



Hangar 1, Upwood Airpark
Ramsey Road
Bury
Cambridgeshire
PE26 2RA

28th March 2011

Our Reference TMW-COR-11-002

RE: SUPPLIER AUDIT QUESTIONNAIRE.

To whom it may concern,

Due to the large number of requests for the completion of supplier audit questionnaires, please accept this, the Turbine Motor Works Ltd (TMW) and Total Accessory Maintenance Repair & Overhaul Ltd (TAMRO) completed questionnaire as response to your request.

Our latest certificates are available on the TMW website www.turbinemotorworks.com for download.

If you require any further information please do not hesitate to contact me.

e-mail: mark.howard@turbinemotorworks.com

phone: +44 (0)1487 811390

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Yours Sincerely

Mark Howard
Quality Assurance Manager
TMW / TAMRO



TMW/TAMRO

Postal Audit Questionnaire

Form: QF- 031
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(As per MOE Section 2.1)

Supplier Details

Name: Turbine Motor Works Ltd	Tel: +44 (0)1487 711650
Address: Hangar 1, Upwood Airpark,	Fax: +44 (0)1487 811199
Ramsey Road,	E-Mail: receptionist@turbine-motor-works.com
Bury,	Web: www.turbine-motor-works.com
Cambridgeshire. PE26 2RA	

Key Management Personnel

Name: Tom Vaughan	Title: Group Accountable Manager
Name: Mark Howard	Title: Group Quality Manager
Name: Rob Sterland	Title: Group General Manager
Name: Lee Forster	Title: Workshop Maintenance Manager (TMW)
Name: Keith Haysom	Title: Workshop Maintenance Manager (TAMRO)

Personnel Numbers

Production	Quality	Engineering	Admin.	Total
19	1	1	7	28

General Facility Information

Total Facility Area (Sq. Ft) 50,000	Number of Buildings One
Type of Building (e.g. 3 Story Brick etc.)	Concrete Aircraft Hangar

Authorisation / Quality System Accreditation

Approving Body	Certification Number	Last Audit
EASA (TMW) Yes X No	UK.145.01033	October 2010
EASA (TAMRO) Yes X No	UK.145.01108	October 2010
FAA Yes X No	J35Y484Y	October 2010
ISO 9001 / AS 9110 Yes No		
CASE Registered Yes No		
Other (Please state)		

Attach Copies Of Supporting Documentation As Appropriate

EASA Approval Certificate	X	Company Organisational Chart	X
Air Agency Certificate & Ops Spec	X	FAA, PMA, or TSO Approvals etc.,	
ISO Certificate		FAA Anti-Drug Programme Approval Letter	
CASE Membership Certificate		Letter from OEM Authorising distributorship	



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1. Quality Control System

	Yes	No	N/A
A. Do you have a current Quality Assurance Manual?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Is there an established Quality Control Program and is it defined in the Quality Assurance Manual?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Does the Quality Manual clearly identify the people responsible for the following duties and tasks, including their reporting relationships and back-up person for the various quality functions below?			
• Quality Program	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Inspection	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Tool & Test Equipment Calibration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Technical Data Control	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Shelf Life Program and Administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Control and disposal of scrap parts / components	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Do you have an internal audit system?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are corrective/preventive actions for non-compliance findings assured?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are the corrective / preventive actions documented accordingly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is there a verification process for the corrective /preventive actions?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are the audit findings accessible to the customer?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are the internal auditors independent of other duties?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Is the following information available?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Current list of approved inspection staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• List of inspections they are authorised to perform	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• List of current suppliers (e.g. OEM, MMF, PAH, etc.)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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2.	Inspection		Yes	No	N/A
A.	Does company carry out incoming inspections?		X		
	Are inspections conducted by approved personnel only?		X		
	What form of inspection is accomplished?				
	• Visual		X		
	• Dimensional		X		
	• Sampling				
	• Other (Please specify) _____				
	If "Sampling" is there a sampling specification procedure in place? (<i>Explain briefly</i>)				X

