Southern Cross Aviation, LLC

Quality Management System Manual QM-100

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Introduction

Southern Cross Aviation, LLC, herein referred to as SCA, has developed and implemented a Quality Management System 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 produce, deliver and support our products 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 meets the requirements of AS9120 and compliance to FAA AC 00-56. SCA's Quality Management System is designed to satisfy customers and regulatory and staturory requirements. SCA flows down, as applicable, these requirements to external providers.

Through a continually improved 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. All in all, SCA aims at creating a more flexible, dynamic and efficient company which exceeds the customers' needs and expectations now and in the future.

Conditions for achieving customer satisfaction is to maintain regulatory compliance, meet and exceed delivery and 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, taking action when not meeting internal or external requirements and ensuring employees are adequately trained to ensure conformance to the QMS requirements.

The Quality Managent 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 the 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 standard that must be met and maintained to ensure customer satisfaction, continuous improvement and provide the necessary instructions that create an empowered work force.

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.

President: Fred Guido Date: 03/01/2022

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

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 to FAA AC 00-56, as well as, applicable statutory and regulatory requirements. SCA is also compliant to 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, 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 this standard and applicable statutory or regulatory requirements, the latter shall take precedence. i.e. requirements specified in ISO 9001, AS9120 and compliance to FAA AC 00-56 do not overwrite any statutory and/or regulatory requirements.

All employees are responsible for the implementation 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 (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

A Single Site:

1120 NW 51ST COURT (MAIN BUILDING)
FORT LAUDERDALE FL 33309

1100 NW 51ST COURT (WAREHOUSE)
FORT LAUDERDALE FL 33309

5520 NW 12TH AVENUE (SECONDARY WAREHOUSE)
FORT LAUDERDALE FL 33309

Scope of Registration:

- Southern Cross Aviation's business scope of registration is - **"Distribution of Aircraft Engines, Acccessories, Avionics, Airframe / Electrical Parts & Components, Materials and Hardware as well as Value-Added Services"**

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,; any other regulatory / statutory flow down requirement from customers for 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 ISO900 / 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 Orgaization

Headquartered in Fort Lauderdale, FL,, SCA has over 30 years experience in distribution, SCA understands the customers needs, in a fast paced and demanding environment.

SCA aims to support Airlines, FBOs, Repair Stations, Fleet Operators and Aircraft owners worldwide 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 the 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 the 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.
- FAA Document, AC 00-56

b. Terms and definitions

Applicable definitions are included in documented procedures and instructions as applicable to enhance the understanding of the process. In addition, terms and definitions used within ISO9001, AS9120 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 organisation's activities or products and services that interacts 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.

- **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.

Section C Documented information

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

Manual Revision Status

Revision	Description of changes	Section	Revised by	Date
IR	Development & implementation of QMS manual	All		03/01/2022