TURBO RESOURCES INTERNATIONAL

QUALITY MANAGEMENT SYSTEM MANUAL



APPROVALS:

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INTRODUCTION

The Turbo Resources International (Turbo Resources) Quality Management System Manual specifies minimum quality system requirements applicable to its business scope as a distributor of aviation products and articles utilized in the aerospace industry. The system is designed to demonstrate Turbo Resources' ability to consistently provide product that meets customer and applicable statutory and regulatory requirements and enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

All employees are accountable for complying with the quality policy and the procedural documentation established to implement it.

Turbo Resources is located at 2615 N. Arizona Avenue, Chandler, Arizona 85225.

Turbo Resources' top management has ensured that facilities provide adequate space for the work performed. The facilities are evaporative cooled with adequate lighting and ventilation provided by ceiling and floor fans. The allocation of space, by function, is as follows:

Receiving inspection	6000 sq ft	Shipping Inspection	6000 sq ft
Material Storage	393000 sq ft	Sales & Admin Offices	45000 sq ft

This manual describes the policies, organizational responsibilities, and procedural controls necessary to comply with contractual Quality System requirements and is written to correspond to each quality system clause of International Standards ANSI/ISO/ASQ 9001:2015 and SAE/EN/SJAC AS9120 Rev B, Revised 2016-11. Deployment of the policies, responsibilities, and controls to various functions throughout the organization are accomplished by means of quality system procedures. These procedures also provide for compliance with the requirements of the Aviation Suppliers Association ASA-100.

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1. Scope

1.1 General

The Turbo Resources International (Turbo Resources) Quality Management System includes ISO9001:2015 quality management system requirements and specifies additional aviation industry requirements, definitions, and notes as shown in bold, italic text. *Specific application and/or clarification of requirements specific to Turbo Resources Quality Management System contained within this document are differentiated by italic text.*

Note: Specific application of the AS9120 and ISO9001 standards, as defined throughout this Quality Management System Manual, is harmonized with Aviation Suppliers Association Standard ASA-100 and other industry standards and regulations as required by customers and regulatory authorities. An attachment to this document has been provided to relate the requirements of the ASA-100 standard (Appendix A) to the documented quality management system.

It is emphasized that the Turbo Resources Quality Management System requirements specified in this manual are complementary (not alternative) to customer and applicable statutory and regulatory requirements. If there is a conflict between the requirements of this Quality Management System and the applicable statutory or regulatory requirements, the latter shall take precedent.

The Turbo Resources Quality Management System is designed to:

a) demonstrate Turbo Resources' ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, and

b) enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

Note1: In this manual, the terms "product" or "service" only apply to product and services intended for, or required by, a customer,

Note2: Statutory and regulatory requirements can be expressed as legal requirements.

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Turbo Resources' current scope of site operations and regulatory approvals (or lack thereof) have led to the determination that the requirements of the elements of the standards listed below are not applicable, with justifications noted:

Elements of ANSI/ISO/ASQ 9001 Standard which are not applicable	
8.3 Design and Development	*Turbo Resources holds neither design nor manufacturing approvals from the Federal Aviation Administration, and neither designs nor produces any product or service intended for, or required by, a customer.*

Elements of SAE/EN/SJAC AS9120 Standard which are not applicable	
8.3 Design and Development	*Turbo Resources holds neither design nor manufacturing approvals from the Federal Aviation Administration, and neither designs nor produces any product or service intended for, or required by, a customer.*

2. Normative Reference

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including amendments) applies.

Document Number	*Document Title*
SAE/EN/SJAC AS9120	***Quality Management Systems – Requirements for Aviation, Space, and Defense Distributors***
ANSI/ISO/ASQ 9001	***Quality Management Systems – Requirements***
ASA-100	*Quality System Standard*

3. Terms and Definitions

For the purposes of this document, the terms and definitions given in ISO 9001:2015 ***and the following*** apply.

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Within this document, the term manufacturer is intentionally used to clearly delineate the relationship between the product creator and Turbo Resources. The terms external provider and original manufacturer can be synonymous.

3.1 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.

3.2 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 *(see also QP-02, QP-04, QP-05, QP-21, QP-26, QP-28).*

Certificated Agency: A company issued a certificate by the cognizant civil aviation authority (e.g., FAA, EASA, TCCA, or equivalent) that authorizes the company to perform maintenance in accordance with approved and/or accepted data within the scope of their limitations.

3.3 Certificate of Conformity (commonly referred to as "Certificate of Conformance"): Documented information that attests to product conformity; conformance to defined process, design, and specification requirements.

3.4 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 *(see QP-16).*

3.5 Distributor: An organization carrying out the purchase, storage, splitting, or sale of products without affecting product conformity. *Distributors may also be referred to as "Brokers" within Turbo Resources' Quality Management System*

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

- Significant Change: Any change to the quality management system that implements or revises an element of the quality management system that is required by the FAA Advisory Circular (AC) 00-56 or Aviation Suppliers Association ASA-100

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

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3.8 Suspected Unapproved Part: A part for which there is objective and credible evidence indicating that the part is likely an unapproved or counterfeit part *(see QP-16).*

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.

3.9 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.

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

4. Context of the Organization

4.1 Understanding the Organization and Its Context

Turbo Resources has determined the external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its quality management system.

Turbo Resources monitors and reviews information about these external and internal issues.

Turbo Resources shall determine whether climate change is a relevant issue.

NOTE 1: Issues can include positive and negative factors or conditions for consideration.

NOTE 2: Understanding the external context can be facilitated by considering issues arising from legal, technological, competitive, market, cultural, social, and economic environments, whether international, national, regional, or local.

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NOTE 3: Understanding the internal context can be facilitated by considering issues related to values, culture, knowledge, and performance of the organization.

QP-11 Management Review

4.2 Understanding the Needs and Expectations of Interested Parties

Due to their effect or potential effect on the organization's ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements, Turbo Resources determines:

a) the interested parties that are relevant to the quality management system;

b) the requirements of these interested parties that are relevant to the quality management system.

Turbo Resources monitors and reviews information about these interested parties and their relevant requirements.

NOTE: Relevant interested parties can have requirements related to climate change.

4.3 Determining the Scope of the Quality Management System

Turbo Resources determines the boundaries and applicability of the quality management system to establish its scope.

When determining this scope, Turbo Resources considers:

a) the external and internal issues referred to in 4.1;

b) the requirements of relevant interested parties referred to in 4.2;

c) the products and services of the organization.

Turbo Resources applies all applicable elements of those standards referenced within 2.0 within the determined scope of its quality management system.

The scope of Turbo Resources' quality management system is available and maintained as documented information within this document within 1.1. The scope states the types of products and services covered and provides justification for any requirement of those standards referenced within 2.0 determined not applicable to the scope of the quality management system.

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4.4 Quality Management System and Its Processes

4.4.1 Turbo Resources has established, implemented, maintains, and continually improves a quality management system, including the processes needed and their interactions, in accordance with the requirements of those standards referenced within 2.0. ***Turbo Resources' quality management system also addresses customer and applicable statutory and regulatory quality management system requirements.***

Turbo Resources determines the processes needed for the quality management system and their application throughout the organization (see 1.2), and

a) determines the inputs required and the outputs expected from these processes *(see QMS Process Map at the end of this section)*;

b) determines the sequence and interaction of these processes *(see QMS Process Map at end of this section)*;

c) determines and applies criteria and methods (including monitoring, measurements, and related performance indicators) needed to ensure the effective operation and control of these processes;

d) determines the resources needed for these processes to ensure their availability;

e) assigns the responsibilities and authorities for these processes;

f) addresses the risks and opportunities as determined in accordance with 6.1;

g) evaluates these processes and implements any changes needed to ensure that the processes achieve their intended results; and

h) improves the processes and the quality management system

Ref: QMS Process Map at end of Clause 4.

4.4.2 To the extent necessary, Turbo Resources:

a) maintains documented information to support the operation of its processes;

b) retains documented information to have confidence that the processes are being carried out as planned.

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Turbo Resources established and maintains documented information that includes:

- ***a general description of relevant interested parties (see 4.2a);***
- ***the scope of the quality management system, including boundaries and applicability (see 4.3);***
- ***a description of the processes needed for the quality management system and their application throughout the organization*** *(see QMS Process Map at end of this section)**;***
- ***the sequence and interaction of these processes*** *(see QMS Process Map at end of this section)**;***
- ***assignment of the responsibilities and authorities for these processes.***

NOTE: The above description of the quality management system has been compiled within this document referred to as a quality manual.

Customer and/or regulatory authorities have access to quality management system documentation. This document is available at http://www.turboresources.com

Ref: QP-19 Quality Records
QP-20 Control of Electronic Media
QMS Process Map at end of Clause 4.