B.	Does the company have a non-conforming materials control procedure?		X		
	Are inspection stamps used?		X		
	• If "Yes" is there an inspection stamp control policy?		X		
	• Does this policy identify procedure for retiring inspection stamps?		X		
	• Is there a controlled register of stamp holders?		X		
	Who controls the issue/ withdrawal of inspection stamps?				
	Title: _____ Quality Assurance Manager				



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3. Technical Data

Note :

Technical data includes any documents used to verify that the parts complies with OEM requirements / specifications i.e. drawings, manuals, parts catalogues, etc. *It also includes any software package used to control specialised equipment or processes that are used in the maintenance of components or piece parts.*

Yes No N/A

- | | | | |
|---------------------------------------------------------------------------------------------|---|--------------------------|--------------------------|
| A. Is the appropriate, current technical data readily available to all staff? | X | <input type="checkbox"/> | <input type="checkbox"/> |
| B. Is there a documented system for obtaining Technical data and maintaining it up to date? | X | <input type="checkbox"/> | <input type="checkbox"/> |
| C. Is there an approved procedure to control and maintain a record of manual revisions? | X | <input type="checkbox"/> | <input type="checkbox"/> |
| D. Is technical data stored in a manner that will protect it from dirt and damage? | X | <input type="checkbox"/> | <input type="checkbox"/> |
| E. Does the company maintain a current set of EASA / FAA regulations? | X | <input type="checkbox"/> | <input type="checkbox"/> |
| F. Does company have a method for verifying AD status of a part / component? | X | <input type="checkbox"/> | <input type="checkbox"/> |

4. Procurement

- | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------|-----|--------------------------|--------------------------|
| | Yes | No | N/A |
| A. Does company procedure demonstrate the ability to; | | | |
| • Trace new parts / components to the source of procurement and to the source of production or to an EASA or FAA certificate holder? | X | <input type="checkbox"/> | <input type="checkbox"/> |
| • Provide, upon request, information pertaining to the production approval status of each part / component IAW the applicable regulations? | X | <input type="checkbox"/> | <input type="checkbox"/> |
| B. Where the part / component is <u>not</u> in the new condition can the company assure the following; | | | |
| • Part / component have not been subjected to extreme heat or stress? | X | <input type="checkbox"/> | <input type="checkbox"/> |
| • All part/components procured have traceability and/or airworthiness certification as required by FAA / EASA? | X | <input type="checkbox"/> | <input type="checkbox"/> |
| • All ADs which have been accomplished are documented on release documentation (<i>where applicable</i>) | X | <input type="checkbox"/> | <input type="checkbox"/> |
| • All "Overhauled" parts have appropriate documentation to substantiate their condition? (<i>if requested</i>) | X | <input type="checkbox"/> | <input type="checkbox"/> |
| • Part number conforms to the customer purchase request? | X | <input type="checkbox"/> | <input type="checkbox"/> |



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5. Material Control

	Yes	No	N/A
A. Is batch segregation utilised for aircraft materials requiring batch control?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Is material handled/protected (i.e. blanking caps, plugs, protective packing) in such a manner as to preclude damage and or deterioration from;			
• The environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Electrostatic discharge	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Foreign Object Damage (FOD)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Is the original packaging used where practical?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does the packing clearly identify;			
• Part number	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Shelf life (if applicable)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Batch/lot number (if applicable)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Is there a system / procedure for identifying non-conforming parts or materials? (Explain briefly) <u>Documented in TMW/TAMRO MOE Part 2.2 & 2.29</u>			
E. Is non-conforming material identified and segregated from usable stock?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Shelf Life Control Programme

	Yes	No	N/A
A. Is there a documented shelf life programme?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Does the programme list parts and materials that have shelf life limits	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Does each shelf life item show evidence of a shelf life limit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Is there a system to assure that no item will be issued past its expiration date?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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7. Records

