limit of a life-limited part.

Section C Documented information

Refer to Control of Documented Information Procedure - QP-600.

Manual Revision Status

Revision	Description of changes	Section	Approved by	Date
1	Initial release of Development & implementation of QMS manual	All	FG	03/01/2022
2	Updated SCA physical address; corrected grammar and spelling	ALL	RW	03/01/2023
3	Excluded AK, updated Scope to match certification	ALL	RW/RC	6/2/2/023
4	Updated Manual to meet ASA-100 requirements	ALL	RW/RC	8/1/2023
5.	Added in ASA approval before release of any significant change to manual/procedures, updated definition of significant change.	ALL	RW/RC	8/25/2023
	Updated to add Arizona to QMS along with various clarification wording.			01/13/2024