4.4.2.1 Documentation Structure

The structure of Turbo Resources Quality Management System documentation, in order of precedence, is as follows:

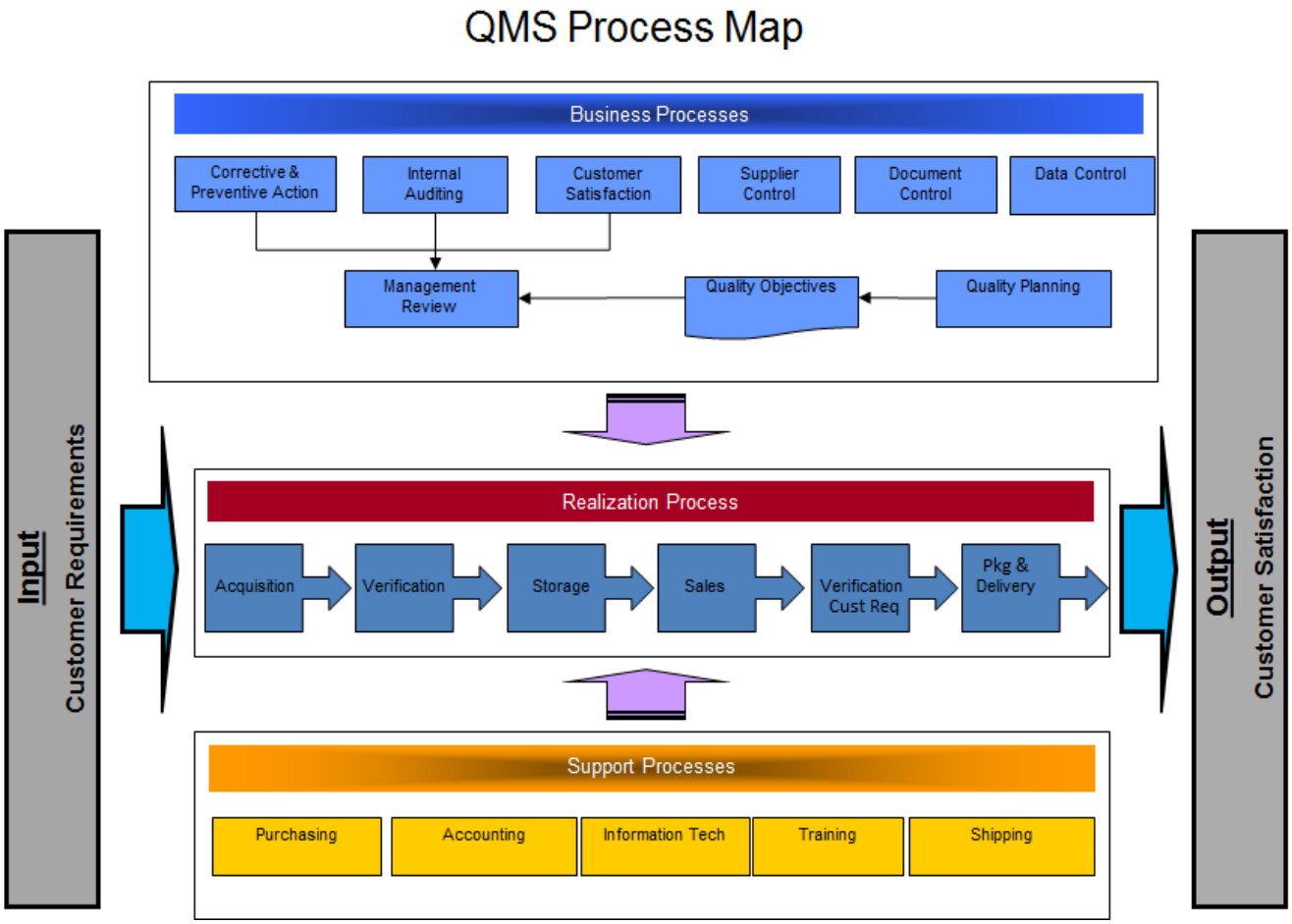
a) Turbo Resources Quality Management System Manual: This document establishes Turbo Resources' minimum quality standard system requirements and provides linkage to the quality procedures.

b) Turbo Resources Quality Procedures: Documented processes, procedures, and work instructions that are established, identified, and controlled by Turbo Resources that ensure Turbo Resources Quality Management System requirements are effectively implemented.

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c) Turbo Resources Quality Forms: Documents require completion (manually or electronically) during the accomplishment of tasks associated with a quality procedure.

Ref: QP-19 Quality Records
QP-20 Control of Electronic Media



5. Leadership

5.1 Leadership and Commitment

5.1.1 General

Turbo Resources' top management demonstrates leadership and commitment with respect to Turbo Resources' Quality Management System by:

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a) taking accountability for the effectiveness of the quality management system;

b) establishing the quality policy and quality objectives for the quality management system that are compatible with the context and strategic direction of the organization;

c) ensuring the integration of the quality management system requirements into the organization's business processes;

d) promoting the use of process approach and risk-based thinking;

e) ensuring that the resources needed for the quality management system are available;

f) communicating the importance of effective quality management and of conforming to the quality management system requirements;

g) ensuring that the quality management system achieves its intended results;

h) engaging, directing, and supporting persons to contribute to the effectiveness of the quality management system;

i) promoting improvement;

j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

NOTE: Reference to "business" can be interpreted broadly to mean those activities that are core to the purposes of the organization's existence.

Ref: QP-11 Management Review

5.1.2 Customer Focus

Turbo Resources' top management demonstrates leadership and commitment with respect to customer focus by ensuring that:

a) customer and applicable statutory and regulatory requirements are determined, understood, and consistently met;

b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;

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c) the focus on enhancing customer satisfaction is maintained;

d) product and service conformity and on-time delivery performance are measured and appropriate action is taken if planned results are not, or will not, be achieved.

Ref: QP-18 Contract Review
QP-13 Performance Monitoring and Measurement

5.2 Policy

5.2.1 Establishing the Quality Policy

Turbo Resources Quality Policy:

"Turbo Resources International will meet or exceed every measure of our customer's quality standards, as well as those set by industry while continually striving to better serve our customers."



This policy is the framework for establishing and reviewing measurable quality objectives.

Turbo Resources top management has established, implemented, and maintains a quality policy that:

a) is appropriate to the purpose and context of the organization and supports its strategic direction;

b) provides a framework for setting quality objectives;

c) includes a commitment to satisfy applicable requirements;

d) includes a commitment to continual improvement of the quality management system,

Ref: QP-11 Management Review

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5.2.2 Communicating the Quality Policy

The quality policy:

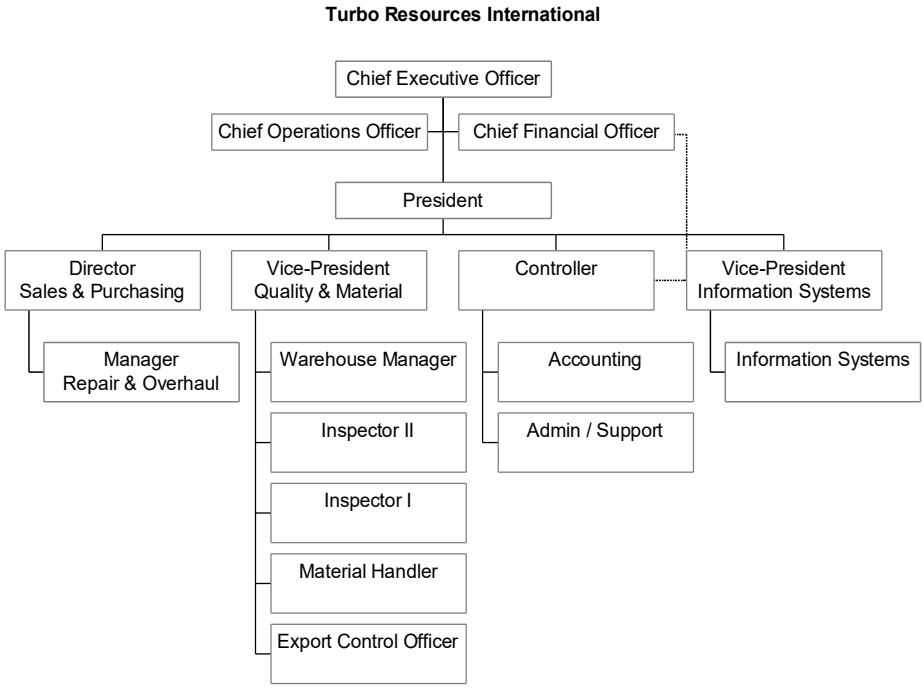
a) is available and maintained as documented information;

b) is communicated, understood, and applied within the organization;

c) is available to relevant parties, as appropriate.