	Yes	No	N/A
A. Can the company provide Certificate of Conformance / FAA 8130-3 / EASA Form 1 for all parts supplied showing the approved source and origin of the parts / components?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Is serial number traceability maintained where applicable?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Can company purchase records / sales orders show chain of ownership to a production approval holder (e.g. PMA, TSO, PC, TC, STC Holder) or a manufacture of standard parts?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Can you supply Material Certificates conforming to ATA 106 for all components? <i>(if requested)</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Are records protected against damage, alteration, deterioration and loss?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are test and inspection records for parts / components available for inspection? <i>(if requested)</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How long are part / component certification and maintenance history records maintained /retained? <u> 3 </u> Years			

8. Measuring and Test Equipment

	Yes	No	N/A
A. Does your company use measuring or test equipment to ensure part or component meets manufacture specifications?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Is there a programme/procedure to calibrate and maintain serviceability of tools?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Are precision tools stored in a manner that will ensure that they do not get damaged and maintain their accuracy?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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8. Measuring and Test Equipment Cont'd

	Yes	No	N/A
D. Do calibration records contain the following information?			
• Date of calibration	X		
• Calibration next due date	X		
• Inspection interval	X		
• Tool part number	X		
• Tool serial number	X		
• Reference standard used to calibrate	X		
E. Are Reference Standard used traceable to National /International Standards?	X		
F. Is employee-owned measuring equipment allowed to be used on the premises?		X	
G. If "Yes", is this measuring equipment subject to the control of the calibration programme?			X

9. Training and Authorised Personnel

	Yes	No	N/A
A. Is training provided for personnel who perform inspection, supervisory, shipping and receiving functions?	X		
B. Is both formal classroom and on -the -job training documented and maintained?	X		
C. Is list of certifying staff maintained?	X		
D. Is there a continuation training program/plan in place and does it cover Human Factors & Human Performance Limitation Training?	X		



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10. Housing & Facilities

	Yes	No	N/A
A. Is the facility of adequate size to house all material?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Is the receiving and shipping area separate & do they have adequate shelving and space?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Is your facility environmentally controlled?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Does the facility have adequate;			
• Lighting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Humidity Control	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Security	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Are the stores areas segregated as follows;			
• Serviceable parts storage (Bonded)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Unserviceable parts storage	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Quarantine storage (pending investigation)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Unsalvageable parts storage (scrap)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Scrapped Parts

	Yes	No	N/A
A. Is there a documented procedure for handling, mutilating of scrapped parts which will preclude their being returned to service?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Does the supplier identify by title or position the individual responsible for verifying compliance with this procedure?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Are records maintained of all serialised parts that are scrapped?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Is the procedure for the control and disposal of scrapped parts imposed on subcontractors and repair facilities with which you do business?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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12. Shipping

	Yes	No	N/A
A. Is there a visual inspection of all parts/ components being shipped?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Are all parts/components package to preclude the possibility of contamination i.e. blanks, caps, plugs, bagged etc..?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Are units shipped in containers that comply with or equivalent to ATA 300 container specifications?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Is a checklist used to verify shipping requirements and documentation to be enclosed in the shipment i.e. customer details, part/serial number Certification etc..	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Are all part/components preserved in accordance with manufactures requirements post maintenance and prior to shipping?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Vendor Commitment

	Yes	No	N/A
A. Do you commit to the provision of shop a visit report for all repair activities?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Does the shop visit report contain the following minimum requirements;			
• Condition findings confirming/denying removal reasons?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Customer special instruction embodiment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. • Parts replaced?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• SB's performed?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. • AD's performed?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Do you commit to assisting us with reliability improvement programmes?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you commit to site audits at your facilities by either TMW/TAMRO or their customers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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14.

Survey Approval

I certify the information supplied in this survey / questionnaire is true and complete and that our company can comply with the requirements as outline above.

Company Official : Mark Howard _____

Title : Quality Assurance Manager _____

Date : 28th March 2011 _____

Signature:  _____