Ref: QP-11 Management Review

5.3 Organizational Roles, Responsibilities, and Authorities



Turbo Resources' top management ensures that the responsibilities and authorities for relevant roles are assigned, communicated, and understood within the organization *(see Organization Chart above).*

Turbo Resources top management has assigned the responsibility and authority for:

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a) ensuring that the quality management system conforms to all applicable elements of those standards referenced within 2.0, within the determined scope of its quality management system;

b) ensuring that the processes are delivering their intended outputs;

c) reporting on the performance of the quality management system and on opportunities for improvement (see 10.1), in particular, to top management;

d) ensuring the promotion of customer focus throughout the organization;

e) ensuring that the integrity of the Turbo Resources Quality Management System is maintained when changes to the Quality Management System are planned and implemented.

Turbo Resources top management has appointed a member of management, identified as the management representative, who has the responsibility and oversight of the above requirements.

The management representative has the organizational freedom and unrestricted access to top management to resolve quality management issues.

Note1: The responsibility of a management representative can include liaison with external parties on matters relating to the Quality Management System.

Note2: Turbo Resources top management appoints the Vice-President Quality & Material to serve as the Management Representative with singular authority and accountability for oversight / execution of the above activities (see 5.1.1).

Ref: QP-11 Management Review
QP-03 Document Control

The responsibility and authority of those who manage, perform or verify work affecting product quality have been defined through specific functions. Employees may perform more than one function within the organization (as defined by the organizational chart) provided they are qualified and trained to the requirements for each function they perform. (See 8.2.2 for consideration of issues relating to Internal Audit).

Functional responsibilities and interrelationships of management are defined below. Delegation of tasks associated with functional responsibilities does not relieve the delegating function of the overall responsibility indicated herein.

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Chief Executive Officer

a) Identifies opportunities for and resolving assigned issues in support of the Corrective Action and Improvement system.

b) Models behaviors daily that support this Quality Management System.

Chief Operating Officer

a) Identifies opportunities for and resolving assigned issues in support of the Corrective Action and Improvement system.

b) Models behaviors daily that support this Quality Management System.

Chief Financial Officer

a) Identifies opportunities for and resolving assigned issues in support of the Corrective Action and Improvement system.

b) Models behaviors daily that support this Quality Management System.

President

a) Identifies opportunities for and resolving assigned issues in support of the Corrective Action and Improvement system.

b) Oversees the total business operation to ensure its business plans (long and short) are met.

c) Defines and documents the quality policy, objectives for and commitment to quality for Turbo Resources.

d) Appoints a Management Representative who has defined responsibility and authority to implement and maintain the Turbo Resources Quality Management System.

e) Ensures that appropriate resources are available to implement and maintain the Turbo Resources Quality Management System.

f) Serves as "Accountable Manager" with full organizational and fiduciary responsibility for the organization.

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Directors of Sales/Purchasing

a) Models behaviors daily that support this Quality Management System.

b) Ensures that sales and purchasing activities are performed in accordance with documented procedures and that objective evidence of compliance is maintained.

c) Ensures that customer contract requirements are flowed down to sub-tier suppliers in accordance with documented procedures.

d) Identifies opportunities for and resolving assigned issues in support of the Corrective Action and Improvement system.

Repair & Overhaul Manager

a) Ensures that purchasing activities related to the subcontracting of maintenance to certificated agencies are performed in accordance with documented procedures and that objective evidence of compliance is maintained.

b) Identifies opportunities for and resolving assigned issues in support of the Corrective Action and Improvement system.

Vice-President Quality & Material

The Vice-President Quality & Material has been appointed to serve as Management Representative with specific Quality System responsibilities that include:

a) Ensures the Quality Management System is established, implemented, and maintained according to those standards referenced within 2.0.

b) Reports on performance of the Quality Management System at regular intervals based on requirements defined through the implementation of Management Reviews.

Other specific Quality System responsibilities include:

c) Maintains and documents procedures controlling all documents and data related to the requirements of AS9120, ISO9001, and ASA-100.

d) Maintains documented procedures for identifying product.

e) Establishes and maintains documented procedures for inspection and testing.

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f) Ensures that product is not used until it has been inspected or otherwise verified as conforming to specified requirements.

g) Ensures proper Receiving, In-Process, and Final Inspection and Testing is conducted as required by documented procedures.

h) Ensures that records providing evidence that product has been inspected and/or tested are established and maintained.

i) Follows the appropriate documented procedure to review and disposition nonconforming product.

j) Establishes and maintains documented procedures for implementing corrective and preventive action.

k) Establishes and maintains documented procedures for identification, collection, indexing, access, filing, storage, maintenance, and disposition of all records associated with the Quality Management System.

l) Establishes and maintains documented procedures for planning and conducting internal quality system audits.

m) Maintains supplier registers with approval status noted (with exception of disallowed suppliers) and ensure supplier performance is adequate to the needs of the organization.

n) Assumes responsibility for all quality systems, including Inspection, Tool & Test Equipment Calibration, Technical Data Control, Shelf Life Program and Scrapped Parts (as applicable).

o) Ensures adequate human resources required to ensure compliance with documented procedures are available.

Warehouse Manager

a) Models behaviors daily that support this Quality Management System

b) Identifies training needs and conducting training to ensure employee behaviors support this Quality Management System.

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c) *Assists the Vice-President Quality & Material in ensuring that Inspectors perform all inspection, handling, and record keeping in accordance with documented procedures.*

d) *Establishes and maintains procedures and practices to ensure that product is properly handled, stored, retrieved, and shipped without damage.*

e) *Identifying opportunities for and resolving assigned issues in support of the Corrective Action and Improvement system.*

Inspectors (II & I)

a) *Performs all inspection, handling, and record keeping tasks described within documented procedures relating to the tasks being performed within the scope of authority designated on the Inspector Roster for their classification level.*

b) *Identifies opportunities for and resolving assigned issues in support of the Corrective Action and Improvement system.*

Responsibility and authority for verifying work performed and identifying acceptance status (with limitations, if applicable) has been delegated to those individuals indicated on the Inspector Roster.

Material Handler

a) *Performs all material handling and record keeping tasks described within documented procedures relating to the tasks being performed within associated procedures.*

b) *Identifies opportunities for and resolving assigned issues in support of the Corrective Action and Improvement system.*

Export Control Officer

a) *Performs all administrative and support activities relating to products and technology under export control in accordance with documented procedures.*

b) *Serves as liaison with governmental agencies to ensure compliance with United States export regulations and laws.*

c) *Ensures that documented procedures provide means of compliance with United States export regulations and laws.*

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d) Identifies opportunities for and resolving assigned issues in support of the Corrective Action and Improvement system.

Note: Personnel performing this function shall be required to obtain a Username and Personal Identification Number (PIN) from the Bureau of Industry and Security (BIS) to assist in the performance of various tasks and submission of requests for various approvals and licenses. Personnel changes shall be communicated to the Bureau of Industry and Standard, Western region.

Controller

a) Maintains supplier registers with approval status noted (disallowed suppliers only).

b) Assures that quality records relating to accounting activities are maintained in accordance with documented procedures.

c) Identifies opportunities for and resolving assigned issues in support of the Corrective Action and Improvement system.

d) Models behaviors daily that support this Quality Management System.

e) Identifies training needs and conducting training to ensure employee behaviors support this Quality Management System.

Accounting

a) Performs all accounting activities relating to quality issues in accordance with documented procedures.

b) Identifies opportunities for and resolving assigned issues in support of the Corrective Action and Improvement system.

Administrative / Support Staff

a) Performs all administrative and support activities relating to quality issues in accordance with documented procedures.

b) Identifies opportunities for and resolving assigned issues in support of the Corrective Action and Improvement system.

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Vice-President, Information Technology

a) Ensures that network drives to which software files containing quality procedures are maintained in accordance with document procedures.

b) Identifies opportunities for and resolving assigned issues in support of the Corrective Action and Improvement system.

c) Models behaviors daily that support this Quality Management System.

d) Identifies training needs and conducting training to ensure employee behaviors support this Quality Management System.

Information Technology

a) Assists the Vice-President, Information Technology in ensuring that network drives to which software files containing quality procedures are maintained in accordance with document procedures.

b) Identifies opportunities for and resolving assigned issues in support of the Corrective Action and Improvement system.

6. Planning

6.1 Actions to Address Risks and Opportunities

6.1.1 Turbo Resources considers the issues referenced in 4.1 and the requirements referred to in 4.2 and determines the risks and opportunities that need to be addressed to:

a) give assurance that the quality management system can achieve its intended result(s);

b) enhance desirable effects;

c) prevent, or reduce, undesired effects;

d) achieve improvement.

Ref: QP-11 Management Review

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6.1.2 Turbo Resources plans:

a) actions to address these risks and opportunities;

b) how to:

1. integrate and implement actions into its quality management system processes (see 4.4);

2. evaluate the effectiveness of these actions.

Actions taken to address risks and opportunities are proportionate to the potential impact on the conformity of products and services.

NOTE1: Options to address risks can include avoiding risk, taking risk in order to pursue an opportunity, eliminating the risk source, changing the likelihood or consequences, sharing the risk, or retaining risk by informed decision.

NOTE2: Opportunities can lead to the adoption of new practices, launching new products, opening new markets, addressing new customers, building partnerships, using new technology and other desirable and viable possibilities to address the organization's or its customer's needs.

Ref: QP-11 Management Review

6.2 Quality Objectives and Planning to Achieve Them

6.2.1 Turbo Resources has established quality objectives at relevant functions, levels, and processes needed for the quality management system.

The quality objectives;

a) are consistent with the quality policy

b) are measurable

c) take into account applicable requirements;

d) are relevant to conformity of products and services and to enhancement of customer satisfaction;

e) are monitored;

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f) are communicated;

g) are updated, as appropriate.

Turbo Resources maintains documented information on its quality objectives.
Ref: QP-11 Management Review

6.2.2 When planning how to achieve its quality objectives, Turbo Resources determines:

a) what will be done;

b) what resources will be required;

c) who will be responsible;

d) when it will be completed;

e) how the results will be evaluated.

Ref: QP-11 Management Review

6.3 Planning of Changes

When Turbo Resources determines the need for changes to the quality management system, the changes are be carried out in a planned manner (see 4.4).

Turbo Resources considers:

a) the purposes of the changes and their potential consequences;

b) the integrity of the quality management system;

c) the availability of resources;

d) the allocation or reallocation of responsibilities and authorities.

Ref: QP-11 Management Review

7. Support

7.1 Resources

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7.1.1 General

Turbo Resources determines and provides the resources needed for the establishment, implementation, maintenance, and continual improvement of the quality management system.
Turbo Resources considers:

a) the capabilities of, and constraints on, existing internal resources;

b) what needs to be obtained from external providers.

Ref: QP-11 Management Review

7.1.2 People

Turbo Resources determines and provides the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes.

Ref: QP-11 Management Review

7.1.3 Infrastructure

Turbo Resources determines, provides, and maintains the infrastructure necessary for the operation of its processes and to achieve conformity of products and services.

NOTE: Infrastructure can include:

a) buildings and associated utilities;

b) equipment, including hardware and software;

c) transportation resources;

d) information and communication technology.

Ref: QP-11 Management Review

7.1.4 Environment for the Operation of Processes

Turbo Resources determines, provides, and maintains the environment necessary for the operation of its processes and to achieve conformity of products and services.

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NOTE: A suitable environment can be a combination of human and physical factors, such as:

a) social (e.g., non-discriminatory, calm, non-confrontational);

b) psychological (e.g., stress-reducing, burnout prevention, emotionally protective);

c) physical (e.g., temperature, heat, humidity, light, airflow, hygiene, noise).

These factors can differ substantially depending on the products and services provided.

Ref: QP-11 Management Review

7.1.5 Monitoring and Measuring Resources

7.1.5.1 General

Turbo Resources determines and provides the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of product and services to requirements.

Turbo Resources ensures that the resources provided:

a) are suitable for the specific type of monitoring and measurement activities being undertaken;

b) are maintained to ensure their continuing fitness for their purpose.

Turbo Resources retains appropriate documented information as evidence of fitness for purpose of the monitoring and measurement resources.

Ref: QP-29 Control of Measurement and Test Equipment

7.1.5.2 Control of Monitoring and Measuring Equipment

When measurement traceability is a requirement, or is considered by Turbo Resources to be an essential part of providing confidence in the validity of measurement results, measuring equipment is:

a) calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement

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standards; where no such standards exist, the basis used for calibration or verification is retained as documented information;

b) identified in order to determine their status;

c) safeguarded from adjustments, damage, or deterioration that would invalidate the calibration status and subsequent measurement results.

Turbo Resources has established, implemented, and maintains a process for the recall of monitoring and measuring equipment requiring calibration or verification.

Turbo Resources maintains a register of the monitoring and measuring equipment , and defines the process employed for their calibration including details of equipment type, unique identification, location, the calibration or verification method, frequency, and acceptance criteria.

NOTE: Monitoring and measuring equipment can include, but are not limited to personally owned and customer supplied equipment used to provide evidence of product and service conformity.

Calibration or verification of monitoring and measuring equipment is carried out under suitable environmental conditions (See 7.1.4).

Turbo Resources determines if the validity of previous measurement results have been adversely affected when measuring equipment is found unfit for its intended purpose and takes appropriate action, as necessary

Ref: QP-29 Control of Measurement and Test Equipment

7.1.6 Organizational Knowledge

Turbo Resources determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services.

This knowledge is maintained and made available to the extent necessary.

When addressing changing needs and trends, Turbo Resources considers its current knowledge and determines how to acquire or access any necessary additional knowledge and required updates.

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NOTE1: Organizational knowledge is knowledge specific to the organization; it is generally gained by experience. It is information that is used and shared to achieve the organization's objectives.

NOTE2: Organizational knowledge can be based on:

a) internal sources (e.g., intellectual property; knowledge gained from experience; lessons learned from failures and successful projects; capturing and sharing undocumented knowledge and experience; the results of improvements in processes, products, and services);

b) external sources (e.g., standards; academia; conferences; gathering knowledge from customers or external providers).

Ref: QP-03 Document Control
QP-08 Personnel Training

7.2 Competence

Turbo Resources:

a) determines the necessary competence for person(s) doing work under its control that affects the performance and effectiveness of the quality management system;

b) ensures that these persons are competent on the basis of appropriate education, training, or experience;

c) retains appropriate documented information as evidence of competence.

NOTE: Consideration should be given for the periodic review of the necessary competence.

Ref: QP-08 Personnel Training

7.3 Awareness

Turbo Resources ensures that persons doing work under its control are aware of:

a) the quality policy;

b) relevant quality objectives;

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c) their contribution to the effectiveness of the quality management system, including benefits of improved performance;

d) the implications of not conforming with the quality management system requirements;

e) relevant quality management system documented information and changes thereto;

f) their contribution to product or service conformity;

g) their contribution to product safety;

h) the importance of ethical behavior.

Ref: QP-03 Document Control
QP-11 Management Review

7.4 Communication

Turbo Resources determines the internal and external communications relevant to the quality management system, including:

a) on what it will communicate;

b) when to communicate;

c) with whom to communicate;

d) how to communicate;

e) who communicates.

Ref: QP-11 Management Review

7.5 Documented Information

7.5.1 General

Turbo Resources' quality management system includes:

a) documented information required by applicable elements of those standards referenced within 2.0;

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b) documented information determined by the organization as being necessary for the effectiveness of the quality management system;

NOTE: The extent of documented information for a quality management system can differ from one organization to another due to:

- the size of organization and its type of activities, processes, products, and services;

- the complexity of processes and their interactions;

- the competence of persons.

Ref: QP-03 Document Control

7.5.2 Creating and Updating

When creating and updating documented information, Turbo Resources ensures appropriate:

a) identification and description (e.g., a title, date, author, or reference number);

b) format (e.g., language, software version, graphics) and media (e.g. paper, electronic);

c) review and approval for suitability and adequacy.

NOTE: Approval implies authorized persons and approval methods are identified for the relevant types of documented information, as determined by the organization.

Ref: QP-03 Document Control

7.5.3 Control of Documented Information

7.5.3.1 Documented information required by the quality management system and those standards referenced within 2.0 is controlled to ensure:

a) it is available and suitable for use, where and when it is needed;

b) it is adequately protected (e.g., from loss of confidentiality, improper use, or loss of integrity).

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Ref: QP-03 Document Control

7.5.3.2 For the control of documented information, Turbo Resources addresses the following activities, as applicable:

a) distribution, access, retrieval, and use;

b) storage and preservation, including preservation of legibility;

c) control of changes (e.g., version control);

d) retention and disposition;

e) prevention of the unintended use of obsolete documented information by removal or by application of suitable identification of controls if kept for any purpose.

Documented information of external origin determined by Turbo Resources to be necessary for the planning and operation of the quality management system is identified as appropriate, and controlled.

Documented information retained as evidence of conformity is protected from unintended alterations.

When documented information is managed electronically, data protection processes have been defined (e.g., protection from loss, unauthorized changes, unintended alteration, corruption, physical damage).

NOTE: Examples of documented information that is retained may include but is not limited to:

- ***manufacturer, distributor, and repair station test and inspection reports;***
- ***purchase orders/contracts;***
- ***certificates of conformity (manufacturer, sub-tier distributor), copies of authorized release certificates;***
- ***nonconformance, concession, and corrective actions;***
- ***documented information of lot or batch traceability;***

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- ***documented information of storage, preservation, or shelf life condition (e.g., time, temperature, humidity).***

NOTE: Access can imply a decision regarding the permission to view the documented information only, or the permission and authority to view and change the documented information.

Ref: QP-03 Document Control
QP-20 Control of Electronic Media

8. Operation

8.1 Operational Planning and Control

Turbo Resources plans, implements, and controls the processes (See 4.4) needed to meet the requirements for the provision of products and services, and to implement the actions determined in clause 6, by:

a) determining the requirements for the products and services;

NOTE: Determination of requirements for the products and services includes consideration of:

- ***Personal and product safety;***
- ***availability and inspectability;***
- ***product obsolescence;***
- ***prevention, detection, and removal of foreign objects;***
- ***handling, packaging, and preservation;***
- ***recycling or final disposal of the product at the end of its life.***

b) establishing criteria for:

1. the processes;

2. the acceptance of products and services;

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NOTE: According to the nature of the product and depending on the specified requirements, statistical techniques may be used to support:

- ***process control;***
  - ***process capability measurements;***
  - ***statistical process control;***
  - ***design of experiments;***
- ***verification.***

c) determining the resources needed to achieve conformity to the product and service requirements ***and to meet on-time delivery of products and services***;

d) implementing controls of the process in accordance with the criteria;

e) determining, maintaining, and retaining documented information to the extent necessary;

1. to have confidence that the processes have been carried out as planned;
2. to demonstrate conformity of products and services to their requirements;

f) ***engaging representatives of affected organization functions for operational planning and control;***

g) determining the products and services to be obtained from external providers;

h) establishing the controls needed to prevent the delivery of nonconforming products and services to the customer.

NOTE: One method to achieve operational planning and control can be through using integrated phased processes.

As appropriate to the organization, customer requirements, and products and services, Turbo Resources plans and manages product and service provision in a structured and controlled manner including scheduled events performed in a planned sequence to meet the requirements at acceptable risk, within resource and schedule constraints.

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NOTE: This activity is generally referred to as project planning, project management, or program management.

The output of this planning is in a form suitable for Turbo Resources' operations.
NOTE: As an output of this planning, documented information specifying the processes of the quality management system and the resources to be applied to a specific product, project, or contract can be referred to as a quality plan.

Turbo Resources controls planned changes and reviews consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

Turbo Resources ensures that outsourced processes are controlled (see 8.4)

Turbo Resources has established, implemented, and maintains a process to plan and control the temporary or permanent transfer of work to ensure the continuing conformity of the work to requirements. The process ensures that work transfer impacts and risks are managed.

NOTE: For the control of work transfer from the organization to an external provider, or from an external provider to another external provider, see 8.4. For the control of work transfer from organization facility to another, or from an external provider to the organization, see 8.5.

Ref: *QP-04 Receiving Purchased Parts*
QP-05 Shipping Inspection
QP-14 Receiving Customer Returned Parts
QP-17 Purchasing
QP-18 Contract Review
QP-27 Receiving Consigned Parts and Lot Purchases
QP-26 Receiving Supplier Processed Parts

8.1.1 (Not Used)

8.1.2 Configuration Management

Turbo Resources plans, implements, and controls a process for configuration management as appropriate to the organization and its products and services in order to ensure the identification and control of physical and functional attributes throughout the product lifecycle. This process:

a) controls product identity and traceability to the requirements, including the implementation of identified changes;

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Turbo Resources holds no design nor manufacturing approvals, nor designs nor produces any product intended for, or required by, a customer. Product identity and traceability, is established by the manufacturer, by part number (and dash number, if applicable), by means of part markings (e.g., data plates, data labels) and/or documentation from the manufacturer and/or certificated agencies and is recognized and utilized by Turbo Resources.

b) ensures that the documented information (e.g., requirements, design, verification, validation and acceptance documentation) is consistent with the actual attributes of the products and services.

Turbo Resources ensures that documented information is consistent with actual attributes of the products and services on a limited basis. This audit activity, when performed, may include but not be limited to visual inspection to obvious damage, comparison of item configuration against externally sourced data (e.g., illustrated part catalogues, drawings, etc…) and comparison of kit contents (e.g., constituent part numbers and associated quantities) against a "kit list" (when provided).

Ref: QP-04 Receiving Purchased Parts
QP-05 Shipping Inspection
QP-14 Receiving Customer Returned Parts
QP-17 Purchasing
QP-18 Contract Review
QP-27 Receiving Consigned Parts and Lot Purchases
QP-26 Receiving Supplier Processed Parts

8.1.3 (Not Used)

8.1.4 Prevention of Counterfeit Parts

Turbo Resources plans, implements, and controls processes, appropriate to the organization and the product, for the prevention of counterfeit or suspected counterfeit part use and their inclusion in product(s) delivered to the customer.

NOTE: Counterfeit part prevention processes should consider:

- ***training of appropriate persons in the awareness and prevention of counterfeit parts***
- ***application of a parts obsolescence monitoring program;***

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- ***controls for acquiring externally provided product from original or authorized manufacturers, authorized distributors, or other approved sources;***

- ***requirements for assuring traceability of parts and components to their original or authorized manufacturers;***

- ***verification and test methodologies to detect counterfeit parts;***

- ***monitoring of counterfeit parts from external sources;***

- ***quarantine and reporting of suspected or detected counterfeit parts.***

Ref: *QP-04 Receiving Purchased Parts*
QP-05 Shipping Inspection
QP-08 Personnel Training
QP-14 Receiving Customer Returned Parts
QP-17 Purchasing
QP-16 Suspected Unapproved Parts
QP-18 Contract Review
QP-27 Receiving Consigned Parts and Lot Purchases
QP-26 Receiving Supplier Processed Parts

8.1.5 Prevention of Suspected Unapproved Parts

Turbo Resources plans, implements, and controls processes, appropriate to the organization and the product, that identifies and prevents the release of unapproved and suspected unapproved parts.

NOTE: Suspected unapproved part prevention processes should consider:

- ***training of appropriate persons in the awareness and identification of suspected unapproved parts***

- ***requirements for assuring traceability of parts and components to an authorized source;***

- ***inspection processes to detect suspected unapproved parts;***

- ***monitoring of suspected unapproved parts from external sources;***

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- ***quarantine and reporting of suspected unapproved parts in accordance with applicable requirements from the competent authority or customers, as required.***

Ref: *QP-04 Receiving Purchased Parts*
QP-05 Shipping Inspection
QP-08 Personnel Training
QP-14 Receiving Customer Returned Parts
QP-17 Purchasing
QP-16 Suspected Unapproved Parts
QP-18 Contract Review
QP-27 Receiving Consigned Parts and Lot Purchases
QP-26 Receiving Supplier Processed Parts

8.2 Requirements for Products and Services

8.2.1 Customer Communication

Communication with customers includes:

a) providing information relating to products and services;

b) handling inquiries, contracts, or orders, including changes;

c) obtaining customer feedback relating to products and services, including customer complaints;

d) handling or controlling customer property;

e) establishing specific requirements for contingency actions, when relevant.

Ref: *QP-10 Corrective Action and Improvement*
QP-18 Contract Review

8.2.2 Determining the Requirements for Products and Services

When determining the requirements for the products and services to be offered to customers, Turbo Resources ensures that:

a) the requirements for the products and services are defined, including:

1. any applicable statutory and regulatory requirements;

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2. those considered necessary by Turbo Resources.

b) Turbo Resources can meet the claims for the products and services it offers.

Ref: QP-02 Parts Identification and Traceability
QP-18 Contract Review

8.2.3 Review of the Requirements for Product and Services

8.2.3.1 Turbo Resources ensures that it has the ability to meet the requirements for products and services to be offered to customers. Turbo Resources conducts reviews before committing to supply products and services to the customer, to include:

a) requirements specified by the customer, including the requirements for delivery and post-delivery activities;

b) requirements not stated by the customer, but necessary for the specified or intended use, when known;

c) requirements specified by Turbo Resources;

d) statutory and regulatory requirements applicable to the products and services;

e) contract or order requirements differing from those previously expressed,

This review is coordinated with applicable functions within the organization. If upon review Turbo Resources determines that some customer requirements cannot be met or can only partially be met, a mutually acceptable requirement shall attempt to be negotiated.

Turbo Resources ensures that contract or order requirements differing from those previously defined are resolved.

Where the customer provides no documented statement of requirements, the customer requirements are confirmed by Turbo Resources before acceptance.

Note: In some situations, such as internet sales, a formal review is impractical for each order. Instead the review can cover relevant product information such as catalogues.

Ref: QP-05 Shipping Inspection
QP-18 Contract Review

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8.2.3.2 Turbo Resources retains documented information, as applicable:

a) on the results of the review;

b) on any new requirements for the products and services.

Ref: QP-05 Shipping Inspection
QP-18 Contract Review

8.2.4 Changes to Requirements of Products and Services

Where product requirements are changed, Turbo Resources ensures that relevant documents are amended and that relevant personnel are made aware of the changed requirements.

Ref: QP-05 Shipping Inspection
QP-18 Contract Review

8.3 Design and Development of Products and Services

Turbo Resources holds no design nor manufacturing approvals from the Federal Aviation Administration, nor designs nor produces any product intended for, or required by, a customer and has determined that this element not applicable to the scope of its quality management system (see 2.0).

8.4 Control of Externally Provided Processes, Products, and Services

8.4.1 General

Turbo Resources ensures that externally provided processes, products, and services conform to requirements.

Turbo Resources is responsible for the conformity of all externally provided processes, products, and services, including from sources defined by the customer.

Turbo Resources ensures, when required, that customer-designated or approved external providers, including process sources (e.g., special processes), are used.

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Turbo Resources identifies and manages risk associated with the external provision of processes, products, and services, as well as the selection and use of external providers.

Turbo Resources requires that external providers apply appropriate controls to their external providers, to ensure that requirements are met.

Turbo Resources determines the controls to be applied to externally provided processes, products, and services when:

a) products and services from external providers are intended for incorporation into Turbo Resources' own products and services;

b) products and services are provided directly to the customer(s) by external providers on behalf of Turbo Resources;

c) a process, or part of a process, is provided by an external provider as a result of a decision by Turbo Resources.

Turbo Resources determines and applies criteria for the evaluation, selection, monitoring of performance, and reevaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. Turbo Resources maintains documented information of these activities and any information arising from the evaluations.

NOTE: During external provider evaluation and selection, Turbo Resources can use quality data from objective and reliable external sources, as evaluated by Turbo Resources (e.g., information from accredited quality management system or process certification bodies, external provider approvals from government authorities or customers). Use of such data would be only one component of Turbo Resources' external provider control process and Turbo Resources remains responsible for verifying that externally provided processes, products, and services meets specified requirements.

Ref: QP-17 Purchasing
QP-12 Supplier Control

8.4.1.1 Turbo Resources:

a) defines the process, responsibilities and authority for the approval status decision, changes of the approval status and conditions for a controlled use of external providers depending on their approval status,

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b) maintains a register of external providers that includes approval status (e.g., approved, conditional, disapproved) and the scope of the approval (e.g., product type, process family, authorized approval to distribute);

c) periodically reviews external provider performance, including process, product and service conformity, and on-time delivery performance;

d) defines the necessary actions to take when dealing with external providers that do not meet requirements;

e) define the requirements for controlling documented information created by and/or retained by external providers.

Ref: QP-17 Purchasing
QP-12 Supplier Control

8.4.2 Type and Extent of Control

Turbo Resources ensures that externally provided process, products, and services do not adversely affect the ability to consistently deliver conforming products and services to its customers.

Turbo Resources:

a) ensures that externally provided processes remain within the control of its quality management system;

b) defines both the controls it applies to external providers and those it intends to apply to the resulting output;

c) take into consideration:

1. the potential impact of the externally provided processes, products, and services on Turbo Resources' ability to consistently deliver conforming products and services to its customers;

2. the effectiveness of the controls applied by the external provider;

3. the results of the periodic review of external provider performance (See 8.4.1.1 c).

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d) determine the verification, or other activities, necessary to ensure that the externally provided processes, products, and services meet requirements.

Verification activities of externally provided processes, products, and services are performed according to identified risks. These include inspection or periodic testing, as applicable, when there is a high risk of nonconformities including counterfeit parts.

NOTE1: Customer verification activities performed at any level of the supply chain does not absolve Turbo Resources of its responsibility to provide acceptable processes, products, and services and to comply with all requirements.

NOTE2: Verification activities can include

- review of obtaining objective evidence of the conformity of the processes, products, and services from the external provider (e.g., accompanying documentation, certificate of conformity, test documentation, statistical documentation, process control documentation, results of production process verification and assessment of changes to the production process thereafter);

- ***inspection and audit at the external provider's premises;***

- ***review of the required documentation;***

- ***review of the production part approval process data;***

- ***Inspection of products or verification of services upon receipt.***

When external provider test reports are utilized to verify externally provided products, Turbo Resources evaluates the data in test reports to confirm that the product meets requirements. When a customer or Turbo Resources has identified raw material as a significant risk, Turbo Resources validates the accuracy of test reports.

Ref: QP-04 Receiving Purchased Parts
QP-26 Receiving Supplier Processed Parts
QP-27 Receiving Consigned Parts and Lot Purchases

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8.4.3 Information for External providers

Turbo Resources ensures the adequacy of requirements prior to their communication to the external provider.

Turbo Resources communicates to external providers its requirements for:

a) the processes, products, and services to be provided ***including the identification of relevant technical data (e.g., specification, drawings, process requirements, work instructions);***

b) the approval of:

   1. products and services;

   2. methods, processes, and equipment;

   3. the release of products and services.

c) competence, including any required qualification of persons;

d) the external providers interactions with Turbo Resources;

e) control and monitoring of the external providers performance to be applied by Turbo Resources;

f) verification or validation activities that Turbo Resources, or its customer, intends to provide at the external provider's premises;

g) test, inspection, and verification

h) the use of statistical techniques for product acceptance and related instructions for acceptance by Turbo Resources;

i) the need to:

- ***implement a quality system;***

- ***use customer-designated or approved external providers, including process sources (e.g., special processes);***

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- ***notify Turbo Resources of nonconforming processes, product, or services and obtain approval for their disposition;***

- ***prevent the use of suspected unapproved, unapproved, and counterfeit parts (see 8.1.4 and 8.1.5);***

- ***notify Turbo Resources of changes in processes, products, or services, including changes of their external providers or location of manufacture;***

- ***flow down to external providers applicable requirements including customer requirements;***

- ***provide a certificate of conformity, test reports or authorized release certificate, as applicable;***

- ***retain documented information, including retention periods and disposition requirements;***

j) the right of access by Turbo Resources, their customer, and regulatory authorities to the applicable areas of facilities and to applicable documented information, at any level of the supply chain;

k) ensuring that persons are aware of:

- ***their contribution to product and service conformity;***

- ***their contribution to product safety;***

- ***the importance of ethical behavior.***

Ref: QP-17 Purchasing

8.5 Production and Service Provision

8.5.1 Control of Production and Service Provision:

Turbo Resources implements production and service provision under controlled conditions.

Controlled conditions include, as applicable,

a) the availability of documented information that defines:

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1. the characteristics of the product to be produced, the services to be provided, or the activities to be performed;
2. the results to be achieved;

NOTE1: Documented information that defines characteristics of products and services can include digital product definition data, drawings, part lists, materials and process specifications.

NOTE2: Documented information for activities to be performed and results to be achieved can include process flow charts, control plans, documents (e.g., travelers, routers, work orders) and verification documents.

b) the availability and use of suitable monitoring and measuring resources:

c) the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met;

1. ensuring that documented information for monitoring and measurement activity for product acceptance includes:

- ***criteria for acceptance and rejection;***

- ***where in the sequence verification activities are to be performed;***

- ***measurement results to be retained (at a minimum an indication of acceptance or rejection);***

- ***any specific monitoring or measurement equipment required and instructions associated with their use;***

2. ensuring that when sampling is used as a means of product acceptance, the sampling plan is justified on the basis of recognized statistical principles and appropriate for use.

d) the use of suitable infrastructure and environment for the operation of processes;

NOTE: Suitable infrastructure can include product specific tools (e.g., jigs, fixtures, molds) and software programs.

e) the appointment of competent persons, including any required qualification;

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f) the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;

g) the implementation of actions to prevent human error;

h) the implementation of release, delivery, and post-delivery activities;

i) the establishment of criteria for workmanship (e.g., written standards, representative samples, illustrations);

j) the accountability for all product (e.g., parts quantities, split orders, nonconforming product),

k) the availability of evidence that all production and inspection / verification operations have been completed as planned, or as otherwise documented and authorized,

l) the provision for the prevention, detection and removal of foreign objects,

m) the control and monitoring of utilities and supplies (e.g., water, compressed air, electricity, chemical products) to the extent they affect conformity to product requirements (see 7.1.3);

n) the consequences of obsolescence (e.g., materials, components, equipment, products).

Ref: QP-18 Contract Review
QP-05 Shipping Inspection

8.5.1.1 Control of Equipment, Tools, and Software Programs

Equipment, tools, and software programs used to automate, control, monitor, or measure processes is validated and maintained.

Storage requirements are defined for any production equipment or tooling in storage including any necessary periodic preservation or condition checks.

Ref: QP-29 Control of Measurement and Test Equipment

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8.5.2 Identification and Traceability

Turbo Resources uses suitable means to identify outputs when it is necessary to ensure the conformity of products and services.

Turbo Resources maintains the identification of the configuration of the products and services in order to identify any differences between the actual configuration and the required configuration.

Turbo Resources identifies the product status with respect to monitoring and measurement requirements throughout production and service provision.

When acceptance authority media are used (e.g., stamps, electronic signatures, passwords), Turbo Resources establishes appropriate controls for the media.

Where traceability is a requirement, Turbo Resources controls the unique identification of outputs and maintains documented information to enable traceability.

Unserviceable product is controlled and physically segregated from serviceable product.

Note: Traceability requirements can include

- ***the identification to be maintained throughout the product life,***
- ***the ability to trace all products manufactured from the same batch of raw material, or from the same manufacturing batch, to the destination (e.g., delivery, scrap),***
- ***for an assembly, the ability to trace its components to the assembly and then to the next higher assembly, and***
- ***the identification of the product's condition in inventory (e.g., new, repaired, altered or rebuilt).***

Note: Traceability requirements may include the ability to trace components disassembled from the next higher assembly.

Turbo Resources maintains product identification and traceability by suitable means (e.g., labels, bar codes) from receipt; during splitting, storage,

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packaging, and preservation operations; and until delivery. This includes handing or packing operations outsourced to external providers.

When delivering split product, the following information is retained:

- ***amount delivered relative to amount received from external provider;***

- ***purchase order number(s);***

- ***customer's name(s).***

Ref: QP-04 Receiving Purchased Parts
QP-14 Receiving Customer Returned Parts
QP-26 Receiving Supplier Processed Parts
QP-27 Receiving Consigned Parts and Lot Purchases
QP-02 Parts Identification and Traceability
QP-28 Material Certification and Release

8.5.3 Property Belonging to Customers or External Providers

Turbo Resources exercises care with property belonging to customers or external providers while it is under Turbo Resources' control or being used by Turbo Resources.

Turbo Resources identifies, verifies, protects and safeguards customer's or external providers' property provided for use or incorporation into the products or services

When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, Turbo Resources reports this to the customer or external provider and retains documented information on what has occurred.

Note: A customer's or external provider's property can include materials, components, tools and equipment, premises, intellectual property and personal data.

Ref: QP-27 Receiving Consigned Parts and Lot Purchases

8.5.4 Preservation

Turbo Resources preserves the outputs during production and service provision, to the extent necessary to ensure conformity to requirements.

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NOTE: Preservation can include identification, handling, contamination control, packaging, storage, transmission, or transportation and protection.

Preservation of outputs includes, where applicable in accordance with specifications and applicable statutory and regulatory requirements, provisions for:

a) cleaning;

b) prevention, detection and removal of foreign objects;

c) special handling and storage for sensitive products;

d) marking and labeling, including safety warnings and cautions;

e) shelf life control and stock rotation;

f) special handling of hazardous materials.

Ref: *QP-04 Receiving Purchased Parts*
QP-05 Shipping Inspection
QP-14 Receiving Customer Returned Parts
QP-24 Material Handling
QP-26 Receiving Supplier Processed Parts
QP-27 Receiving Consigned Parts and Lot Purchases

8.5.5 Post-Delivery Activities

Turbo Resources meets the requirements for post-delivery activities associated with the products and services.

In determining the extent of post-delivery activities that are required, Turbo Resources considers:

a) statutory and regulatory requirements;

b) the potential undesired consequences associated with its products and services;

c) the nature, use, and intended lifetime of its products and services;

d) customer requirements ;

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e) customer feedback;

f) product / customer support (e.g., queries, training, warranties, maintenance, replacement parts, resources, obsolescence).

When problems are detected after delivery, Turbo Resources takes appropriate action including investigation and reporting.

Ref: QP-05 Shipping Inspection
QP-18 Contract Review

8.5.6 Control of Changes

Turbo Resources reviews and controls changes for production and service provision, to the extent necessary to ensure continuing conformity with requirements.

Persons authorized to approve production or service provision changes are identified.

NOTE: Production or service provision changes can include changes affecting processes, equipment, tools, or software programs.

Ref: QP-03 Document Control
QP-05 Shipping Inspection
QP-18 Contract Review

8.6 Release of Products and Services

Turbo Resources implements planned arrangements, at appropriate stages, to verify that the product and service requirements have been met.

The release of products and services to the customer shall not proceed until planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

Turbo Resources retains documented information on the release of products and services. The documented information includes:

a) evidence of conformity with the acceptance criteria;

b) traceability to the person(s) authorizing the release.

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Turbo Resources ensures that all documented information required to accompany the products and services are present at delivery.
NOTE: Where there is a formal agreement with the customer, Turbo Resources can deliver a certifying statement created by Turbo Resources that references the manufacturer's certificate of conformity and documented information that is retained and traceable by Turbo Resources. The certifying statement indicates that defined requirements have been met throughout Turbo Resources' processes.

Ref: QP-05 Shipping Inspection
QP-28 Material Certification and Release

8.7 Control of Nonconforming Outputs

8.7.1 Turbo Resources ensures that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

Note: The term "nonconforming outputs" includes suspected unapproved, unapproved, counterfeit, and nonconforming product or service generated internally, received from an external supplier, or identified by a customer.

Turbo Resources takes appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This also applies to nonconforming products and services detected after delivery of products, during or after the provision of services.

Turbo Resources' nonconformity control process is maintained as documented information and includes provisions for:

- ***defining the responsibility and authority for review and disposition of nonconforming outputs and the process for approving personnel making these decisions;***

- ***taking actions necessary to contain the effect of the nonconformity on other processes, products, or services;***

- ***timely reporting of nonconformities affecting delivered products and services to the customer and to relevant interested parties;***

- ***defining corrective actions for nonconforming products and services detected after delivery, as appropriate to their impacts (see 10.2).***

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NOTE: Interested parties requiring notification of nonconforming products and services can include external providers, internal organizations, customers, distributors, and regulatory authorities.

Turbo Resources deals with nonconforming product by one or more of the following ways:

a) correction;

b) segregation, containment, return, or suspension of provision of products and services;

c) informing the customer;

d) obtaining authorization for acceptance under concession.

Dispositions of nonconforming product are limited to:
- scrap,

- rejection for return to the external provider *(or obtaining missing, or corrected discrepant, documents)***,**

- rejection for revalidation by the manufacturer *or certificated agency***, and**

- submittal to customer and/or design authority for "USE AS IS" disposition.

Product dispositioned for scrap is conspicuously and permanently marked, or positively controlled, until physically rendered unusable.

Counterfeit, or suspected counterfeit, parts are controlled to prevent reentry into the supply chain.

Conformity to the requirements are verified when nonconforming outputs are corrected.

Ref: *QP-02 Parts Identification and Traceability*
QP-04 Receiving Purchased Parts
QP-05 Shipping Inspection
QP-07 Nonconforming Material
QP-14 Receiving Customer Returned Parts
QP-17 Purchasing
QP-25 User Safety Process

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QP-26 Receiving Supplier Processed Parts
QP-27 Receiving Consigned Parts and Lot Purchases

8.7.2 Turbo Resources retains documented information that

a) describes the nonconformity;

b) describes the action taken;

c) describes any concessions obtained;

d) identifies the authority deciding the action in respect to the conformity.

Ref: QP-02 Parts Identification and Traceability
QP-04 Receiving Purchased Parts
QP-05 Shipping Inspection
QP-07 Nonconforming Material
QP-14 Receiving Customer Returned Parts
QP-17 Purchasing
QP-25 User Safety Process
QP-26 Receiving Supplier Processed Parts
QP-27 Receiving Consigned Parts and Lot Purchases

9. Performance Evaluation

9.1 Monitoring, Measurement, Analysis, and Evaluation

9.1.1 General

Turbo Resources has determined:

a) what needs to be monitored and measured;

b) the methods for monitoring, measurement, analysis, and evaluation needed to ensure valid results;

c) when the monitoring and measurement shall be performed;

d) when the results from monitoring and measurement shall be analyzed and evaluated.

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Turbo Resources evaluates the performance and effectiveness of the quality management system and maintains appropriate documented information as evidence of the results.

Ref: QP-13 Performance Monitoring and Measurement

9.1.2 Customer Satisfaction

As one of the measurements of the performance of the Quality Management System, Turbo Resources monitors information relating to customer perception of the degree to which their needs and expectations have been fulfilled. Turbo Resources has determined the methods for obtaining, monitoring, and reviewing this information.

Information monitored and used for the evaluation of customer satisfaction includes, but is not limited to, product and service conformity, on-time delivery performance, customer complaints and corrective action requests. Turbo Resources has developed and implemented plans for customer satisfaction improvement that address deficiencies identified by these evaluations, and assesses the effectiveness of the results.

Ref: QP-11 Management Review
QP-13 Performance Monitoring and Measurement

9.1.3 Analysis and Evaluation

Turbo Resources analyzes and evaluates appropriate data and information arising from monitoring and measurement.

NOTE: Appropriate data can include information on product and service problems reported by external sources (e.g., government/industry alerts, advisories).

The results of analysis are used to evaluate:

a) conformity of products and services;

b) the degree of customer satisfaction;

c) the performance and effectiveness of the quality management system;

d) if planning has been implemented effectively;

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e) the effectiveness of actions taken to address risks and opportunities;

f) the performance of external providers;

g) the need for improvements to the quality management system.

Note: Methods to analyze data can include statistical techniques.

Ref: QP-11 Management Review
QP-13 Performance Monitoring and Measurement

9.2 Internal Audit

9.2.1 Turbo Resources conducts internal audits at planned intervals to provide information on whether the quality management system;

a) conforms to:

1. Turbo Resource's own requirements for its quality management system.

NOTE: Turbo Resource's own requirements include customer and applicable statutory and regulatory quality management systems requirements.

2. the applicable requirements of those standards referenced within 2.0 within the determined scope of its quality management system.

b) Is effectively implemented and maintained

NOTE: When conducting internal audits, performance indicators can be evaluated to determine whether the quality management system is effectively implemented and maintained.

Ref: QP-09 Internal Quality Audit

9.2.2 Turbo Resources :

a) plans, establishes, implements, and maintains an audit program including the frequency, methods, responsibilities, planning requirements, and reporting, which takes into consideration the importance of processes concerned, changes affecting the organization, and results of previous audits;

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b) defines the audit criteria and scope for each audit;

c) selects auditors and conducts audits to ensure objectivity and impartiality of the audit process;

d) ensures that the results of the audits are reported to relevant management;

e) takes appropriate correction and corrective action without undue delay;

f) retains documented information as evidence of the implementation of the audit program and the audit results.

9.3 Management Review

9.3.1 General

Top management reviews the quality management system, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness, and alignment with the strategic direction of the organization.

9.3.2 Management Review Inputs

The management review is planned and carried out taking into consideration:

a) the status of actions from previous management reviews;

b) changes in external and internal issues that are relevant to the quality management system;

c) information on the performance and effectiveness of the quality management system, including trends in:

1. customer satisfaction and feedback from relevant interested parties;

2. the extent to which quality objectives have been met;

3. process performance and conformity of products and service;

4. nonconformities and corrective actions;

5. monitoring and measurement results;

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6. audit results;

7. the performance of external providers;

8. on-time delivery performance

d) the adequacy of resources;

e) the effectiveness of actions taken to address risk and opportunities (see 6.1);

f) opportunities for improvement;

Ref: QP-11 Management Review

9.3.3 Management Review Outputs

The output of the management review includes decisions and actions related to:

a) opportunities for improvement;

b) any need for changes to the quality management system;

c) resource needs;

d) risks identified.

Turbo Resources retains documented information as evidence of management reviews.

Ref: QP-11 Management Review

10. Improvement

10.1 General

Turbo Resources determines and selects opportunities for improvement and implements any necessary actions to meet customer requirements and enhance customer satisfaction.

These include:

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a) improving products and services to meet requirements as well as to address future needs and expectations;

b) correcting, preventing, or reducing undesired effects;

c) improving the performance and effectiveness of the quality management system.

NOTE: Examples of improvement can include correction, corrective action, continual improvement, breakthrough change, innovation, and re-organization.

Ref: *QP-09 Internal Quality Audits*
QP-10 Corrective Action and Improvement
QP-11 Management Review
QP-13 Performance Monitoring and Measurement

10.2 Nonconformity and Corrective Action

10.2.1 When a nonconformity occurs, including arising from complaints, Turbo Resources:

a) reacts to the nonconformity, as applicable:

1. take action to control and correct it;

2. deal with the consequences;

b) evaluates the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere by:

1. reviewing and analyzing the nonconformity;

2. determining the cause(s) of the nonconformity, ***including those related to human factors, as applicable***

3. determining if similar nonconformities exist, or could possibly occur;

c) implement any action needed;

d) review the effectiveness of any corrective action taken;

e) update risks and opportunities during planning, if necessary;

f) make changes to the quality management system, if necessary;

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g) flow down corrective action requirements to an external provider when it is determined that the external provider is responsible for the nonconformity;
h) take specific action when timely and effective corrective action are not achieved.

Corrective action is appropriate to the effects of the nonconformities encountered.

Turbo Resources maintains documented information that defines the nonconformity and corrective action management process.

Ref: QP-09 Internal Quality Audits
QP-10 Corrective Action and Improvement
QP-11 Management Review
QP-13 Performance Monitoring and Measurement

10.2.2 Turbo Resources retains documented information as evidence of:

a) the nature of nonconformities and any subsequent actions taken;

b) the results of any corrective action.

Ref: QP-09 Internal Quality Audits
QP-10 Corrective Action and Improvement
QP-11 Management Review
QP-13 Performance Monitoring and Measurement

10.3 Continual Improvement

Turbo Resources continually improves the suitability, adequacy, and effectiveness of the quality management system.

Turbo Resources considers the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

Turbo Resources monitors implementation of improvement activities and evaluates the effectiveness of results.

Note: Examples of continual improvement can include lessons learned, problem resolutions, and the benchmarking of best practices.

Ref: QP-10 Corrective Action and Improvement

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QP-11 Management Review
QP-13 Performance Monitoring and Measurement
QP-14 Receiving Customer Returned Parts

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Appendix A

ASA-100 Cross-Reference

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The following table provides a cross-reference from the ASA-100 Quality System Standard (as revised) to documents that comprise the Quality Management System.

ASA-100 Version 5.0	Turbo Resources International Quality Procedures
1.A	QP-01
1.B	QP-03
1.C	QP-03
1.D	QP-03
1.E	QP-01
2.A	QP-09
2.B	N/A (ASA Policy statement)
3.A	QP-24
3.B	N/A (No maintenance performed)
3.C	QP-04, QP-27
3.D	QP-06, QP-24
4.A	QP-08
4.B	QP-08, Inspector Roster
4.C	QP-08
4.D	QP-08, Inspector Roster
4.E	QP-08
5.A	QP-17, QP-02
5.B	QP-17, QP-05, QP-18
5.C	QP-12
5.D	QP-17, QP-02, QP-26, QP-05
6.A	QP-04, QP-14, QP-27, QP-26
6.B	QP-02, QP-04, QP-27, QP-28
6.C	QP-16
6.D	N/A (No inspection stamps used)
6.E	N/A (No ongoing relationship with OEMs)
7.A	QP-29
7.B	QP-29
8.A	QP-24, QP-09
8.B	QP-04, QP-27
8.C	QP-04, QP-27, QP-25, QP-05
8.D	QP-04, QP-27, QP-24, QP-05, QP-15
8.E	QP-23, QP-04, QP-05, QP-24, QP-27
8.F	QP-04, QP-26, QP-27, QP-24, QP-05
8.G	QP-04, QP-27
8.H	QP-07, QP-27
8.I	QP-07
8.J	QP-16
9.A	QP-21, QP-04, QP-26, QP-27
10.A	QP-05, QP-28
10.B	QP-05
10.C	QP-04, QP-26, QP-27, QP-05
10.D	QP-28, QP-05, QP-02

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11.A	QP-05
11.B	QP-08, QP-05
11.C	QP-04, QP-05, QP-26
12.A	QP-05
12.B	N/A (Not a distributor)
12.C	N/A (Not a distributor)
12.D	QP-04, QP-26, QP-27, QP-02
12.E	QP-19
13.A	N/A (No technical data maintained for use)
14.A	QP-10
14.B	QP-10
14.C	QP-10
15.A	QP-31, QP-04, QP-14, QP-26, QP-27, QP-06, QP-05, QP-15

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